

I'm not a bot





































1 ATTENTION: The Provider Services Call Center phone number has changed. The new number is 833-468-0362.2025 Holiday ScheduleUpcoming Holidays:Juneteenth - Thursday, June 19, 2025State Offices, Acentra, AssureCare, DentaQuest, and Optum will be closed. Capitation cycles may potentially be delayed. Capitation cycles for managed care entities may potentially be delayed. The receipt of warrants and EFTs may potentially be delayed due to the processing at the United States Postal Service or providers' individual banks.Acentra, Gainwell and Prime Therapeutics will be open. General Resources and Key ContactsCategoryWho To ContactPhone NumberEmail or Mailing AddressHealth First Colorado (Colorado's Medicaid program)Claims Submission and Billing QuestionsMember EligibilityProvider Enrollment AssistanceProvider Web Portal Technical SupportProvider Services Call Center (OptumInsight)1-833-468-0362The Provider Services Call Center hours:8:00 a.m. - 5:00 p.m. MT Monday - FridayFiscal Agent, Gainwell Technologies, office:1560 Broadway Street, Suite 600Field RepresentativesRegional Provider Support Provider Web Portal Password ResetsSelf Service resets on Web Portal Provider Web PortalProvider Web PortalEnd User TrainingQuick Guides web page The following Prior Authorization Requests (PAR) types:AudiologyDiagnostic ImagingDurable Medical Equipment (DME) and SuppliesEarly Intervention ServicesGender-Affirming CareHome Health (including Private Duty Nursing)Laboratory ServicesOut of State Inpatient AdmissionsOutpatient Physical and Occupational TherapyOutpatient Speech TherapyPediatric Behavioral TherapyPediatric Personal Care Services (PCS)Physician-Administered Drugs (PADs)Select Surgical Procedures (Back, Bariatric, Organ Transplant, Reconstructive)Solid Organ TransplantsSynagis (seasonal)Acentra (formerly Kepro) - ColoradoPAR: Health First Colorado Prior Authorization Request Program web page1-720-689-6340Fax:1-800-922-3508Provider Issues Email: COProviderissue@acentra.comProvider Training Registration Email: COProviderregistration@acentra.comDentalDental PARsOrthodontia PARsDental Billing QuestionsDental Claims QuestionsDentaQuest1-855-225-1731 Non-Emergent Medical Transportation (NEMT)Transdev1-855-489-4999Email: us.transdevhealthsolutions@transdev.comCare and Case Management (CCM)CCM Support Center1-888-235-69448:00 a.m. - 5:00 p.m. MT, Monday through FridayCenters for Medicare and Medicaid Services (CMS)CMS, Colorado Department of Public Health and Environment (CDPHE)CDPHE Department of Human Services of Colorado (DHS)DHS Division of Insurance (DOI)DOI Department of Regulatory Agencies (DORA)DORA Pharmacy SupportPrescription drug prior authorizationsPharmacy claim submission and Pro- DUR questions24 hours / 7 days a weekPrime Therapeutics State Government Solutions, LLC(formerly Magellan Rx Management)Pharmacy Call Center1-800-424-5725Fax:1-800-424-5881Email:COProviderResponseTeam@primetherapeutics.com Paper Pharmacy Claims:Send to:Prime Therapeutics State Government Solutions, LLCAttn: GV - 4102P.O. Box 64811St. Paul, MN 55164-0811Child Health Plan Plus (CHP+) Managed Care Organizations Colorado Access - Customer Service: 800-511-5010Denver Health Medical Plan - Customer Service: 800-700-8140Kaiser Permanente - Customer Service: 303-338-3800Rocky Mountain Health Plans - Customer Service: 877-668-5947Health First Colorado Managed Care Provider Complaints Provider Escalation Request FormHome and Community-Based Services Case ManagementBridge Support CCMHelpDesk@gainwelltechnologies.comSandataSandata Call Center1-844-289-4246Email: coaltev@sandata.comVisit the Electronic Visit Verification Contacts web page for more information.Regional Accountable Entity Contact InformationRegionEntity, Proposals and ContractsContact Information for ProvidersContact Information for Health First Colorado Members1Rocky Mountain Health PlansEmail: raesupport@uhc.comPhone: 1-800-421-62041-800-421-6204Monday-Friday, 8:00 a.m. to 5:00 p.m.State Relay: 711 for callers with hearing or speech disabilitiesEmail: rmhp\_member\_services@uhc.com2Northeast Health Partners9925 Federal Drive, Suite 100Colorado Springs, CO 80921Phone: 1-888-502-4189Email:COProviderRelations@carelon.com 1-888-502-4189Care Coordination Line: 1-888-502-4190Monday-Friday, 8:00 a.m. to 5:00 p.m.State Relay: 711 for callers with hearing or speech disabilities AccessPhone: 720-744-5667Email: ProviderNetworkServices@coaccess.com1-800-511-5010Monday-Friday, 8:00 a.m. to 5:00 p.m.State Relay: 711 for callers with hearing or speech disabilities Colorado, Inc.10855 Hidden Pool Heights, Ste 260Colorado Springs, CO 80908Phone: 1-888-502-4185Email:COProviderRelations@carelon.com1-888-502-4186Monday-Friday, 8:00 a.m. to 5:00 p.m.State Relay: 711 for callers with hearing or speech disabilities AccessPhone: 720-744-5667Email: ProviderNetworkServices@coaccess.com1-800-511-5010Monday-Friday, 8:00 a.m. to 5:00 p.m.State Relay: 711 for callers with hearing or speech disabilities Community Health AlliancePhone: 303-256-1717 (local)or 1-855-627-4685 (toll free)Contact Us303-256-1717 or 1-855-627-4685 (toll free)Monday-Friday, 8:00 a.m. to 5:00 p.m.State Relay: 711 for callers with hearing or speech disabilities Colorado Department of Health Care Policy and Financing1570 Grant Street Denver, CO 80203 The phone number to call the Colorado Medicaid office is 800-221-3943 or in state call 303-866-2993. Fax is 303-866-4411. To view the website for Colorado Medicaid online, click here. Health First Colorado: Making a difference in Coloradans' lives about member benefits Member Handbook Manage Your Account Mobile App Member Handbook Our member handbook for Health First Colorado (Colorado's Medicaid program) members is available in both English and Spanish. This updated handbook explains member benefits and provides resources to help members manage their health care. Download the Member Handbook Manage Your Account If you're a member of Health First Colorado (Colorado's Medicaid program) or Child Health Plan Plus (CHP+) you can manage your account and update your information through Colorado PEAK and the Health First Colorado mobile app. Log in at PEAK Take control of your health coverage by using the Health First Colorado mobile app! Sign in with your PEAK account or create a new account on the app. With the Health First Colorado app, you can: Check if your coverage is active Find your renewal date Complete your renewal Learn about your benefits Update your information Upload documents Find providers View your member ID card Call the Nurse Advice Line, Colorado Crisis Line and Qutline Download the free Health First Colorado app today from the or . Learn more about the app 1 We're here to help you. Did you know you can ...Apply for coverage, make changes to your account, and check the status of an application on the PEAK website. See our PEAK Guides for detailed help with common tasks.You can also download the Health First Colorado mobile app to keep your information up to date and find a doctor or dentist right from your phone.If you need help with a technical issue on PEAK, such as password resets, error messages, or problems with navigation you can call, chat or email the PEAK Technical Support Center.If you still need help:In PersonFor in-person help please visit your county of residence's Department of Human Services or a local application assistance site.They can help you with:Applying for Health First Colorado benefitsQuestions about your benefits and co-paymentsQuestions or issues with bills you may be receivingBy PhoneFor help by telephone please call your county of residence's Department of Human Services or a local application assistance site.Current Health First Colorado (Colorado's Medicaid program) members have the option to call the Member Contact Center.Toll Free: 1-800-221-3943 | State Relay: 711| Fax: 303-866-4411When you call you will need the member's Health First Colorado ID number, date of birth, and the last 4 digits of the member's Social Security Number.The Member Contact Center's operational hours are Monday through Friday from 8 a.m. to 4:30 p.m. except for state holidays and the third Thursday of each month from 2 to 4:30 p.m. Phone applications are available Monday through Friday from 8 a.m. to 4 p.m.Child Health Plan Plus (CHP+) members: Please see the CHP+ page for member support options.OnlineFor online help you can chat with an agent by logging in to PEAK and selecting "Live chat about health benefits" under Online Assistance in the top menu. Live chat is available Monday through Friday from 8 a.m. to 4:30 p.m.You can also ask a question anytime by logging in to PEAK. Select Communications in the left sidebar menu, then click the Ask a Question tab. You'll see a response to your question on the Ask a Question page within seven days. If you are a Provider, please see For Our Providers or contact our fiscal agent.General ContactsColorado Department of Health Care Policy & Financing303 E. 17th AvenueSuite 1100Denver, CO 80203Note: In-person member support is not available at this location. Phone: (303) 866-2993 · Fax: (303) 866-4411Reporting FraudHelp us stop fraud: Report Provider Fraud or Member Fraud.MediaMedia Inquiries: Contact Marc WilliamsColorado Open Records Act (CORA)The Colorado Open Records Act (CORA), Colorado Revised Statutes § 24-72-201, et. seq., is a sunshine law that was passed in 1967 to create government accountability and transparency within Colorado. It allows public inspection of public records by any person.A person who wishes to access public records held by the Colorado Department of Health Care Policy & Financing (the Department) may submit a request to the Department. All record requests must be submitted in writing via regular mail, email, fax, courier, or CORA portal. Records requests made via social media will not be accepted and must be resubmitted. Record requests that cite the federal Freedom of Information Act (FOIA) will be treated as though they were made pursuant to the Colorado Open Records Act. The Department shall make every effort to respond to the request within three business days. The Department may issue an extension of up to seven (7) business days in response to a request if extenuating circumstances exist, as described in C.R.S. § 24-72-203(3)(b). The requestor and the Department may agree to a longer response period.The three-day response time begins the first business day following the receipt of the request by the CORA Officer. A request received by the CORA officer after 4 p.m. or any day the Department is officially closed will be considered received as of the following business day. The Department charges \$0.25 per page for documents copied and \$41 per hour for retrieval, research, and review following the first two hours of time expended to prepare a response to a CORA request pursuant to C.R.S. Sections 24-72-205(5)(a) & (6)(a)(b)]. Any cost charged to a requestor shall not exceed the actual cost of producing the records, in accordance §24-72-205(5)(a) and applicable law.Work to prepare records for inspection will begin once payment of the fees has been received by the Legal Division of Department unless alternative arrangements have been made. If the actual cost exceeds the initial estimate provided by the Department, the actual cost will be billed to the requestor and the requestor will be required to pay that cost prior to production of the records. A person who wishes access to public records held by this Department should send a written request via the CORA portal, letter, fax, courier, or email to: CORA Officer Department of Health Care Policy & Financing 303 E. 17th Avenue Suite 1100 Denver, CO 80203 Fax: 303-866-3552 E-mail: kathy.snow@state.co.us CORA Public Records PortalAccessibilityGet more information about the Americans with Disabilities Act (ADA)/Section 504Citizen Advocate and Insurance OmbudsmanGovernor's Citizen AdvocateThe Governor's Citizen Advocate may be able to help you resolve issues and learn about your benefits. The Governor's Citizen Advocate works closely with the Governor's office, citizens, and the Department. If you have been unable to receive the help you need through our customer service center or your case manager, please contact the Governor's Advocate.Office of the Insurance Ombudsman for Colorado Option PlansColorado Option insurance plans have independent advocates dedicated to those consumers. The Office of the Insurance Ombudsman for Colorado Option Plans is here to help you navigate any issues you may be experiencing with your Colorado Option health plan. We work closely with insurance carriers and the Division of Insurance to ensure your plan delivers the coverage as promised. If you are having issues, please contact hcpf\_insuranceombudsman@state.co.us.Website FeedbackIf you have comments about this website please see our Website Feedback form. Health First Colorado (Colorado's Medicaid Program) is administered by the Colorado Department of Health Care Policy & Financing 303 E. 17th Avenue Suite 1100 Denver, CO 80203 Note: In-person member support is not available at this location. Phone: (303) 866-2993 · Fax: (303) 866-4411 Help us stop fraud: Report Provider Fraud or Member Fraud. Media Inquiries: Contact Marc Williams Colorado Open Records Act (CORA) The Colorado Open Records Act (CORA), Colorado Revised Statutes § 24-72-201, et. seq., is a sunshine law that was passed in 1967 to create government accountability and transparency within Colorado. It allows public inspection of public records by any person. A person who wishes to access public records held by the Colorado Department of Health Care Policy & Financing (the Department) may submit a request to the Department. All record requests must be submitted in writing via regular mail, email, fax, courier, or CORA portal. 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A person who wishes access to public records held by this Department should send a written request via the CORA portal, letter, fax, courier, or email to: CORA Officer Department of Health Care Policy & Financing 303 E. 17th Avenue Suite 1100 Denver, CO 80203 Fax: 303-866-3552 E-mail: kathy.snow@state.co.us CORA Public Records Portal Americans with Disabilities Act (ADA)/Section 504 Governor's Citizen Advocate The Governor's Citizen Advocate works closely with the Governor's office, citizens, and the Department to resolve issues and educate consumers about their benefits. If you have been unable to receive the help you need through our Member Contact Center or your case manager, please contact the Governor's Advocate. Website Feedback Address 11100 E Bethany Dr Aurora, CO 80014