

Verifying Eligibility Online During After-Hours and Weekends

Providers utilizing the Colorado Access Provider Toolkit to check eligibility after-hours or on the weekends might encounter an issue where they receive a message “No Member Found”, but upon checking again on Monday the member appears to have active coverage. This issue is caused by updates and refreshing of data that currently occurs overnight and on weekends. We apologize for this inconvenience and we are working on a solution. In the meantime, we suggest that providers take the following steps if this issue occurs:

- Utilize the State eligibility web portal for CHP+ verification. This is the most current and accurate eligibility information for CHP+ members, and should also identify the CHP+ HMO plan the member is covered under. Print a screen shot of the web portal page and keep in the member’s record for proof that you verified eligibility on the date-of-service.
- Take a copy of the member’s ID card and a screen shot of the message from our website with the “No Member Found” search result and keep in the member’s chart.
- On Monday check our website to verify updates on the member’s eligibility or call our customer service at 1-800-511-5010 for assistance.