

Resources & Top Questions about Colorado's InterChange

The Department of Health Care Policy and Financing, which administers Health First Colorado (Colorado's Medicaid program) and its new Fiscal Agent have been posting information to help providers learn to navigate the new provider claims system, Colorado interChange. Over the past 18 months, more than 43,700 providers have enrolled in the new system that went live on March 1, 2017. Since going live, the new claims system has paid more than half a billion dollars in claims to providers. This is on pace with the volume of payments made in the old system.

With any new system launch, there is a learning curve and frequent questions about using the new system. The top reasons for calls to the provider call center are to check on claims and to ask provider enrollment questions. Some examples of the top denial of claims reasons include: revalidation was not started or completed; the wrong combination of provider type, specialty and taxonomy was used on the claim; and the wrong NPI number was used on the claim.

The Department and its fiscal agent have developed resources that can help providers with these frequent questions about using the new system.

[Overview of Online Resources](#) for interChange

- [Revalidation and Enrollment](#) and [Online Provider Enrollment Tool](#)
- [Training Page](#)
- [Cheat Sheets](#)
- [FAQs](#)
- [Frequent Updates](#) on Provider Resources page
- [Go-Live Transition Special Bulletin](#)
- And many more...

The [Provider Portal](#) and [Provider Resources pages](#) are updated as soon as new materials are available, providers can [sign up for our e-newsletter](#) to receive updates, along with accessing [billing manuals](#) and [provider bulletins](#). Visit these pages on colorado.gov/hcpf/our-providers often for updates. Providers should also be sure that they are signed up to receive Department publications and that their contact email in the Provider Portal is correct.