Dear Case Manager,

The Department of Health Care Policy & Financing (the Department) appreciates the feedback provided in our recent Bridge User Experience and County Relationship surveys. The Department is still working to carefully review all the results to ensure we appropriately respond to the concerns raised. In order to immediately address one of the biggest concerns—communication about issues and updates on the Bridge—the Department will begin distributing a newsletter tailored to case managers.

You should expect to start seeing this newsletter in April. If you are receiving this email, your subscription to the newsletter will automatically begin once it is ready for distribution in April. If you know others who would like to receive the newsletter, you can share this link so that they can subscribe to the newsletter.

Until the newsletter launches, please see below for some important reminders and updates.

New Bridge-Related Web Pages
The Department has launched new Bridge-related web pages to keep case managers updated about system issues and new resources. Please bookmark these pages and check them as a first resource for getting help on Bridge questions or concerns you might have.
The Bridge Issues web page lists newly identified and resolved system issues.
The Bridge Updates web page lists copies of all the emails the Department has sent to case managers.

REMINDER: 2/14/18: Providers Unable to see Prior Authorization (PA) Modifiers on the Provider Web Portal
Modifiers on the detail lines of the PA records are now viewable on the Provider Web Portal. Home and Community Based Service (HCBS) Providers may still require additional information from case managers regarding the amount, scope, and duration of services authorized by the service plan, and should verify all information contained in the service plan before billing. In order to access this functionality, providers must have the client ID and an approved Prior Authorization ID. When providers click the Line # of the detail line in question, Web Portal now displays up to four modifiers in the Modifiers field.
Issue resolved 2/14/18

REMINDER: How to Manage your Email Subscriptions
The Department and its fiscal agent, DXC Technology (DXC) use the email software Constant Contact to communicate with stakeholders.

The Department sends many program and policy related newsletters through various subscription lists. You can sign up for Department emails here.

DXC sends information related to the Colorado interChange, Bridge and other billing information. DXC also sends the monthly provider bulletin and a weekly provider newsletter. You can sign up for DXC emails, by provider type (select Case Manager for news on the Bridge) here.

If you receive emails you no longer wish to receive, simply click "Unsubscribe" at the bottom of the email. You will be able to see all active subscriptions and may modify which emails you wish to receive. You can follow this protocol for both Department and DXC publications.

Thank you,

Department of Health Care Policy & Financing

Please do not reply to this email; this address is not monitored.