

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

Section 6. Claims

Section 7. Coordination of Benefits

Section 8. Provider-Carrier Disputes (Claim Appeals)

Section 9. Utilization Management Program

Section 10. Behavioral Health
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
- CHP+ Primary Care Provider (PCP) Assignment
- Eligibility Online Verification Overview

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 not pay claims for members who are not 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 the State's eligibility web portal system at colorado-hcp-portal.xco.dcs-usps.com/hcp/provider/Home/tabid/135/Default.aspx. Obtain a screen print of the eligibility screen on the date of service and keep in the member's record for documentation.
- Use our provider portal at coacwsprod.tzghosting.net/tzg/cws/registration/registrationLogin.jsp.
- Call our customer service team at 800-511-5010.
- In addition to verifying eligibility, Providers should verify the identity of each member 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 in accordance with federal and state laws and regulations. We will not pay claims for services provided to anyone who is not a Colorado Access member.

CHP+ PRIMARY CARE PROVIDER (PCP) ASSIGNMENT

Initial PCP Assignment

New members select a participating PCP when they first become a Colorado Access member. 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. PCP changes will be made effective on the date of the request.



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 do not yet have access to the provider portal, please contact ProviderRelations@coaccess.com.