

# Colorado Medical Assistance Program Fiscal Agent

Xerox State Healthcare

Denver Club Building, 518 17th Street, 4th floor, Denver, CO 80202

## Contact Information

Colorado Medical Assistance Program  
Provider Services  
Provider billing, enrollment, and training assistance  
Monday through Friday, 8:00 AM to 5:00 PM  
Toll Free 1-800-237-0757  
Fax 303-534-0439

Paper Claim Submissions and  
Paper Prior Authorization Requests  
PO Box 30  
Denver, CO 80201-0030

ColoradoPAR Program  
Prior Authorization Assistance  
55 N. Robinson Avenue, Suite 600  
Oklahoma City, OK 73102  
Phone: 1-888-454-7686; Fax: 1-866-492-3176  
[ColoradoPAR Program](#)

Provider Forms and  
Provider Enrollment  
PO Box 1100  
Denver, CO 80201-1100

Electronic Data Interchange (EDI) Support  
Technical Assistance  
Monday through Friday, 8:00 AM to 5:00 PM  
Toll Free 1-800-237-0757

Correspondence and  
Adjustment Requests  
PO Box 90  
Denver, CO 80201-0090

Prescription Drug Card System (PDCS) Pharmacy Support

- Prescription drug prior authorizations
- Pharmacy claim submission and Pro-DUR questions  
24 hours a day - Seven days a week  
Toll Free 1-800-365-4944  
Fax 1-888-772-9696

Fiscal Agent Provider Services for  
Medicaid billing questions  
1-800-237-0757 (Toll Free)  
Colorado Access for  
CHP+ billing questions  
1-888-214-1101 (Toll Free)

Fax-Back Eligibility Verification  
Verify eligibility and receive a faxed eligibility report  
24 hours a day – Seven days a week  
Toll Free 1-800-493-0920

Colorado Medical Assistance Program Eligibility Response System (CMERS)  
Eligibility and Warrant Information by touch-tone telephone  
24 hours a day – Seven days a week  
Toll Free 1-800-237-0757

Colorado Medical Assistance Program Fiscal Agent Information on the Web

- Billing Manuals
- Bulletins
- Diagnosis Related Group (DRG) Relative Weights
- EDI Support
- Enrollment
- Forms
- FAQs
- International Classification of Diseases - 10th Edition (ICD-10)
- National Correct Coding Initiative (NCCI)
- ColoradoPAR Program
- Specifications
- Training & Workshops
- Colorado Medical Assistance Program Web Portal

[colorado.gov/hcpf](http://colorado.gov/hcpf) ➔ [Provider Services](#)

# Colorado Medical Assistance Program Frequently Used Telephone Numbers and Websites

## CMERS Eligibility

1-800-0757 (Toll Free)

## FAXBACK Eligibility

1-800-493-0920

## Colorado Medical Assistance Program Provider Services Call Center

Monday through Friday, 8:00 a.m. to 5:00 p.m. (Mountain Time)

Toll Free 1-800-237-0757

Fax 303-534-0439

## Colorado Medical Assistance Program Prior Authorization

The ColoradoPAR Program

2401 NW 23rd Street, Suite 2

Oklahoma City, OK 73107

Phone: 1-888-454-7686; Fax: 1-866-492-3176

Website: [www.coloradopar.com](http://www.coloradopar.com)

## Electronic Data Interchange (EDI) Support

Technical Assistance

1-800-0757 (Toll Free)

## Presumptive Eligibility

### Medicaid Presumptive Eligibility

1-800-0757 (Toll Free)

### CHP+ Presumptive Eligibility (Colorado Access)

1-888-214-1101

## CGI – Web Portal Technical Assistance

1-888-538-4275

Email: [helpdesk.hcg.central.us@cgi.com](mailto:helpdesk.hcg.central.us@cgi.com)

## Department of Health Care Policy and Financing's Client Call Center

1-800-221-3943 8:30 a.m.-4:45 p.m. (Mountain Time)

## Colorado Office of Administrative Courts (Appeals)

Phone: 303-866-2000

FAX: 303-866-5909

## Colorado Department of Human Services

Division for Developmental Disabilities

303-762-4550

## Medicare Questions???

1-800-Medicare (1-800-633-4227)

## Department of Health Care Policy and Financing's Website

[colorado.gov/hcpf](http://colorado.gov/hcpf)

### Provider Services Section

of the Department of Health Care Policy and Financing's Website

[colorado.gov/hcpf](http://colorado.gov/hcpf) ➔ [Provider Services](#)

### CHP+ Website

<http://www.chplusproviders.com/claims.asp>

## National Provider Identifier (NPI) Information

PPES website: <https://nppes.cms.hhs.gov/NPPES/Welcome.do>

or call the Enumerator at 1-800-465-3203 (TTY 1-800-692-2326)

*Additional Contact Information is located in Appendices A and B in the Appendices Section of the  
Billing Manuals*

[colorado.gov/hcpf](http://colorado.gov/hcpf) ➔ [Provider Services](#) ➔ [Billing Manuals](#) ➔ [Appendices](#)