

Final Notice - Colorado Medicaid Claims/Remits

Transition to the Colorado interChange and new Provider Web Portal

As per previous notification, 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+) on March 1, 2017. 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 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. 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 (837I/837P) – Payer Code 77016

- The last day Xerox will accept electronic medical claims is 2/17/17 by 2:00pm MST. **In order to allow time to batch and send claims on time, all claims must be sent to Experian Health no later than 9:00am MST/11:00am CST.**
- 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 held by the Experian**

Health clearinghouse and submitted on 3/1/17 when the new CO Medicaid MMIS system becomes available. Providers may continue to send claims to CO Medicaid, but these claims will be held until 3/1/17.

- If you only submit electronic medical claims, **you will not receive another payment until the week of 3/6/17**

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.

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 for full schedule and registration instructions (coming soon).