



State Managed Care Network Provider Update

February 2011



Tip of the Month

Join us for our February Online
Provider Training!

Claims Training

Thursday, February 24, 2011
2:00 p.m. – 3:00 p.m.

This training will review claims processes and provide guidance for resolving claim and billing issues.

To register for this training, please visit this site
<https://cc.readytalk.com/r/qd94zodx4jgm>

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

pns@coaccess.com
providerbulletin_SMCN@coaccess.com

Customer Service:
(303) 751-9051
1-800-414-6198

Claims:
PO Box 17470
Denver, CO 80217-0470

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

Benefit Highlights

Flu vaccinations are covered for members of CHP+ State Managed Care Network and there is no cost to the members. Encourage your patients to get their flu vaccination. Check out the Flu Toolkit developed by the Colorado Department of Public Health and Environment (CDPHE) at www.immunizecolorado.com

Provider Communication Distribution Changes

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

We need accurate email addresses – Please make sure we have 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_SMCN@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 CHP+ State Managed Care Network, please add providerbulletin_SMCN@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.

The CHP+ State Managed Care Network website has important information for providers, including Provider Newsletters, Forms, Provider Trainings and more! To get started, visit us on our website at <http://www.chpplusproviders.com/>. Be sure to check our website often to stay up-to-date on current information. If you have questions

or need assistance, please email pns@coaccess.com or contact your Provider Relations Liaison. A list of contacts can be found at the bottom of this page.

Clinical Staff and Practice Updates

As your practice grows and changes, we want to grow and change with you.

If a provider is joining or leaving your practice, please:

Send us an update by visiting our website at <http://www.chpplusproviders.com/materials.asp> and downloading the *CHP+ Provider Clinical Staff Update Form*. Please fill out accordingly. Forms can be submitted either via email to pns@coaccess.com, faxed to (303) 755-2368 or mailed to provider contracting, P.O. Box 17580, Denver, CO 80217

* **NOTE:** Submitting the *CHP+ Provider Clinical Staff Update Form* initiates adding a new provider to an existing contract. There may be other steps required prior to the new provider actually being approved to see CHP+ State Managed Care Network members. Please contact your Provider Relations Liaison for the provider's effective date.

- ⇒ If you are contracted with Colorado Access for multiple lines of business, please submit only one form and we will update our systems for all applicable lines of business.
- ⇒ Provider Relations Liaison contact information can also be found by visiting our website at www.coaccess.com/our-providers and clicking on *Find Your Colorado Access Provider Relations Liaison* on the right sidebar. You can then choose the appropriate county of the practice location. Or you can download the PDF of the *Provider Relations Map*, which is also located on the right sidebar of our website.

If your practice has moved or added a service location, please:

Send us an update by visiting our website at <http://www.chpplusproviders.com/materials.asp> and downloading the *CHP+ Provider Address Change Form*. Please fill out accordingly. Forms can be submitted either via email to pns@coaccess.com, faxed to (303) 755-2368 or mailed to provider contracting, P.O. Box 17580, Denver, CO 80217.

Provider Relations Liaison Contact Information

Provider Relations Liaison	Contact No.	Region
Terri Travis	(720) 744-5239	West Colorado
Yolanda Hall	(720) 744-5218	West Colorado
Christene Wick	(720) 744-5213	East Colorado
Tina Mack	(720) 744-5202	Central Colorado