Revalidation Best Practices

October 2017

General

• Always keep your contact information current. Communications will go to the email address in your application or enrollment file. If your contact information changes but is not updated in the system, you will not receive important information and notices that could impact your enrollment and your billing.

• It’s critical that the user name and password for enrollment applications be saved; if you forget your password, you must start a new application – it cannot be reset.

• Log-in information (user name/password) should be available to more than the person who submitted the application. If this person leaves and no one else knows the log-in credentials, you will need to start over.
  o If the submitter leaves, but you have the log in credentials, be sure to change the contact name, phone number and email in the application.

• Do not submit more information than is required. Adding documentation that is not required for your provider type can make application reviews harder and could result in application being returned. Enrollment checklists for all Enrollment Types are online here: https://www.colorado.gov/hcpf/provider-enrollment-type.

• Use our online resources to select the correct Provider Type. Once you start an application, you cannot change the Enrollment Type or Provider Type. If you have selected the wrong one, you must start a new application.

• If you have an affiliated MD/DO, DPM or OD in your group, select Clinic (16). Do not select Non-Physician Practitioner Group.

• If your group is led by an APN, an audiologist, a psychologist (LMFT, LCSW, LPC, PhD, PsyD), or a Physical Therapist, select Non-Physician Practitioner Group (25).

• Family Planning Clinic (29) is being discontinued; do not select this provider type. Please see options above (Clinic or NPPG) for enrollment.
• If you do not have a contract with the Department of Health Care Policy & Financing (the Department) as a Community Centered Board (CCB) or Single Entry Point agency (SEP), DO NOT select Case Manager (11).
  - https://www.colorado.gov/pacific/hcpf/community-centered-boards
  - https://www.colorado.gov/pacific/hcpf/single-entry-point-agencies

• HCBS Waiver Service Providers – Be sure to enroll only for specialties for which you are approved. Submitting specialties for which you are not approved or not qualified will delay your application approval.

• Data in the data fields must match the supporting documentation. Even small typos will cause your application to be returned to you for correction. Areas especially prone to mismatches are:
  - Insurance policies
  - Licenses (dates or license #)
  - W-9 tax classification vs. Organization Structure
  - Banking/EFT information

• Be sure you are putting data in the correct field. Submitting DORA license data in the Board Certifications panel will cause your application to be returned for corrections. If you have attached two licenses, add the data for both licenses in the data panel. They must match.

• Do not submit all your documents in one PDF or Word file. Submit each document separately and label it clearly. Reviewers may overlook multiple documents submitted together.

• Read the instructions on responding to the Assessments questions (i.e. Ownership & Control interest). The questions relate to who or what has an ownership/control interest in the provider that is applying. If the applicant is an Individual Within a Group or a Billing Individual, it is extremely unlikely that someone or something else has an ownership interest in that person. The answers for individuals are usually “No”. Ownership interest for groups must be completed according to the Assessments quick sheet. Interest must either be “0” (e.g. for Boards of Directors) or must total 100% (if companies or individuals own the provider). If your group is enrolled with Medicare, ownership information must match what is on file in the PECOS database.
Behavioral Health Providers

- **Do not** select Community Mental Health Center (CMHC) unless you are licensed as such with the Department of Public Health & Environment (CDPHE) and belong to the Colorado Behavioral Health Council.

- **Do not** select Behavioral Health Organization (BHO) if you are not an HMO or LSLPN and contracted with the Department to manage a specific geographic region of Colorado.

- SUD services – providers must be licensed as an SUD Clinic (64) or SUD Individual (63) and must meet dual licensing requirements noted on our website. For SUD clinics, the dually licensed supervising practitioner must also be enrolled in Medicaid.

Groups and/or Credentialing Agencies

- Check to see if individual practitioners are already enrolled before submitting an application on their behalf. Duplicate individual enrollments will cause claims to deny. If a rendering practitioner is already enrolled, you only need to affiliate him/her to your group/practice. Call the DXC Call Center and provide the name, NPI and the SSN of the practitioner to verify enrollment.

Individuals

- **Enroll only once.** Multiple enrollments/revalidations, even if done by different groups/agencies, create duplicate enrollments, which result in claims problems. Advise your affiliated billing providers that you are revalidating, or designate one of them to do it, but only once!

- Update your practitioner license and NPI when you move here from another state.

- Use your SSN as your tax ID; **do not** submit the federal tax ID (FEIN) of your billing group.

- DORA license: submit only the dates on the license (current period). Be sure your license is current. If your license will expire within two weeks of submitting your application, attach both your current and your new license, adding both to the data panel.