

HEWLETT PACKARD ENTERPRISE (HPE) IS NOW LIVE WITH THE NEW interCHANGE SYSTEM

On March 1, 2017 Hewlett Packard Enterprises (HPE) assumed fiscal agent operations on behalf of Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+). These operations include the transition to the Colorado interChange (a new claims payment system) and a new provider Web Portal.

In order to submit batch claims or batch eligibility files, or in order to receive batch files (such as the 835) to the Colorado interChange system, you **MUST** enroll as a Trading Partner for the Colorado interChange, and pass test transactions for HIPAA compliance.

Only one Trading Partner application needs to be completed per Trading Partner, even if the Trading Partner submits for multiple providers. Accurate and timely completion of the profile form will prevent delays in testing and approval for production processing.

Source: <https://www.colorado.gov/pacific/hcpf/edi-support>

If you have not yet started the TPI Enrollment application process, please:

1. Visit the Provider Revalidation & Enrollment website:

- <https://www.colorado.gov/hcpf/provider-enrollment>

2. Contact EDI Helpdesk:

- 1-844-801-8482 through April 30, 2017.
- Beginning May 1, 2017, the EDI help desk will only be available through the Provider Call Center (1-844-235-2387).

Additional HPE Resources:

HPE Provider Services Call Center:

- 1-844-235-2387
- Call Center Hours:
 - 8 a.m. – 5 p.m. MST Monday, Tuesday & Thursday
 - 10 a.m. – 5 p.m. MST Wednesday & Friday

HCBS Billing Manual (IDD):

- https://www.colorado.gov/pacific/sites/default/files/CMS1500_HCBS_IDD%20v1_0.pdf

HCPF Provider Resources:

- <https://www.colorado.gov/hcpf/provider-resources>

HPE Prior Authorization Questions:

- 303-390-4718
- COMMIT_HelpDesk@HPE.com

Sign up for the HCPF Newsletter!

Other Resources:

If you are a member of Alliance Colorado: **Join the conversation at #COIDD**

- **Get in touch with Alliance Colorado at:**
 - 303-832-1618
 - info@alliancecolorado.org