

CONTACT**NUMBER**

AARP	800-227-7789
Medicaid - Eligibility "DXC"	1-844-235-2387
Jefferson County-LTC OPTIONS Phone for ULTC	303-238-5363
Jefferson County-LTC Phone (Eligibility)	303-271-1388 Option 1 then Option 4
Jefferson County-LTC OPTIONS Fax for ULTC	303-271-4207
Jefferson County-LTC Fax (Eligibility)	303-271-4805
Denver Health - Benefits	303-602-2111
Denver Health - Prior Authorization	303-602-2127
Secure Horizons - PHP	720-612-6700
Denver County - Fax	720-944-3094
Denver County - Phone Line	720-944-3666
Rocky Mountain	800-346-4643
Humana	800-457-4702
Humana Medicare Replacement	800-523-0023
Aetna	800-624-0756 or 888-632-3862
Blue Cross Blue Shield	800-676-2583
Mutual of Omaha	800-775-1000
Bankers Life / Colonial Pen	800-800-2254
GEHA	800-821-6136
Blue Cross Blue Shield_Federal	800-852-5957
Cigna	800-882-4462
Gensworth / Long Term Care Insurance	800-893-0114 or 800-416-3224
Medicare	855-252-8782
USAA	866-459-1755
Pacificare	866-546-0510
Tricare	866-773-0404
Colorado Access - ULTC Agency	877-710-9993
United Health Care	877-842-3210
Tricare Prime	877-988-9378
Secure Horizons	888-866-8297

Check Benefits (Online or by phone)

Facility information

Insurance Verification Forms

Web portals / Links (e-solutions/MCR, DXC /MCD, UHC, SH, AARP, Anthem BCBS, Tricare, etc)

List of phone numbers

Prior – Authorization process

Check Census

Check admissions or discharges

Welcome Letters

Generate Welcome Letters as needed – give them to guests / residents / cc: Colavria

Generate Welcome Letters for current clients in Rehab and add them to the binder

TYPES OF PAYERS

Medicare

Members that potentially will admit under Medicare A; In order for their benefit to be in effect, they need 3-Hospital (Inpatient status) days (Please refer to Insurance Verification Forms)

MANAGED CARE INSURANCE

United Healthcare

Secure Horizons

Avista Direct

Boulder County Direct

Denver Metro Proprietary

PHP = Physician Health Partners New West Physicians

Physician Alliance of the Rockies

UHC – Commercial Plans (i.e HMO, PPO and more)

Some of these plans will not have Medicare and they can be provided by an employer

OPTUM by UHC

This plan is for the resident who live in LTC

AARP by UHC

(This is not a Managed-Care Insurance but it can be a Medicare Supplemental Plan)

Denver Health

Denver Health

Denver Health-Medicaid

InnovAge

InnovAge-Medicaid (LTC) Housing Form is needed

InnovAge-Respite (Short Stay)

Veterans Affairs

VA-Long Term Care (Admissions gets authorization or contract from VA Representative)

VA- Short Term/Rehab (Admissions gets Prior Authorization or contract as well)

Medicaid

Pre-screen future Medicaid applicants (Use form of review of assets / MCD documents)

Give eligibility information and checklist to the client

ULTC Referrals – This can be submitted long time before client applies for Medicaid.

Application signatures and gathering of documents

Redetermination packets

CSRs Referrals

Collect Payments

Pick days and times to make phone calls to collect open balances, send collection letters, forward statements as needed.

Mail

Find out what mail can be opened and what can be forwarded to Colavria or POAs/Residents

Phone calls to POAs as needed for any Medicaid requests.

Records Payments

At the end of the day generate an email and send it to your AR notifying payments collected

Social Security Administration / Payee Reports

Representative Payee Reports need to be completed to sent to SSA

(Please forward these reports to Victor, he will complete and send them to SSA for now)