



October 2024

Dear Network Provider,

On behalf of Kaiser Permanente Colorado, we wish to extend our appreciation for the high-quality care you deliver to our members.

As we continue to improve our administrative processes around the health care services you deliver, we want to send a reminder about provider enrollment. Providers who see Child Health Plan *Plus* (CHP+) and Health First Colorado (Medicaid) patients are required to enroll with the state of Colorado.

Starting **December 18th, 2024**, Kaiser Permanente will deny CHP+ claims submitted for processing if a National Provider Identifier (NPI) listed on the claim is not actively enrolled with Health First Colorado on the date(s) of service. We must verify whether a provider, supplier or facility is actively enrolled in Health First Colorado on the date(s) of service and is eligible to receive payment for CHP+ members prior to paying any CHP+ claim for covered services.

Providers are encouraged to check the status of all provider NPIs listed on a claim to confirm active enrollment as billing, servicing, ordering, prescribing, referring or attending providers as of the date(s) of service. A request for a retroactive enrollment effective date may be necessary if the NPI was not actively enrolled with Health First Colorado on the service date(s). Organization Health Care Providers are required to obtain and use a unique NPI for each service location and provider type enrolled.

Note that Child Health Plan Plus (CHP+) and Health First Colorado providers must revalidate in Health First Colorado at least every five (5) years to continue as a provider. Providers are encouraged to check revalidation dates in addition to enrollment to avoid lapses.

Learn more about enrolling by visiting the Provider Enrollment website at <https://hcpf.colorado.gov/provider-enrollment>. Contact the Provider Services Call Center at **1-844-235-2387**, Monday – Friday 7:00 a.m. - 5:00 p.m. MT with questions about enrollment and revalidation.

Once you have received confirmation of your enrollment, please contact NDPC-PEC-Cases@kp.org to update your data with our provider data management team.

Thank you for your attention to this matter as our members trust us and you to provide high-quality health care services that meet all of the CHP+ and Health First Colorado program expectations. Feel free to call your KPCO provider representative at **1-866-866-3951** if you have additional questions.



Sincerely,

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