



Provider News

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Claims Address

PO Box 17470
Denver, CO 80217-0470

Provider Network Services

PO Box 17189
Denver, CO 80217-0189

Customer Service

PO Box 17580
Denver, CO 80217-0580

Denver Metro: (303) 751-9051
Toll Free: 1-800-414-6198

Visit us on the web at:
www.chpplusproviders.com

Online Resources

www.chpplusproviders.com - The CHP+ Provider site is designed specifically for CHP+ State Managed Care Network Providers. Important provider information such as the:

- Provider Manual,
- Frequently used forms,
- Provider Directories,
- Provider Fee Schedules, and much more

Can be located on the site.

www.coaccess.com - The Colorado Access Web site contains important information for members and providers. Provider information available in the For Our Providers section includes:

- Important Provider Updates,
- Provider Manuals,
- The Provider Directory,
- The State Managed Care Network General Authorization Rules, and
- HIPAA Information.

Secured Information on www.coaccess.com

Some of the information available on the site requires a Colorado Access Username and Password.

Secured Information on the site includes:

- Online Eligibility Verification,
- Online Claim Status, and
- The Colorado Access Prior Authorization List.

To access the secured information, click on *Provider Logon* located in the For Our Providers section. Then, enter your Colorado Access Username and Password.

If you need a Colorado Access Username and Password please follow these instructions:

- Download the Web Based Applications Request Form located online at: <https://www.coaccess.com/providers/files/WebAccessApplication.pdf>.
- Fax the completed application to (303) 755-2368, or email to pns@coaccess.com.

Requesting Prior Authorization for Services

Certain services require authorization in order to obtain coverage (payment). In some instances, **prior authorization** is required.

In an effort to limit administrative hassle, Colorado Access has simplified its prior authorization process, and streamlined its list of services requiring prior authorization. The following are helpful hints to assist your office in requesting prior authorization.

Helpful Hints

- The Prior Authorization List is available on the secured portion of Colorado Access' Web site. For instructions on accessing the secured portion of the site or for instructions on obtaining a Colorado Access Username and Password, please see the first article of this newsletter.
- It is best to plan ahead and submit an authorization request well in advance of the service being rendered.
- It takes a minimum of two (2) full working days to process an authorization request, and longer if additional information or reconsideration is required.
- All CHP+ authorizations can be requested either by telephone or by fax (please see the table below).
- The following information is needed when calling Colorado Access for referrals and authorizations:
 - ♦ Name of PCP practice
 - ♦ Patient's name
 - ♦ Patient's date of birth
 - ♦ Number of visits being authorized
 - ♦ Diagnosis by ICD-9 code
 - ♦ Patient's Member ID number
 - ♦ Specific services being authorized
 - ♦ Out of network specialist being referred to

	Telephone	Fax
Statewide	800-414-6198	877-232-5967
Metro Denver	(303) 751-9051	(303) 755-4135

Requesting Prior Authorization for Prescription Drugs

Certain prescription drugs, the prescribed quantity of a particular drug, and any drug not listed on the plan formulary, require prior authorization. For your convenience, the plan formulary is located on the Colorado Access Web site at <https://www.coaccess.com/providers/files/smcnFormulary.pdf>.

To request prior authorization, please complete the Colorado Access Drug Authorization Request Form located online at https://www.coaccess.com/providers/files/Pharmacy_Services/Drug_Auth_Form_DOC.pdf and fax the completed form to (720) 744-5127.

For questions or concerns, please call Customer Service at (303) 751-9051, toll free 1-800-414-6198.

Immunization Reimbursement

The Immunization Fee Schedule for Fiscal Year 2009 (July 1, 2008 - June 30, 2009) has been updated to 100% AWP. The Immunization Fee Schedule can be located online at <http://chpplusproviders.com/feeSchedule.asp>.

Colorado Access will re-adjudicate those claims that were processed before the update and additional reimbursement/revised explanations of benefits will be issued. You do not need to resubmit the claims.

Have Questions? Call Customer Service

Our Customer Service Department is available from 8:00 a.m. to 6:00 p.m. at (303) 751-9051 or toll free 1-800-414-6198.

Customer Service can answer many of the questions you have about the CHP+ State Managed Care Network including:

- General questions or concerns,
- Benefits,
- Claim Submissions,
- Claim Status, and
- Authorizations and Referrals.

Reminder: Surgical Sterilization is not a Covered Service

As stated in the CHP+ Member Benefit Booklet, surgical sterilization (for example, tubal ligation or vasectomy) and related services are not covered services under the CHP+ State Managed Care Network.

Meet the Provider and Community Relations Liaisons

The role of Provider and Community Relations Liaison was developed to serve as the primary point of contact between you, the provider and the community and health plan. Our Liaisons are here to help you through:

- Personal outreach
- Proactively identifying and resolving issues
- Delivering relevant training and information to provider practices

The Provider and Community Relations Liaison representative in your area can help you with:

- Training and Training Materials
- Contract questions
- Credentialing
- Address, telephone, or other demographic changes
- Web user registration

Metro-Denver

Tina Mack

Phone: (720) 744-5202 or toll free 1-800-511-5010 ext. 5202

Email: tina.mack@coaccess.com

Counties Served:

Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Elbert, Gilpin and Jefferson

Southern Colorado

Sue Payton

Phone: (720) 744-5209 or toll free 1-800-511-5010 ext. 5209

Email: sue.payton@coaccess.com

Counties Served:

Park, Teller, El Paso, Fremont, Saguache, Custer, Pueblo, Crowley, Kiowa, Otero, Bent, Prowers, Alamosa, Huerfano, Costilla, Las Animas, and Baca

Western Colorado

Candice Talkington

Phone: (720) 744-5208 or 1-800-511-5010 ext. 5208

Email: candice.talkington@coaccess.com

Counties Served:

Moffat, Routt, Jackson, Grand, Rio Blanco, Garfield, Eagle, Summit, Mesa, Delta, Pitkin, Lake, Montrose, Gunnison, Chaffee, San Miguel, Ouray, Hinsdale, Dolores, San Juan, Mineral, Rio Grande, Montezuma, La Plata, Archuleta, and Conejos

Northern/Northeastern Colorado

Christene Wick

Phone: (720) 744-5213 or 1-800-511-5010 ext. 5213

Email: christene.wick@coaccess.com

Counties Served:

Larimer, Weld, Morgan, Logan, Sedgwick, Phillips, Washington, Yuma, Lincoln, Cheyenne and Kit Carson