



Colorado Access on the Web

www.coaccess.com

Tip of the Month

Colorado Access reimburses providers for both the serum and administration of vaccines and immunizations. Please refer to the terms of your contract for specific details. Encourage your patients to get all the recommended immunizations! For more information about immunization Practice Guidelines, please visit our website at <http://www.coaccess.com/practice-guidelines>

C Provider Network Services:
PO Box 17580
Denver, CO 80217-0580

O pns@coaccess.com
N providerbulletin_CHP@coaccess.com

T Customer Service:
(303) 751-9021
A 1-888-214-1101

C Claims:
T PO Box 17470
Denver, CO 80217-0470

U Provider Carrier Disputes
S (Claim Appeals):
PO Box 17189
Denver, CO 80217-0189

Benefit Highlights

In July 2010, Maximus was awarded the contract to provide Eligibility and Enrollment services for Colorado's Medical Assistance Programs (EEMAP) – CHP+ and Medicaid.

To check on the status of an application or eligibility/enrollment, please choose from these two options:

1. Call 1-800-359-1991
⇒ You will need the client's home phone number or State ID number and the client's date of birth
2. Use the secured web portal – Movelt
⇒ To request access to this web portal, send an email to eemapsupport@maximus.com

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Provider Communication Distribution Changes

Beginning April 1, 2011, Colorado Access will distribute provider communications only via email and by posting them on our website. These changes will allow Colorado Access to communicate with providers in a more timely and cost-effective manner. We appreciate your assistance in helping Colorado Access GO GREEN!

We need accurate email addresses – Please make sure Colorado Access has a valid email address for your organization. It is best to have one email address from your organization rather than several individual staff email addresses. If you do not have an organization email address, there are several options for establishing one at no cost, such as creating a free Yahoo or Gmail account.

Please submit your organization's information to providerbulletin_CHP@coaccess.com and include the organization name, TIN, address, phone and email address, so we can be sure to update our systems accurately.

In order to avoid any disruptions in receiving e-communications from Colorado Access, please add providerbulletin_CHP@coaccess.com to your "Safe Senders" list. Please follow these simple steps on how to add us as a safe sender.

- ⇒ For Microsoft Outlook, proceed to log into your account. On the toolbar at the top of the screen, click on *Tools* and scroll down to *Options*, which will take you to the *Preference* tab. From there, click on *Junk Email* and then click on *Safe Senders*. Add our email to the list and hit *Apply*.
- ⇒ For Yahoo, after logging into your account, the best way to add us to your "Safe Senders" list is by adding us as a "Contact" in your account. After signing into your Yahoo email, click on *Contacts* on the upper, left side of the screen. From there, click *Add Contact* and type in our name and email address, and hit *Save*.

- ⇒ For Gmail, the process is similar to Yahoo's. After signing into your Gmail account, click on *Contacts* on the upper, left side of the screen. Then click on *Add to "My Contacts"* and type in our email address provided above.
- ⇒ If you have an IT department, ask them for assistance.



National Provider Identifier (NPI) Reminder

The National Provider Identifier (NPI) is a unique identification number for covered health care providers. Covered health care providers, along with all health plans and health care clearinghouses must use NPIs in administrative and financial transactions adopted under HIPAA. For additional information on NPI requirements please visit <http://www.cms.gov/NationalProvIdentStand/>

Center for Medicare & Medicaid Services (CMS) requires covered entities to obtain an NPI and must use the NPI in standard transactions no later than May 23, 2008.

Colorado Access is collecting and implementing the use of National Provider Identifier (NPI) numbers in our financial transactions. If you have not already done so, please submit your NPI number to Colorado Access. If you have questions, please contact us at pns@coaccess.com



Regional Care Collaborative Organizations (RCCO) Announced!

Have you heard about the Department of Health Care Policy and Financing's (HCPF's) Accountable Care Collaborative (ACC) program?

It is the Department's program designed to affordably optimize client health, functioning, and self-sufficiency with the primary goals to improve Medicaid client health outcomes and control costs.

The State has been divided into 7 regions, with a Regional Care Collaborative Organization (RCCO) contracted for each region. The RCCOs will be responsible for fulfilling the requirements of the ACC program. Through a competitive bid process, the Department awarded the RCCO contract for the Northeast (region 2), East Metro (region 3) and Denver County (region 5) to Colorado Access.

As the Department's contracted vendor, Colorado Access will be working closely with physicians and community service organizations to provide coordinated case management and administrative services to manage the State's Regional Care Collaborative Organization members in Adams, Arapahoe, Douglas, Denver, Weld, Morgan, Logan, Sedgwick, Phillips, Washington, Yuma, Lincoln, Kit Carson and Cheyenne counties. Member enrollment will begin as early as May 1, 2011 in the Northeast region.

For more information, please visit <http://www.coaccess.com/regional-care-collaborative-organization> or contact April Abrahamson at (720) 744-5410 or by email at april.abrahamson@coaccess.com



Handicap Parking Application Change

All providers need to be aware that the Colorado Department of Revenue, Division of Motor Vehicles, recently made revisions to the DR 2219 Persons with Disabilities Parking Privileges Application. The changes include the new penalty statements for both the person with a disability as well as the signing provider.

As of March 1, 2011, only the new forms with the revision date of 12/28/10 located on the upper, left-hand corner of the

form will be accepted. Please visit <http://www.colorado.gov/cs/Satellite/Revenue-MV/RMV/1185870964546> and click on the *Persons with Disabilities Parking Privileges Application* link to access the form.

Also, please note that as of 1/1/11, all renewals must be signed by a physician, CNP, PA or other acceptable medical professional. Renewals are no longer being processed without a new medical certification as needed.

Please contact Gina Robinson at (303) 866-6167 or gina.robinson@state.co.us with any questions.



It's HEDIS® Season - Your Office May be Contacted

The 2011 Healthcare Effectiveness Data and Information Set (HEDIS) medical record review process will run from March through May. HEDIS consists of a set of measures used to assess and report the quality of healthcare. Colorado Access is required by the Colorado Department of Health Care Policy and Financing (HCPF) and the Centers for Medicare and Medicaid Services (CMS) to report HEDIS measures annually in June. We are asking for your help in completing the process in the most efficient manner.

Since data for certain HEDIS measures is not adequately captured by claims, medical record review is required. Colorado Access collects medical record review data on a random sample of members. We have contracted with a scanning company, called Innovating Imaging to scan pertinent information from the selected sample of medical records. As defined by HIPAA, Innovative Imaging will be a business associate of Colorado Access, and as such, they are legally bound to protect, preserve and maintain the confidentiality of any Protected Health Information (PHI) they garner from clinical records provided by medical practice locations.

If you have at least 8 patients in the random sample, you will be contacted by Innovative Imaging to schedule an onsite visit. If your office has less than 8 records to review, you will receive a faxed list of selected members and specific instructions on what information to provide via fax or mail. Your cooperation is very much appreciated.

If your office has a specific contact for medical record review, or you have questions, please contact:

Meg Bayerl, Outcomes Project Manager, at (720) 744-5243 or meg.bayerl@coaccess.com

Polly Wilson, Manager of Quality, at (720) 744-5242 or polly.wilson@coaccess.com



2011 Fee Schedules

Colorado Access has uploaded the 2011 fee schedules into our claims transaction system. Claims submitted with dates of service between 1/1/2011 and 2/21/2011 will automatically be reprocessed at the new 2011 rates. This process is similar to prior years and does not require any action on your part.

If you have any questions regarding this process, please contact your Provider Relations Liaison. Contact information can be found on our website at <http://www.coaccess.com/our-providers>. Please click on *Find Your Colorado Access Provider Relations Liaison*. It is located on the right side of the screen.



Access Food for Shots Child Immunization Program

As part of our efforts to improve the health and well being of CHP+ offered by Colorado Access members, we will continue to offer our child immunization program, Access Food for Shots.

The program was implemented to encourage parents to make an appointment with their child's Primary Care Provider (PCP) for a well child checkup and to complete all recommended immunizations before age 2.

Information about Access Food for Shots is sent to parents/guardians of all CHP+ offered by Colorado Access

members turning 13 months old. The information includes a letter and a form to be completed and signed by the provider. A sample of this information can be found on our website at <http://www.coaccess.com/access-food-shots>

Colorado Access will send a \$10 grocery gift certificate to the parents/guardians, upon receiving a receipt of a signed form (or a copy of the shot record). All participants are entered in to an annual drawing in December for a \$250 grocery gift certificate.

We encourage all participating providers to educate their patients on the importance of being up-to-date on immunizations and having a well-child checkup annually.

⇒ **Reminder:** Providers can access the most current immunization guidelines on the Colorado Access website at <http://www.coaccess.com/practice-guidelines>. If you would like further information, please contact Amy Sibbel, Health Promotions Coordinator at (720) 744-5237.