



Dear Provider,

Effective today, November 30, 2017, the Eligibility page on the Provider Web Portal will require users to complete a [CAPTCHA human verification step by identifying which images fit the given description](#). CAPTCHA (an acronym for "Completely Automated Public Turing test to tell Computers and Humans Apart") is a type of challenge-response test used in computing to determine whether or not the user is human. Requests from scripted code or robots will no longer be allowable.

This change is intended to minimize issues and slowness affecting all portal users. Batch submitters must utilize the X12 270 for large eligibility requests. For information on submitting batch 270 Eligibility, visit the [EDI Support web page](#).

The Provider Services Call Center is currently experiencing a high volume of calls. The Department and DXC are aware that some portal users are experiencing issues with this new required verification step. We are looking into these reported issues and will provide an update once more information is available.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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