



Medical Assistance Program Bulletin

Colorado Title XIX

Fiscal Agent



600 Seventeenth Street
Suite 600 North
Denver, CO 80202

Medical Assistance Program 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

Medical Assistance Program
Fiscal Agent Information
on the Internet
www.chcpf.state.co.us

Click on the **Provider Services** tab at the
top of the web page

Medical Assistance Program bulletins contain important policy and billing information and should be shared promptly with billing staff.

Bulletins supplement information in the Medical Assistance Program 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 Retain all bulletins until published notification advises that the information is obsolete or reproduced in subsequent bulletins or provider manual updates.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 Medical Assistance Program Provider Services.

Distribution: All providers

January 2005

Reference: B0500191

All Providers

Provider Web Portal Update:

Trading Partner Administrators and User Maintenance

The Department of Health Care Policy and Financing is issuing and mailing the Trading Partner Administrator username and initial password to providers who have completed the Electronic Data Interchange Provider Application and Agreement.

The Trading Partner Administrator is issued and assigned only the administrative functions. The Trading Partner Administrator will need to log in to the Provider Web Portal and complete the online training programs. The Administrator may add additional roles to the Administrator's profile. These roles include Eligibility, File and Report Service, Claims, PARs and Claim Status Inquiry. The Administrator will need to save the changes and log out of the Provider Web Portal and log back in before the changes will be effective.

The Administrator can create a unique username and password for each user who will be accessing the Provider Web Portal. When completing this process, the Administrator may assign the previously mentioned roles.

For further assistance, refer to the Trading Partner Administrator Users Guide or contact the Technical Support Desk at 1-888-538-4275.

Verifying Client Eligibility

Verify client eligibility prior to every Medical Assistance Program patient visit to determine if the client is enrolled in an HMO/PCP/BHO group or has any third party coverage. Verify eligibility through:

- CMERS
- FaxBack
- Transaction 270 through Provider Web Portal or batch

If the client's eligibility cannot be verified through these methods **and** you have a letter on State Letterhead declaring eligibility that covers your date of service, you can use the letter as verification. These letters were provided to clients whose eligibility is not currently in the Medical Assistance Program claims processing system and cannot be verified by current methods. This may cause a delay in accepting electronic claims for those clients. If this becomes a concern, you may submit paper claims with the client's proof of eligibility attached to maintain timely filing.

If providers experience billing problems, they should call the fiscal agent's Provider Services at 303-534-0146, Denver Metro or 1-800-237-0757, toll free within Colorado.

2005 CMS and ADA Codes

All 2005 CMS and ADA codes approved for billing the Colorado Medical Assistance Program are posted in the Bulletins section of Provider Services on the Department's Website: <http://www.chcpf.state.co.us/>.

A CD containing the CMS codes, ADA codes and Immunization bulletins will be mailed to providers the second week in January.

All codes and changes are effective January 1, 2005. All providers must use the approved 2005 codes when billing for dates of service on and after January 1, 2005.

HIPAA Compliant Batch Submissions (CO1500 and UB92)

Effective February 1, 2005, the Colorado Medical Assistance Program will only accept HIPAA compliant transactions. The Medical Assistance Program claims processing system will reject all National Standard Format (NSF) claims that are submitted via batch. If you have not completed your testing, please contact EDI Support at 1-800-987-6721.

2005 Denver & Statewide Provider Billing Workshop Schedule

General Information

Provider billing workshops include both Medical Assistance Program billing instructions and a review of Medical Assistance Program billing procedures. There are specific classes for new billers to the Medical Assistance Program and for specialty training for different types of providers. The schedule for Spring and Winter 2005 workshops follows. The workshops begin in January and continue through November.

Who Should Attend?

New and experienced receptionists, front desk personnel, admission personnel, office managers, billing services, and other billers should attend the appropriate workshops.

Do I need Reservations?

Yes, reservations are necessary for *all workshops*. We are currently requesting reservations for both Statewide and Denver workshops to be able to provide adequate space in all workshops.

**Email reservations to: workshop.reservations@acs-inc.com
or**

**Call Medical Assistance Program Provider Services to make reservations.
1-800-237-0757 or 303-534-0146**

Press "4" to make your workshop reservation. This transfers you to a voice mail where you must leave the following information:

- Medical Assistance Program provider billing number
- The date and time of the workshop
- The number of people attending and their names
- Contact name, address and phone number

Without all of the requested information, your reservation will not be processed successfully.

Your confirmation will be mailed to you within one (1) week of making your reservation. If you do not receive a confirmation within one (1) week, please contact Provider Services and talk to a Provider Relations Representative.

Class Descriptions

Beginning Training – CO1500 (837P), UB92 (837I) and ADA Dental Form (837D)

This class is for new billers to the Colorado Medical Assistance Program. The class covers in-depth information on resources, eligibility, timely filing, reconciling your remittance statements, claim completion for the UB-92, and CO1500.

Practitioners

This class is for providers who bill on the Colorado 1500 format. The class covers billing procedures, common billing issues and guidelines for:

- | | |
|----------------------------|--------------------------|
| ▪ Ambulance | ▪ Nurse Practitioner |
| ▪ Anesthesiologists | ▪ OB/GYN |
| ▪ ASC | ▪ Occupational Therapist |
| ▪ Family Planning | ▪ Physical Therapists |
| ▪ Independent Labs | ▪ Physician Assistant |
| ▪ Independent Radiologists | ▪ Physicians, Surgeons |

Dental

The class is for billers who bill on the ADA claim format (837D). The class covers billing procedures, common billing issues and guidelines for:

- | | |
|------------|---------------------|
| ▪ Dentists | ▪ Dental Hygienists |
|------------|---------------------|

(This is not the class for FQHC/RHC – please refer to FQHC/RHC Class)

EPSDT

This class is for billers who bill on the EPSDT claim format. The class covers billing procedures, common billing issues and guidelines for:

- EPSDT Providers.

(This is not the class for FQHC/RHC – please refer to FQHC/RHC Class)

FQHC/RHC

This class is for billers who bill on the UB92 format. The class covers billing procedures, common billing issues and guidelines for:

- FQHC/RHC providers

HCBS

This class is for billers who bill on the CO1500 claim format for the following services: adult day care, non-medical transportation, home electronics, home modifications and personal care. The class covers billing procedures, common billing issues and guidelines for:

- HCBS – EBD
- HCBS – MI
- HCBS – PLWA
- HCBS – CMW
- HCBS – BI

Home Health

This class is for billers who bill on the UB92 format. The class covers billing procedures, common billing issues and guidelines for:

- Home Health Providers

Hospice

This class is for billers who bill on the UB92 format. The class covers billing procedures, common billing issues and guidelines for:

- Hospice Providers

Hospital

This class is for billers who bill on the UB92 format. The class covers billing procedures, common billing issues and guidelines for:

- Inpatient Hospital
- Outpatient Hospital

(This is not the class for FQHC/RHC – please refer to FQHC/RHC Class)

Nursing Facility

This class is for billers who bill on the UB92 claim format. The class covers billing procedures, common billing issues, PETI, Medicare Crossovers and guidelines for:

- Nursing Facility Providers

Nurse Home Visitor Program (NHVP)

This class is for providers who bill on the Colorado 1500 format. The class covers billing procedures, common billing issues and guidelines for providers who participate in the Nurse Home Visitor Program

(This is not the class for HCBS, Home Health or Nursing Facility providers – please refer to the appropriate class)

Pharmacy

This class is for billers who bill on the Pharmacy claim format/Point of Sale. The class covers billing procedures, common billing issues and guidelines for:

- Pharmacies

RTC

This class is for billers who bill on the UB92 claim format. The class covers billing procedures, common billing issues and guidelines for:

- RTC Providers

Supply/DME

This class is for billers who bill on the CO1500 claim format. The class covers billing procedures, common billing issues and guidelines for:

- Supply/DME Providers

Therapists: Occupational, Physical and Speech

This class is for providers who bill therapies on the UB92 or Colorado 1500 format. The class covers billing procedures, common billing issues and guidelines for:

- Occupational Therapist
- Physical Therapist
- Speech Therapist

Locations

Denver

All Denver workshops are located at:

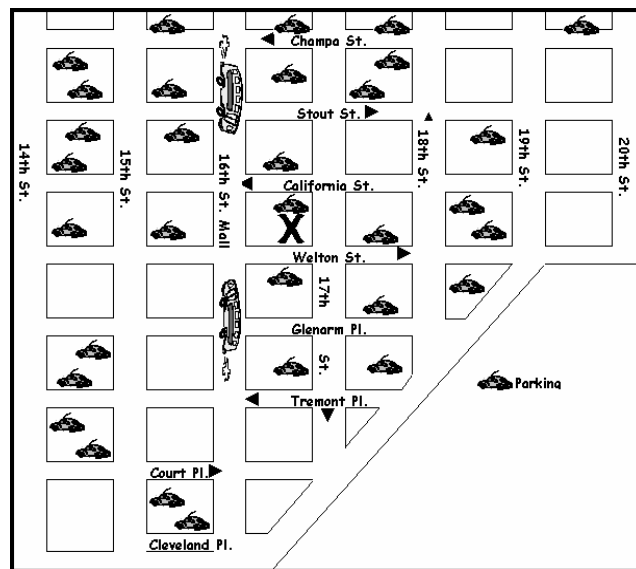
ACS
600 Seventeenth Street
Suite 600 N (6th Floor, North Tower)
Denver, CO 80202

Driving directions:

Take Interstate 25 to Exit 210 A – Colfax. Go East
Take Colfax 0.8 miles to Welton – seventh light. Go North
Take Welton 0.4 miles to 16th Street – Third light.
ACS is located in the Dominion Plaza, on the west side of Welton, between 16th and 17th Streets.

Parking:

Parking is not provided and is limited in the Downtown Denver area. Providers attending workshops are urged to carpool and arrive early to secure parking or use public transportation.
Commercial parking lots are available throughout the downtown area and the daily rates range from approximately \$5 - \$10.



Statewide
Alamosa

Clarion of the Rio Grande Hotel
333 Santa Fe
Alamosa, CO 81101
719-589-5833

Durango

Mercy Medical Center
1800 East 3rd Avenue
Durango, CO 81301
970-247-4311

Fort Collins

University Park Holiday Inn
425 West Prospect Road
Fort Collins, CO 80526
970-482-2626

Greeley

Best Western Regency
701 8th Street
Greeley, CO 80631
970-353-8444

Pueblo

Ramada Inn and Conference Center
4001 North Elizabeth
Pueblo, CO 81008
719-543-8050

Colorado Springs

Embassy Suites Hotel
7290 Commerce Center Dr
Colorado Springs, CO 80919
719-599-9100

Grand Junction

Holiday Inn
755 Horizon Drive
Grand Junction, CO 81502
970-243-6790

Denver Beginning Billing Schedule
9:00 – 3:00**(Unless Otherwise Noted)****Beginning Training CO-1500/837P**

01/07/05 – Friday
02/08/05 - Tuesday
04/05/05 - Tuesday
06/07/05 – Tuesday
08/02/05 – Tuesday
11/08/05 – Tuesday

Beginning Training UB-92/ 837I

01/06/05 - Thursday
02/10/05 - Thursday
04/07/05 – Thursday
06/09/05 – Thursday
08/04/05 – Thursday
11/10/05 – Thursday

Beginning Training CO-1500, UB-92, ADA Format (837D, 837I & 837P)

03/09/05 - Wednesday
07/06/05 – Wednesday, 8:30 am-2:30
10/13/05 - Thursday

Denver Specialty Training Schedule
Practitioners

03/15/05 – Tuesday, 8:30-11:30
10/18/05 – Tuesday, 8:30-11:30

Dental

03/17/05 – Thursday, 10:00-11:00
10/20/05 – Thursday, 10:00-11:00

EPSDT

03/15/05 – Tuesday, 12:30-1:30
10/18/05 – Tuesday, 12:30-1:30

FQHC/RHC

03/18/05 – Friday, 2:00-4:00
10/21/05 – Friday, 2:00-4:00

HCBS

03/16/05 – Wednesday, 1:30-2:30
10/19/05 – Wednesday, 1:30-2:30

Home Health

03/14/05 – Monday, 11:45-12:45
07/06/05 – Wednesday – 2:30-3:30
10/17/05 – Monday, 11:45-12:45

Hospice

03/14/05 – Monday, 10:30-11:30
10/17/05 – Monday, 10:30-11:30

Hospital

03/16/05 – Wednesday, 11:00-12:00
10/19/05 – Wednesday, 11:00-12:00

Nurse Home Visitor Program

03/17/05 – Thursday, 8:30-9:30

Nursing Facility

03/14/05 – Monday, 8:30-10:00
10/17/05 – Monday, 8:30-10:00

Physical/ Occupational and Speech Therapy

03/18/05 – Friday, 11:00-1:00

10/21/05 – Friday, 11:00-1:00

Pharmacy

03/17/05 – Thursday, 1:00-2:00

10/20/05 – Thursday, 1:00-2:00

RTC

03/15/05 – Tuesday, 2:00- 4:00

10/18/05 – Tuesday, 2:00- 4:00

Supply/DME

03/16/05 – Wednesday, 8:30-10:30

10/19/05 – Wednesday, 8:30-10:30

Transportation

03/18/05 – Friday, 8:30-10:30

10/21/05 – Friday, 8:30-10:30

Statewide Beginning Billing**8:30-1:00****(Unless Otherwise Noted)****Beginning Training CO-1500/UB-92**

05/12/05— Alamosa-- Thursday

05/16/05 – Ft. Collins Monday, 9:00 am-1:30

05/24/05 – Greeley – Tuesday, 9:00 am-1:30

05/10/05 – Grand Junction – Tuesday

05/17/05 – Pueblo – Tuesday

05/18/05 – Colorado Springs – Wednesday

09/15/05 – Grand Junction – Thursday

09/19/05 – Durango – Monday, 9:00 am-1:30

09/26/05— Fort Collins—Monday, 9:00 am-1:30

09/27/05 – Greeley – Tuesday, 9:00 am-1:30

09/21/05 – Pueblo – Wednesday

09/22/05 – Colorado Springs – Thursday

Statewide Specialty Training**Home Health/ Private Duty Nursing**

05/12/05 – Alamosa – Thursday, 2:00-4:00

Supply

05/12/05 – Alamosa – Thursday, 2:00-4:00

Occupational Physical and Speech Therapies

05/16/05 - Fort Collins – Monday, 2:00-4:00

RTC

05/16/05 - Fort Collins – Monday, 2:00-4:00

HCBS

05/24/05 – Greeley – Tuesday, 2:00-3:30

Hospital

05/10/05 – Grand Junction – Tuesday, 2:00-4:00

Practitioner

05/10/05 - Grand Junction – Tuesday, 2:00-4:00

RHC/FQHC

05/17/05 – Pueblo– Tuesday, 2:00-3:30

Occupational Physical and Speech Therapies

05/18/05 – Colorado Springs – Wednesday, 2:00-4:00

Hospital

05/18/05 – Colorado Springs – Wednesday, 2:00-4:00

Nursing Facility

09/15/05 – Grand Junction – Thursday, 2:00-4:00

Practitioner

09/15/05 – Grand Junction – Thursday, 2:00-4:00

Hospital

09/19/05 – Durango – Monday, 2:00-4:00

RHC/FQHC

09/21/05 – Pueblo – Wednesday, 2:00-3:30

Hospital

09/22/05 – Colorado Springs – Thursday, 2:00-4:00

Occupational Physical and Speech Therapies

09/22/05 – Colorado Springs – Thursday, 2:00-4:00

Home Health

09/26/05 – Fort Collins – Monday, 2:00-4:00

Occupational Physical and Speech Therapies

09/26/05 – Fort Collins – Monday, 2:00-4:00

Practitioner

09/27/05 – Greeley – Tuesday, 2:00-4:00

Web Portal Update

Please refer to the online FRS Training, User guide, and Help for functionality questions. If you are unable to retrieve reports/transactions from the FRS please contact ACS at 1-800-237-0757 or 303-534-0146. For all other Web Portal issues call 1-888-538-4275. Please note that you may access your reports and HIPAA transactions for 60 days after the date posted.

Hospice Agencies and Nursing Facilities

Retroactive nursing facility rate adjustments affect hospice agency billing. Hospices bill for room and board and forward payment to the nursing facility. When a hospice client resides in a nursing facility, the hospice is required to submit adjusted claims. Hospices will now be able to check the rate change dates for each nursing facility with which they have contracts. A table listing three periods of rate changes per facility is available on our website. The Department adjusts the per diem rate according to this schedule. To access this table go to www.chcpf.state.co.us, click on Reference Materials and find "Nursing Facility Rate Change Dates". Look for the nursing facilities that contract with the hospice by name. This table should help hospices determine the dates of nursing facilities rates changes. If the nursing facility does not contact the hospice regarding a rate change, the hospice should contact the facility.

Effective January 1, 2005, hospice agencies are responsible for adding PETI codes to their claims for Medical Assistance Program clients living in nursing facilities and make a patient payment. All PETI charges for hospice clients in a nursing facility must be prior authorized by the Department. Once the charges are approved, the hospice agency may submit claims for the PETI payment on the claim with the client's room and board minus patient payment amount. The nursing facility and hospice agency should work together to determine the monthly billable amount. The following are the PETI codes:

479 Hearing & Ear 962 Vision & Eye 969 Dental 999 Health Insurance/Other

Bill PETI charges in units. One unit equals one dollar. Example: If a client has been approved for the purchase of eyeglasses at a cost of \$175, the PETI amount equals 175 units at \$1.00 each. Do not bill partial units or cents.

Mental Health Services

Effective January 1, 2005, the Colorado Medical Assistance Program Community Mental Health Services Program will operate in five (5) geographic service areas. The five areas are identified as Northeast, Metro, Metro West, Metro East, and Western/Southern (see the following chart). The contractors for the Community Mental Health Services Program will be referred to as Behavioral Health Organizations (BHO). They will no longer be called Mental Health Assessment and Services Agencies (MHASA).

The BHOs include Northeast Behavioral Health, Colorado Access Behavioral Care, Foothills Behavioral Health, Behavioral Healthcare Incorporated, and Colorado Health Network. For more information about the BHOs, go to the Department's website at www.chcpf.state.co.us. Click on Medical Assistance Programs then click the Mental Health Program link.

There is no change in mental health services to Medical Assistance Program clients under the BHOs. To become a provider for the Community Mental Health Services Program, contact the BHO in your area. Consult the table on page 7 of this bulletin to find the BHO for your area.

Refer to Appendix V for questions about billing for mental health services under the Medical Assistance Program fee-for-service at http://www.chcpf.state.co.us/ACS/Provider_Services/provider_services.asp. Click *Billing Manuals* then *Appendices*.

BHO Service Area	BHO	Included Counties
Northeast	Northeast Behavioral Health	Larimer, Weld, Morgan, Logan, Sedgwick, Phillips, Yuma, Washington, Kit Carson, Cheyenne, Lincoln, Elbert
Metro	Colorado Access Behavioral Care	Denver
Metro West	Foothills Behavioral Health	Boulder, Broomfield, Clear Creek, Gilpin, Jefferson
Metro East	Behavioral Healthcare, Inc.	Adams, Arapahoe, Douglas
Western/ Southern	Colorado Health Networks	Moffat, Routt, Jackson, Grand, Summit, Eagle, Garfield, Rio Blanco, Mesa, Delta, Gunnison, Pitkin, Lake, Chaffee, Fremont, Park, Teller, El Paso, Montrose, Ouray, Hinsdale, Saguache, Custer, Pueblo, Crowley, Kiowa, Otero, Bent, Prowers, Baca, San Miguel, Dolores, Montezuma, San Juan, La Plata, Archuleta, Mineral, Rio Grande, Conejos, Alamosa, Costilla, Huerfano, Las Animas

Please direct questions about Medical Assistance Program billing or the information in this bulletin to
 Medical Assistance Program Provider Services at:
 303-534-0146 or 1-800-237-0757 (Toll free Colorado)

*Remember to check the Department's website at: <http://www.chcpf.state.co.us>
 For Provider Updates and News*