



COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

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John W. Hickenlooper, Governor • Susan E. Birch MBA, BSN, RN, Executive Director

<Date>

<ProviderName>

<Address 1> <Address2>

<City>, <State> <Zip>

Claim Processing Guidelines for CHP+ Retro-Eligibility

Dear CHP+ Provider,

The State is in the process of fixing enrollment spans in the State web portal. When rendering services please confirm the child is CHP+ eligible in the web portal. Taking a “screen shot” of the web portal is encouraged in case retro-eligibility occurs. Please do not refuse care to CHP+ eligible children.

REMINDER

We would like to offer a reminder regarding the processing of claim payments for CHP+ members. Retro eligibility could occur for some CHP+ members. **If the State web portal is showing a child eligible for CHP+ on the date of service a copy of that printout can be used as proof of eligibility regardless of future retro-enrollment activities, including retro-enrollment into Medicaid.**

If you have administered any covered services, including immunization vaccines to a member who was eligible for CHP+ on the date of service, please submit your claim with a copy of the State web portal printout for payment. The County Department of Human/Social Services letter stating the member’s eligibility span can also be used as proof of eligibility.

For Colorado Access CHP+ Providers please submit claims to:

CHP+ Claims

PO Box 17470

Denver, Co 80217-0470

Sincerely,

A handwritten signature in black ink, appearing to read 'Teresa Craig'.

Teresa Craig, MBA, CPM

MCO Contract Manager

Child Health Plan *Plus*

Phone: 303-866-3586

Teresa.craig@state.co.us