



**COLORADO**

Department of Health Care  
Policy & Financing

**RE: 60 Day Notice -  
Transition to the Colorado interChange and new Provider Web Portal**

Dear Provider,

**Transition Information**

On March 1, 2017, Hewlett Packard Enterprises (HPE) will assume fiscal agent operations on behalf of Health First Colorado (Colorado's Medicaid program) and Child Health Plan Plus (CHP+). These operations include the transition to the Colorado interChange (a new claims payment system) and a new provider Web Portal.

**You must be enrolled in the new Colorado interChange.** All providers must be enrolled (and approved) in the Colorado interChange system by March 1, 2017. Those who are not enrolled and approved will not be able to submit claims or receive payments. Visit [Colorado.gov/HCPF/Provider-Enrollment](http://Colorado.gov/HCPF/Provider-Enrollment) for more information.

**Claims Payment Delays**

During the transition to the new Colorado interChange, there will be a delay in payments for ALL providers. The length of delay will depend on the type of claim you're submitting. The Department recognizes that payment delays can create challenges for providers, which is why we're providing this information now so you can plan accordingly. Unfortunately, these delays are unavoidable and no exceptions can be made.

**Paper pharmacy or medical claims (i.e. all paper claims)**

- The last day Xerox will accept any type of **paper** claim is 2/3/17
- These claims will be processed (as usual) and paid the week of 2/13/17 or 2/20/17 (as usual)
- Claims that don't make this deadline will be held and **processed on or after 3/1/17**
- If you **only** submit **paper** claims, **you will not receive another**

**payment until the week of 3/6/17**

**Electronic medical claims (and encounters) - Deadline is 2:00 pm MST**

- The last day Xerox will accept **electronic medical** claims is 2/17/17 by 2:00pm MST
- These claims will be processed (as usual) and paid the week of 2/20/17 (as usual)
- Claims that don't make this deadline will be **denied** and will **need to be resubmitted on or after 3/1/17**
- If you **only** submit electronic medical claims, **you will not receive another payment until the week of 3/6/17**

**Electronic pharmacy claims (and encounters)**

- The last day Xerox will accept **electronic pharmacy** claims is 2/24/17 by 10:00pm MST
- Claims submitted before 10:00pm MST on 2/24/17 will be processed and paid (as usual)
- Claims submitted on or after 2/25/17 will be processed and paid (as usual)

**Provider IDs and Portal Logins**

**Your Provider ID number will be changing.** Starting on March 1, 2017, claims must be submitted using your new provider ID number. Your new provider ID number will be sent out via email on February 6, 2017.

**Your provider Web Portal login information will be changing.** The new provider Web Portal will be launching on February 6, 2017. You will receive additional instructions for Web Portal registration when you receive your new Provider ID on February 6, 2017.

**Note:** You will **NOT** need the password you used to submit your application for revalidation/enrollment or your 5-digit application tracking number.

**Your Clearinghouse MUST apply for a new Trading Partner ID (TPID).**

Your Clearinghouse MUST apply for an interChange Trading Partner ID (TPID) and pass test transactions for HIPAA compliance. Clearinghouses without an interChange TPID will **not be able to submit batch claims or receive reports** beginning March 1, 2017.

If your Clearinghouse hasn't started the enrollment and testing process by **January 15, 2017**, it's **UNLIKELY** the process will be complete by March 1, 2017.

***NOTE: Experian Health, Inc. has enrolled and completed the testing process and is ready to submit production claims on March 1, 2017.***

### **Important Dates and Training Opportunities**

Hewlett Packard Enterprises (HPE) will host Web-based instructor-led training sessions for the new Provider Web Portal. **These sessions will begin January 23, 2017.**

See [Colorado.gov/HCPF/Provider-Resources](http://Colorado.gov/HCPF/Provider-Resources) for full schedule and registration instructions (**coming soon**).

Sincerely,

Health First Colorado & Child Health Plan Plus (CHP+)  
Provider Enrollment