



Starting March 1, 2010, members of Colorado Access' Medicaid physical health plan will transition to a new plan through the State's passive enrollment process. This new plan is called Colorado Access Enhanced Primary Care Case Management. It will be a partnership between Primary Care Providers, Colorado Access and State Medicaid. Through this partnership:

- **Members will receive services from a medical home;**
- **Colorado Access will provide care management services only;**
- **State Medicaid will provide all other benefits and services, including claims payment.**

Members that are currently enrolled in Colorado Access' Medicaid **physical** health plan will transition to this new plan effective March 1, 2010.

**\*\*This change does not affect Colorado Access' other lines of business (CHP+, our Medicare Advantage plans, or Access Behavioral Care)\*\***

The following are answers to questions you might have about this change. If you have additional questions, please call customer service or your Provider Relations representative at (303) 751-5903 or toll free 1-888-380-3726.

<b>Q:</b>	<b>Can I see members of this new plan?</b>
<b>A:</b>	If you currently accept State Medicaid, you can see members of this plan. If you do not accept State Medicaid and would like to, please call State Medicaid at (303) 534-0146 or toll free 1-800-237-0757, or visit their Web site at <a href="http://www.colorado.gov/cs/Satellite?c=Page&amp;cid=1197969485906&amp;pagename=HCPF%2FHCPFLayout">www.colorado.gov/cs/Satellite?c=Page&amp;cid=1197969485906&amp;pagename=HCPF%2FHCPFLayout</a> . If you do not accept Medicaid and see a member of this new plan on or after March 1, 2010, you will not be paid.

**IMPORTANT: Verify eligibility each time your office sees a Medicaid patient.**

<b>Q:</b>	<b>How do I check eligibility for members of this new plan?</b>
<b>A:</b>	<ul style="list-style-type: none"> <li>• You can check eligibility by logging onto the State's Web portal at <a href="http://www.colorado.gov/hcpf">http://www.colorado.gov/hcpf</a>. The State Web portal will show Colorado Access as the <u>prepaid health plan</u>. <b>Remember, Colorado Access provides care management services only, please send claims for services rendered to members of Colorado Access' Medicaid physical health plan to State Medicaid for dates of service March 1, 2010 and after.</b> For sample screenshots and other information on how to identify Colorado Access Health Plan members please visit our Web site at <a href="http://www.coaccess.com/our-providers">www.coaccess.com/our-providers</a>.</li> <li>• You can also check Colorado Access' Web site, <a href="http://www.coaccess.com/our-providers">http://www.coaccess.com/our-providers</a>.</li> </ul>

<b>Q:</b>	<b>Will members of this plan receive a new ID card?</b>
<b>A:</b>	Members should use their Medicaid issued ID cards to access services. However some members may inadvertently use their old Colorado Access Health Plan ID card, which no longer has accurate claims and customer service information.



	Colorado Access will provide members with a new care management ID card which will describe care management benefits.
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<b>Q:</b>	<b>Where do I send claims for members of this new plan?</b>
<b>A:</b>	<p><b><u>For dates of service March 1, 2010 and after</u></b>, please send claims for services rendered to members of Colorado Access' Medicaid physical health plan to State Medicaid. For the claims address, go to <a href="http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1197364127336">http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1197364127336</a> or call State Medicaid at (303) 534-0146, toll free 1-800-237-0757. You must bill the State and follow their prior authorization and formulary rules in order to receive payment.</p> <p><b>NOTE:</b> Claims submitted to Colorado Access for services rendered to members of this plan on or after March 1, 2010 will be rejected with the following remark code: <b>PCCM Program – Submit Claim to State Medicaid</b></p> <p><b><u>For dates of service before March 1, 2010</u></b>, please send claims for services rendered to Colorado Access' Medicaid physical health plan to Colorado Access. For the claims address, go to <a href="http://www.coaccess.com/frequently-asked-questions">http://www.coaccess.com/frequently-asked-questions</a>.</p> <p>Please continue to bill behavioral health services to the member's Behavioral Health Organization (BHO).</p>

<b>Q:</b>	<b>Will members of this plan have a copay?</b>
<b>A:</b>	Yes, your office should collect the State Medicaid copay (the Medicaid Fee-For-Service copay). If you have questions about copays, please call Medicaid Provider Services at (303) 534-0146 or toll free 1-800-237-0757.

<b>Q:</b>	<b>Do members of this plan need a referral or authorization?</b>
<b>A:</b>	<p>This plan will follow all State Medicaid referral and prior authorization rules. If you have any questions, please contact State Medicaid at (303) 534-0146 or toll free 1-800-237-0757. You can also visit their Web site at <a href="http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1201542571132">http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1201542571132</a>.</p> <p>If you refer members of Colorado Access' Medicaid physical health plan for specialty services, please remember to refer them to providers that accept State Medicaid (in the State Medicaid network).</p>

Thank you for your attention to this information. We would also like to take this opportunity to thank you for the care you offer to our members.

If you have additional questions, please call customer service or your Provider Relations representative at (303) 751-5903 or toll free 1-888-380-3726.