



Dear Provider,

This letter is to inform you of a recent fix made to the Provider Web Portal. When adding Third Party Liability to a claim in the web portal, providers were unable to type in the carrier name if the member's carrier wasn't one of the options available. Because of this issue, providers were unable to submit the claim correctly via the web portal and had to submit on paper or batch.

This issue was resolved on February 28, 2018, and providers can now submit the TPL carrier on the web portal or continue to submit on batch. Paper claims do not need to be sent. For TPL carriers not listed, select the Other Carrier option, which [now includes the Effective From date as a required field](#).

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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

See what's happening on our social sites

