



Dear Home & Community Based Services (HCBS) Providers and Case Managers,

This email is to inform you that the issue described in the message below was resolved on February 28, 2018.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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Dear Home & Community Based Services (HCBS) Providers and Case Managers,

HCBS providers who do not use an NPI (Atypical providers) are currently not able to successfully void a claim using the Provider Web Portal. While the portal may display a message stating that the claim was successfully voided, the system is erroneously creating the claim without the billing provider ID, causing claim denials for EOB 1960 - "No Provider Billing Indicator Found. Please make sure the billing provider has been revalidated and that you are using the correct billing provider service location."

If you have any questions, please contact the Provider Services Call Center at 1-844-235-2387.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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

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