

In the Colorado Access Provider Manual, you will find information about:

Section 1. Colorado Access General Information

Section 2. Colorado Access Policies

Section 3. Quality Management

Section 4. Provider Responsibilities

## Section 5. Eligibility Verification

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Section 6. Claims

Section 7. Coordination of Benefits

Section 8. Provider-Carrier Disputes (Claim Appeals)

Section 9. Utilization Management Program

Section 10. Behavioral Health and Substance Use  
Specific Policies and Standards

Section 11. Child Health Plan *Plus* (CHP+)  
offered by Colorado Access  
Specific Policies and Standards

Section 12. General Directive for all PCMPs

- Verifying Eligibility
- Eligibility Online Verification Overview
- CHP+ Primary Care Provider (PCP) Assignment

### Search Tip:

You can search quickly and easily by using the command Control+F. This will display a search box for you to enter what you want to find.

## Eligibility Verification & PCP Assignment

### VERIFYING ELIGIBILITY

We will only pay claims members who are eligible on the date of service. The Provider is responsible for verifying eligibility before rendering services. We strongly recommend that Providers continue to verify eligibility on an ongoing basis, as eligibility status is subject to change. Determination of a member's enrollment with Colorado Access may be verified by the following means:

- Use our provider portal at <https://secure.healthx.com/v3app/publicservice/loginv1/login.aspx?bc=7be2e49e-b678-4291-9a17-699997acb06f&serviceid=3c53cf41-7238-4737-b4f1-c2c1f640ef57>.
- Use the State's eligibility web portal system at [colorado-hcp-portal.coxix.gainwelltechnologies.com/hcp/provider/Home/tabid/135/Default.aspx](https://colorado-hcp-portal.coxix.gainwelltechnologies.com/hcp/provider/Home/tabid/135/Default.aspx). Obtain a screen print of the eligibility screen on the service date and keep it in the member's record for documentation.
- Call our customer service team at 800-511-5010.
- In addition to verifying eligibility, Providers should verify each member's identity every time services are provided, even if the member is an established patient. Each patient setting must have measures for identification, detection, prevention, and mitigation of identity theft per federal and state laws and regulations. We will not pay claims for services provided to anyone who is not a Colorado Access member.

### ELIGIBILITY ONLINE VERIFICATION OVERVIEW

Our provider portal includes an eligibility verification tool and can be used by Providers to verify enrollment in one of our health plans and verify primary care provider (PCP) assignment. If you need assistance to access the provider portal, please contact [ProviderNetworkServices@coaccess.com](mailto:ProviderNetworkServices@coaccess.com).

### CHP+ PRIMARY CARE PROVIDER (PCP) ASSIGNMENT

#### Initial PCP Assignment

Initial PCP assignments are made effective on the first date of enrollment. If the member does not contact us, the member will be assigned to a PCP located near his or her listed home address.

#### Requesting a PCP Change

The member or legal representative may request a PCP change, either verbally or in writing. We will issue the member a new ID card with the name of the new PCP, within approximately 7 to 10 business days.



If a Provider is assisting the member with a PCP change, please contact the customer service department. The change can also be made on our provider portal. PCP changes will be made effective on the date of the request.