



**Early Intervention Subcontractor
Q&A Session
June 11, 2020**

1. **Question:** Why is RMHS making these changes?

Answer: This is a business decision RMHS is making to be more aligned with other CCB's practices and EI Colorado rules and regulations.

2. **Question:** Will RMHS consider extensions to the existing contract terms?

Answer: RMHS will work with providers to find solutions for reasonable requests. Any changes to the new contract will be considered as short term amendments.

3. **Question:** How will I know what the child's insurance coverage is?

Answer: Providers should receive the HIA form from the Service Coordinator (SC) that includes this information. Providers should reach out to the child's SC if they do not have this information.

4. **Question:** Will RMHS offer training on how to bill private insurance and Medicaid?

Answer: RMHS will not offer specific training, however, we can offer references and resources.

Medicaid Billing Training- <https://www.colorado.gov/hcpf/provider-training>

HCPF Portal for Eligibility Verification-

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

eQSuites Training-

<http://www.coloradopar.com/ProviderResources/eQSuiteGuides.aspx>

EI Padlet- https://padlet.com/beth_cole/8874dp04byq0

Guidance from individual insurance companies. Some payers may be available through Availity- <https://www.availity.com/healthplans>

EI Colorado Provider Relations – Beth Cole beth.cole@state.co.us

5. Question: How will I know if the child is Trust eligible?

Answer: The RMHS Placement Coordinator will send an email to inform providers when a child is Trust eligible.

6. Question: Will RMHS notify me when a client's insurance changes?

Answer: Providers will be responsible for verifying coverage and eligibility. Providers should contact the RMHS SC when they become aware of insurance changes.

7. Question: How do providers obtain private insurance authorizations?

Answer: This varies by payer and plan. Providers should contact the client's insurance plan for additional information on obtaining authorizations. The IFSP may or may not be sufficient to obtain an authorization.

8. Question: Are providers required to obtain private insurance authorizations?

Answer: Providers are encouraged to obtain authorizations from private insurance. If prior authorization requirements cannot be met an exemption can be requested.

9. Question: Will the subcontractors be required to be credentialed with all private insurance carriers?

Answer: Private insurance companies require credentialing only when the provider/agency has a contract with the payer.

10. Question: Will RMHS accept out of network denials from Denver Health and CO Access CHP+?

Answer: Out of network denials will not be accepted for these payors. RMHS will continue to bill Denver Health on behalf of subcontractors who are unable to contract with Denver Health. Providers will be responsible for billing CO Access CHP+.

11. Question: What will happen if I decide not to take private insurance referrals?

Answer: If you are currently seeing a child with private insurance and would like to discontinue the services, please contact the client's SC.

12. Question: Does RMHS cover patient responsibility such as copays, co-insurance and deductibles?

Answer: Yes, providers can submit EOBs and the corresponding progress note. Providers cannot bill families directly for EI services.

13. Question: Would an exemption apply if a client has a Health Saving Account (HSA), and secondary Medicaid?

Answer: This would not fall under an exemption; it would fall under an insurance declination. Provider's should check with families to make sure they do not have an (HSA) Health Savings Account or an (HRA) Health Reimbursement Account assigned to their policy. If the family has an (HSA) providers should get a declination rather than an exemption.

14. Question: As a teacher of the deaf, would I bill as I normally do?

Answer: Some of the services fall under CPT codes that you would bill to the client's insurance. If services are being provided that don't fall under a CPT code then you would invoice RMHS.

15. Question: If an authorization is denied by CO ACCESS CHP + for inexplicable reasons, what should a provider do?

Answer: RMHS would need more information to answer this question. Most EI Services should be approved with an IFSP. Providers should not be billing Medicaid, DHMC, or CHP+ without an authorization in place. Please coordinate with the child's SC if you are unable to obtain an authorization.

16. Question: Can our current caseload be grandfathered in if we would like to continue with the current caseload but choose not to take any more kids through RMHS in the future?

Answer: This would be a contract amendment and further research is needed, please contact billingquestions@rmhumanservices.org.

17. Question: For telehealth billing, we are expected to submit a separate bill for each visit in addition to submitting a bill to insurance.

Answer: RMHS expects contact notes for all services whether you are billing your insurance individually or not. More detailed information is available in the Early Intervention Provider and Invoicing manual. You still need to submit all billing. If there are no charges you should mark them for filing purposes only. If you are invoicing RMHS for telehealth you should still submit your invoices with indication that there is a charge for RMHS.

18. Question: If reimbursement from the private insurance is lower than the state rate can we bill RMHS for the difference?

Answer: RMHS needs further information from EI Colorado, this would be balance billing especially in the case with Medicaid, which we would not be able to do.

(Ex: if you are providing 45 minutes of direct service and 15 minutes of parent education this can be used to supplement, as long as it is properly documented and does not exceed your session duration)

19. Question: When will the new state rates for service be available?

Answer: RMHS did not receive approval to raise rates, so provider payment rates should be the same as last fiscal year.

20. Question: What other CCB's are making providers bill insurance?

Answer: To our knowledge many other CCB's have asked providers to bill their own insurance claims.

21. Question: When we pay back RMHS if insurance reimburses after a length of time, would we reimburse just what insurance paid us?

Answer: What RMHS pays out is what RMHS expects to be reimbursed.

22. Question: What if private payors are not accepting new individual provider contracts?

Answer: If payors are not willing to contract with individual providers this may be an exemption. Non contracted denials are acceptable billing exemptions. Many Private insurance companies do have out of network options available as well.

23. Question: Will the referral hierarchy change with the new fiscal year?

Answer: Yes, we are planning to change the referral hierarchy to reflect more of a parent choice now that the funding hierarchy won't be a determining factor. Please watch for updates from the RMHS EI Leadership team.

24. Question: Where can we find the state rates for services online?

Answer: Provider payment rates are described in provider contracts. Rates will not change in fiscal year 2021. The plan is to continue the same rates unless something changes with our EI Colorado contract.

25. Question: IS CO CHP+ accepting new providers?

Answer: Please reach out to CHP+, if you have a child with CHP+ and you have concerns please reach out to billingquestions@rmhumanservices.org

26. Question: Is the EI Billing Padlet on the EI Colorado Website?

Answer: Yes, it is. Here is the link https://padlet.com/beth_cole/8874dp04byg0

27. Question: Is there a time frame on returning to in person visits?

Answer: There is no time frame at this time. EI Colorado has put out a statement, "we will not be returning to in person visits through the end of June". RMHS does not have any additional information at this time.

28. Question: RMHS will reimburse patient responsibility only at the RMHS rate correct?

Answer: Yes, this is correct. (Ex: if there is a \$200 deductible, RMHS can only pay out at your contracted rate).