



# Provider News

## August 2010

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### **Visit us on the web at:**

[www.chppplusproviders.com](http://www.chppplusproviders.com)

### *Reminder: CHP+ Hospital/Facility Provider Reimbursement Change*

Effective July 1, 2010, the Department of Health Care Policy and Financing (HCPF) will institute a new hospital and facility reimbursement methodology for services rendered to CHP+ State Managed Care Network and CHP+ Prenatal Care Program members. This change was described in a May 18th, 2010 memo from William P. Heller, Child Health Plan Plus Director.

More details can be found at <http://www.chppplusproviders.com/feeSchedule.asp>

#### **The following changes went into effect on July 1, 2010**

##### **Contracted Hospital/Facility Providers:**

- ◇ Covered Inpatient Services: 135% of the Colorado Medicaid DRG
- ◇ Covered Outpatient Services: 135% of the Colorado Medicaid Outpatient Cost-to-Charge Ratio

##### **Non-Contracted Hospital/Facility Providers:**

- ◇ Covered Inpatient Services: 100% of the Colorado Medicaid DRG
- ◇ Covered Outpatient Services: 100% of the Colorado Medicaid Outpatient Cost-to-Charge Ratio

##### **State-Owned and Free Standing Psychiatric Hospitals**

- ◇ The rate will be established using the standard Medicaid per diem rate for psychiatric hospitals of \$539.89.
- ◇ Inpatient psychiatric services at contracted facilities: 135% of the Standard Medicaid Per Diem rate
- ◇ Inpatient psychiatric services at non-contracted facilities: 100% of the Standard Medicaid Per Diem rate
- ◇ Reimbursement for covered outpatient psychiatric services rendered at contracted facilities will be reimbursed according to the CHP+ State Managed Care Network fee schedule (90% of RBRVS)
- ◇ Reimbursement for covered outpatient psychiatric services rendered at non-contracted facilities will be reimbursed at 83% of RBRVS

#### **This change does not impact non-hospital/non-facility providers**

### *CHP+ Federal Poverty Level Change*

On May 1, 2010, the CHP+ eligibility income limit was increased from 205% of the Federal Poverty Level (FPL) to 250%.

As a result, the Department of Health Care Policy and Financing (HCPF) has instituted a fourth copay level that went into effect on May 1. This new copay level includes members who qualify for CHP+ at income levels 201% FPL to 250%.

#### **Benefits & Copay Starting on May 1 for 201% FPL - 250% FPL**

- ◇ Emergency Care and Urgent/After Hours Care: \$20
- ◇ Office Visit (Primary Care Provider & Specialist): \$10
- ◇ Outpatient Mental Health & Substance Abuse: \$10
- ◇ Physical, Speech, and Occupational Therapy: \$10
- ◇ Prescription Drugs from a Pharmacy: \$5 – generic; \$10 – brand
- ◇ Vision Services: \$10 for refractions and specialty services

Please Note: Starting on May 1st, current members who qualify for CHP+ at 201% FPL to 205% will be in the new copay level. This means that their copays will increase. We have notified these members of this change, and they have received updated ID cards. This change does not impact members who qualify for CHP+ at 200% FPL or lower.

If you have any questions or concerns, please call customer service at (303) 751-9051 or toll free 1-800-414-6198.

### *Member Benefits Booklet Update*

The CHP+ State Managed Care Network Member Benefits Booklet has been updated for 2010. A copy of the updated booklet is available on our Web site at <http://chplusproviders.com/pdfs/MemberBenefitsBooklet.pdf>.

### *Text4Baby*

We are excited to let you know about a new mobile information service called text4baby. Text4baby is an educational program created by the National Healthy Mothers, Healthy Babies Coalition (HMHB). The program provides pregnant women and new moms with information to help them care for their health and give their babies the best possible start in life. Expectant women and new mothers can sign up for the service by texting BABY to 511411 (or BEBE for Spanish). After doing so, they will receive 3 free SMS text messages each week, timed to their due date or baby's date of birth.

The text4baby messages focus on a variety of topics critical to maternal and child health, including: immunization, nutrition, seasonal flu, mental health, birth defects prevention, oral health and safe sleep. Text4baby messages also connect women to prenatal and infant care services.

Please help spread the word about text4baby to your patients and the community. If you have questions about the program, please visit the text4baby Web site at <http://www.text4baby.org/>.

### *ATTENTION WEB USERS*

**All providers who have not logged onto Colorado Access' secured online tools using their Colorado Access Username and Password for a period of one year or longer will have their Colorado Access Usernames and Passwords deactivated.** If your Colorado Access Username and Password have been deactivated and you would like new ones, or if you currently do not have a Username and Password, please complete the Provider Logon ID Request Form located online at [http://www.coaccess.com/sites/default/files/logon\\_id\\_request.pdf](http://www.coaccess.com/sites/default/files/logon_id_request.pdf).

### *2010-2011 Primary Care Provider Appointment Access Standards*

Member satisfaction is very important. Excessive wait time for appointments is a major cause of member dissatisfaction with the health-care provider and health plan. Therefore, we have established the following appointment standards for all contracted Primary Care Providers (PCPs).

- ◇ **Routine Care: Within 4 weeks** of the member's appointment request
- ◇ **Non-Urgent Care: Within 1 week** of the member's appointment request
- ◇ **Urgent Care: Within 24 hours** of the member's appointment request
- ◇ **Emergency Care: Immediately**
- ◇ **After-Hours Care: Available 24 hours a day, 7 days a week**, access to a qualified healthcare practitioner via telephone coverage either on-site, through call sharing, or an answering service.
- ◇ **Interpretive Services:** Language assistance is available in the provider office or the member is directed to CHP+ State Managed Care Network Customer Service at (303) 751-9051, toll free 1-800-414-6198 or TTY for the deaf or hard of hearing at 1-888-803-4494.

### *Credentialing*

One of the first steps to becoming a participating provider is the credentialing process. Credentialing is required for participation for certain practitioners and is completed at least once every 3 years. During the credentialing and recredentialing process practitioners have a right to the following:

- ◇ The right to review information obtained by Colorado Access (the administrator of the CHP+ State Managed Care Network) to evaluate their credentialing application unless law prohibits disclosure.
- ◇ The right to correct erroneous information submitted by another source.
- ◇ The right to request and be informed of the status of their application.

Your cooperation in the credentialing process supports the development and maintenance of a quality network to best serve our members. If you have any questions regarding the credentialing process, please contact the Provider Network Services Department at (720) 744-5238 or e-mail [Credentialing@coaccess.com](mailto:Credentialing@coaccess.com).