DENVER HEALTH
MEDICAL PLAN INC. ™

DENVER HEALTH
MEDICAID CHOICE

REAL TIME ELIGIBILITY (RTE) TRANSACTIONS
Provider Relations Department

Providers may verify eligibility using RTE (Real Time Eligibility) Transactions.
See below for information on our process.

GETTING STARTED:

» Denver Health has contracted with TriZetto Provider Services (TPS) to support Real-Time 270 transactions

» If a provider is a current TPS customer and has an existing connection, they can begin submitting transactions immediately

» If a provider is not an existing TPS customer or does not have an existing connection and utilizes a Clearinghouse, the provider should reach out to their Clearinghouse to see if they have a connection to TPS; if so, the provider should request that their clearinghouse reach out to TPS to get setup for Denver Health

» If the provider does not utilize a clearinghouse or the clearinghouse does not connect to TPS, the provider/clearinghouse should contact TPS Sales Support at physiciansales@trizetto.com or 800-969-3666 (select sales prompt) to get set-up and receive training needed to run real time transactions

TROUBLESHOOTING:

» The provider's/clearinghouse's relationship for these transactions is with TPS; if there is an issue receiving the transactions, the provider/clearinghouse should report it to TPS

» Providers should contact Member Services If they believe there is an issue with the content of the response they receive; Member Services will review the issue and consult the Claims and IS teams for assistance as needed

QUESTIONS?
Email: ManagedCare.ProviderRelations@dhha.org