



Automated Medical Payments

# Medicaid Bulletin Colorado Title XIX

Fiscal Agent

**CONSULTEC**  
INC.

600 Seventeenth Street  
Suite 600 North  
Denver, CO 80202

## Medicaid Provider Services

303-534-0146  
1-800-237-0757

## Mailing Addresses

Claims & PARs

P.O. Box 30  
Denver, CO 80201-0030

## Correspondence, Inquiries & Adjustments

P.O. Box 90  
Denver, CO 80201-0090

Provider enrollment,  
Provider information, Changes,  
Signature authorization,  
and Claim requisitions

P.O. Box 1100  
Denver, CO 80201-1100

## Colorado Medicaid Fiscal Agent Information on the Internet

[WWW.CONSULTEC-GCRO.COM](http://WWW.CONSULTEC-GCRO.COM)

Medicaid bulletins contain important policy and billing information and should be shared promptly with billing staff.

Bulletins supplement information in the Medicaid Provider Manual and should be retained with the provider manual for reference. Retain all bulletins until published notification advises that the information is obsolete or reproduced in subsequent bulletins or provider manual updates.

Please direct questions about bulletins and billing information to Medicaid Provider Services.

**Distribution: Pharmacies, Physicians,  
Clinics, Osteopaths**

**June 1999**

**Reference: B9900016**

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## Policy clarification for injectable drugs

### Practitioners and/or clinics

- ♦ Injectable drugs given in a practitioner's office or clinic must be billed by the practitioner using HCPCS codes on the CO-1500 claim format.
- ♦ According to State policy (Volume 8, 8.831), pharmacies cannot bill for injectable drugs given in a practitioner's office.
- ♦ By State policy, practitioners may not send clients to pharmacies to get injectable drugs for use in the practitioner's office.

### Pharmacies

- ♦ Injectable drugs, intended for self-administration or use in the client's home, must be billed by the **pharmacy** through PDCS.
- ♦ The exception to the above is allergen extracts (for self-administration or use in the client's home). Allergen extracts may be provided by the practitioner and billed on the CO-1500 claim format.

## Drug and supply/DME prior authorization requests

For general prior authorization or billing questions, please refer to the Medicaid Provider manuals. If you cannot find the information you need, call Medicaid Provider Services. Provider Services can be reached at:

303-534-0146, Metro Denver area,  
or  
1-800-237-0757, Toll-free

## Prescription drugs

The **prescriber** must telephone the prescription drug PAR to the Prescription Drug Card System (PDCS) at:

**1-800-365-4944**

## Supply/DME

Do **not** call PDCS to request prior authorization for *supplies* or *DME*. Submit PARs for supplies and DME electronically through WINASAP. Some services may require paper claim submission to the authorizing agent.

## Drug and supply/DME claims

*With few exceptions, Colorado Medicaid claims must be submitted electronically.*

For help submitting electronic pharmacy claims, call PDCS, toll free, at:

**1-800-365-4944**

Technical help for Supply/DME claims is available from Electronic Data Interchange (EDI) Support, toll free, at:

**1-800-987-6721**

**Paper claims**

Some prescription drugs or supplies must be submitted on paper claims, such as new drugs with miscellaneous CPT coding. Submit these claims with an invoice showing acquisition costs. Generally, the following claims will be processed for payment on paper:

- Claims that, by policy, require attachments
- Claims from providers who consistently submit fewer than ten claims per month
- Claims for dates of service more than 365 days old
- Reconsideration claims

Mail paper PARs and paper claims to: **Consultec, Inc.**  
**P.O. Box 30**  
**Denver, CO 80201-0030**

*The following list of phone numbers and addresses can be conveniently placed near your telephone.*

<p><b>Colorado Medicaid Fiscal Agent</b>                  Consultec, Inc.                  600 Seventeenth Street, Suite 600 North Denver Colorado 80202</p>	
<p><b>Phone Numbers and Addresses</b></p>	
<p><b>Medicaid Provider Services</b></p> <ul style="list-style-type: none"> <li>• Provider assistance, enrollment, and training</li> <li>• Monday through Friday 8:00 AM to 5:00 PM</li> </ul> <p style="text-align: center;">Denver Metro 303-534-0146                  Toll Free 1-800-237-0757                  Fax 303-534-0439</p>	<p><b>Paper Claim Submissions and Paper Prior Authorization Requests</b></p> <p style="text-align: center;">PO Box 30                  Denver CO 80201-0030</p>
<p><b>Fiscal Agent Prior Authorization Assistance</b></p> <ul style="list-style-type: none"> <li>• Monday through Friday 8:00 AM to 5:00 PM</li> </ul> <p style="text-align: center;">Denver Metro 303-534-0279                  Toll Free 1-800-237-7647</p>	<p><b>Provider Form Requests and Provider Enrollment</b></p> <p style="text-align: center;">PO Box 1100                  Denver CO 80201-1100</p>
<p><b>Electronic Data Interchange Support</b></p> <ul style="list-style-type: none"> <li>• Technical assistance</li> <li>• Monday through Friday 6:00 AM to 4:00 PM</li> </ul> <p style="text-align: center;">Toll Free 1-800-987-6721</p>	<p><b>Correspondence and Adjustment Requests</b></p> <p style="text-align: center;">PO Box 90                  Denver CO 80201-0090</p>
<p><b>Prescription Drug Card System (PDCS) Pharmacy Support</b></p> <ul style="list-style-type: none"> <li>• Prescription drug prior authorizations handled Monday through Friday 8:00 AM to 5:00 PM</li> <li>• Pharmacy claim submission and Pro-DUR questions handled Monday through Friday 6:00 AM to 10:00 PM; Saturday 6:00 AM to 8:00 PM; Sunday 8:00 AM to 7:00 PM</li> <li>• Emergencies handled by pager 24 hours a day</li> </ul> <p style="text-align: center;">Toll Free 1-800-365-4944                  Fax 1-877-614-1078</p>	
<p><b>Fax-Back Eligibility Verification</b></p> <ul style="list-style-type: none"> <li>• Verify eligibility and receive a faxed eligibility report</li> <li>• Seven days a week, 24 hours a day</li> </ul> <p style="text-align: center;">Toll Free 1-800-493-0920</p>	
<p><b>Colorado Medicaid Eligibility Response System (CMERS)</b></p> <ul style="list-style-type: none"> <li>• Eligibility verification by touch-tone telephone</li> <li>• Seven days a week, 24 hours a day</li> </ul> <p style="text-align: center;">Denver Metro 303-534-3500                  Toll Free 1-800-237-0044</p>	
<p><b>Colorado Medicaid Fiscal Agent Information on the Internet</b></p> <ul style="list-style-type: none"> <li>• Publications</li> <li>• Provider Manuals</li> <li>• Forms</li> <li>• Frequently asked questions</li> <li>• Interactive software</li> </ul> <p style="text-align: center;"><b>WWW.CONSULTEC-GCRO.COM</b></p>	