

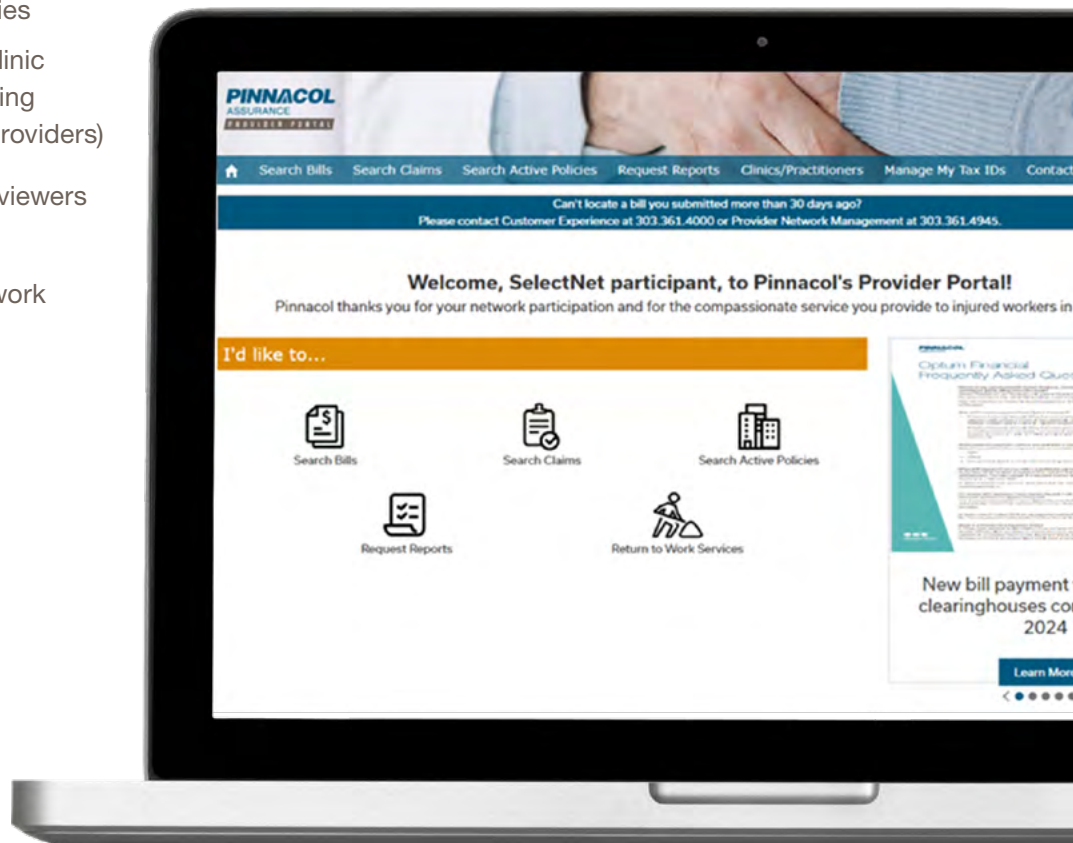
Provider Portal User Guide

More patient time, less phone time.

Pinnacol's provider portal gives you secure, convenient access to online resources. Once you register, you can:

- // check claims status
- // search bills, bill history, and print EOBs
- // appeal a bill and upload supporting documentation
- // search active Pinnacol policies
- // request clinic designation, clinic profiling and opioid prescribing reports (not available to all providers)
- // email Claim and Medical Reviewers from the claims search
- // make a referral to return to work consultants

Working with Pinnacol has never been easier. Pinnacol's provider portal is available to all providers who treat Pinnacol injured workers. Our customer service and provider relations teams are still here to provide personalized, compassionate customer service over the phone or by email.



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Registration

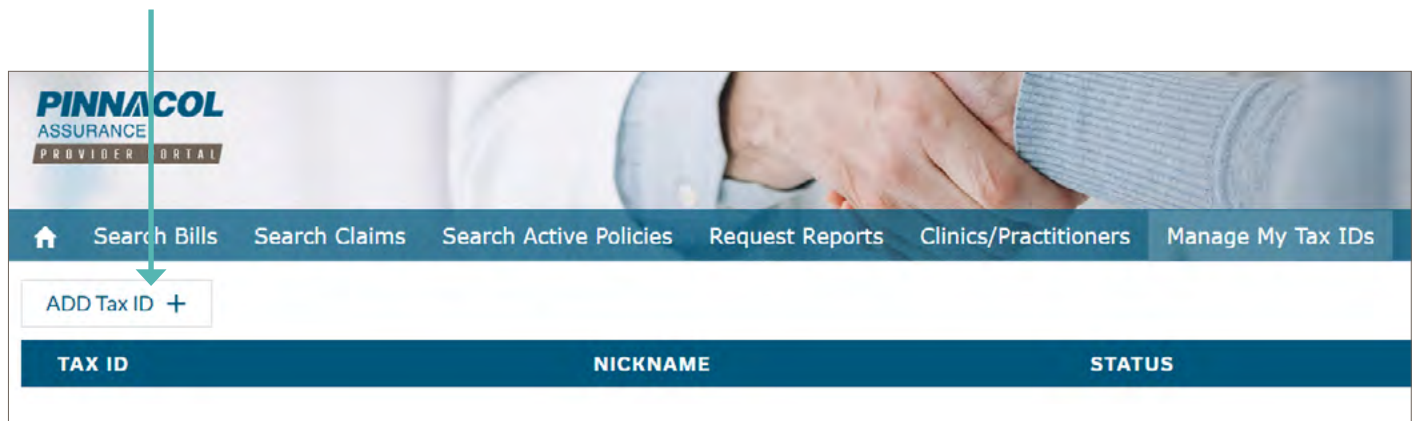
Before users can log in to the provider portal, they must complete registration. Registration is a multi-step process.

STEP 1: Visit the portal at providerportal.pinnacol.com or click on **Provider Portal** in the upper right corner of provider.pinnacol.com.

STEP 2: Click on **Not a member**. Complete the fields and submit. You may be contacted by a Pinnacol employee who will verify your information and approve your registration request.

STEP 3: You will receive an email with a link to the provider portal. The link is only good for 24 hours. Click the link to sign off on the terms and conditions and create a password.

STEP 4: From the portal home screen, click on the **Add Tax ID** button. A pop-up window will appear where you can enter the Tax ID number for your primary or physical location. You can add additional Tax IDs by clicking on the **Add Tax ID** button again.



Add Tax ID To Profile

*Tax ID ⓘ

*Nickname ⓘ

*Bill Id ⓘ

Cancel Add

Users must submit a **bill Id** for each Tax ID. Enter the bill number from an explanation of benefits (EOB) received within the past 120 days.

Search Bills

Users can search submitted bills either in groups or individually.

STEP 1: From the home screen, click on **Search Bills**.

The screenshot shows the Pinnacol Assurance Provider Portal interface. The navigation bar includes 'Search Bills', 'Search Claims', 'Search Active Policies', 'Request Reports', 'Clinics/Practitioners', 'Manage My Tax IDs', and 'Contact Us'. The search form contains the following fields and values:

- * Select a Tax ID: 123456789
- Claim: (empty)
- Start Date: (empty)
- EFT/Check Number: (empty)
- Bill Id: (empty)
- End Date: (empty)

Buttons for 'Clear' and 'Search' are present. Below the form is a table header with columns: BILL ID, STATUS, SERVICE START, SERVICE END, CLAIM #, BILLED AMT, and PAID AMT.

STEP 2: Select a Tax ID from the drop-down menu. If users are only associated with one Tax ID, it will default to that Tax ID. Then enter valid search criteria in at least one of the search fields in the web form. Users may enter a claim number, EFT/check number, bill Id or dates of service. If users are searching for bills by date of service, enter both the start date and end date. Searches are limited to 30 days' worth of bills at a time.

STEP 3: Click on **Search** to receive results.

The screenshot shows the search results page. The search form is filled with the same criteria as in Step 1. The results table shows two bills. The first bill has a 'Next' button to its right.

BILL ID	STATUS	SERVICE START	SERVICE END	CLAIM #	BILLED AMT	PAID AMT
2024012912233688RVAN	Review	01/02/2024	01/02/2024	10218348	\$196.49	\$0.00
2024013007223256WCEP	Review	01/02/2024	01/02/2024	10215921	\$51.00	\$0.00

STEP 4: Click on a **bill Id** to view bill details.

2024012705540614WCEP.1 INJURED WORKER NAME				
Bill Detail Payment Info Line Items				
PAYMENT TYPE	PAYMENT #	ISSUE DATE	PAYMENT AMOUNT	PAYMENT STATUS
EFT	2205009006		\$235.14	CLEARED - 02/01/2024
Payee: OCCUPATIONAL HEALTH CENTERS				
<small>This bill and claim was reviewed in accordance with the medical fee schedule in effect for the date of service per the Colorado Workers' Compensation Rule and Regulations 7CCR1101-3. The billing provider cannot balance bill the injured worker for dollars in excess of the maximum fee schedule allowance. The billing provider has 60 days from the date of this EOB to contest the amount of dollars paid or denied and/or send a corrected bill.</small>				
				Print EOB Close



STEP 5: If the bill status is closed, the user can click **Print EOB**. EOBs are only available for closed bills.

STEP 6: The EOB opens in a new tab and can be saved or printed using the download or print buttons in the upper right of the browser.



Claim	
Injured Worker	Claim#
FIRST NAME LAST NAME	12345678

STEP 7: From the results, click on Print EOB and a new tab with that EOB will open. To print another EOB, go back to the original tab and click Print EOB on another bill.

STEP 8: From the Search Bills tab, search by EFT/Check number to see all bills associated with a specific EFT/Check number. Multiple pages of results may be returned.

Pinnacol Assurance Provider Portal						
Home Search Bills Search Claims Search Active Policies Request Reports Clinics/Practitioners Manage My Tax IDs Contact Us						
* Select a Tax ID	Claim	Start Date				
123456789		01/01/2024				
EFT/Check Number	Bill Id	End Date				
		01/07/2024				
Page 1 of 93	Clear	Search			Next	
BILL ID	STATUS	SERVICE START	SERVICE END	CLAIM #	BILLED AMT	PAID AMT
2024012912233688RVAN	Review	01/02/2024	01/02/2024	10218348	\$196.49	\$0.00
2024013007223256WCEP	Review	01/02/2024	01/02/2024	10215921	\$51.00	\$0.00

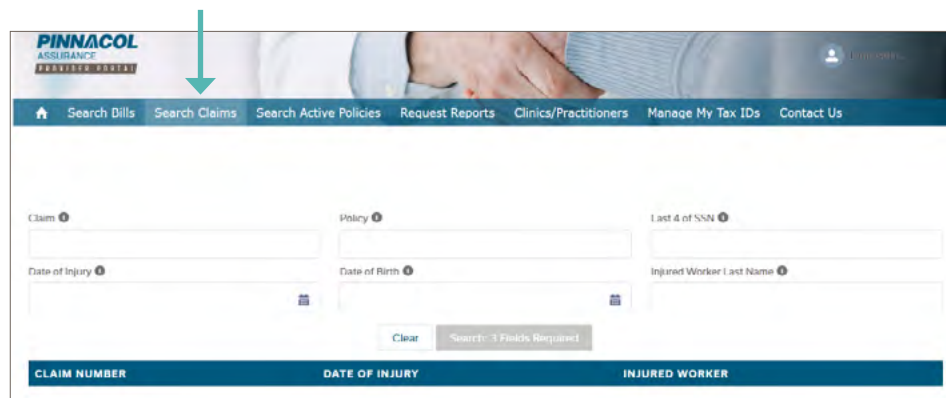
During a session, users can move within tabs and previous searches can be re-executed. When you logout, the search info will be cleared.

If you have questions about a specific bill, please contact the Pinnacol bill processor listed on the explanation of benefits (EOB).

Search Claims

Users can obtain detailed claim information or determine whether a claim has been filed.

STEP 1: From the home screen, click on **Search Claims**.

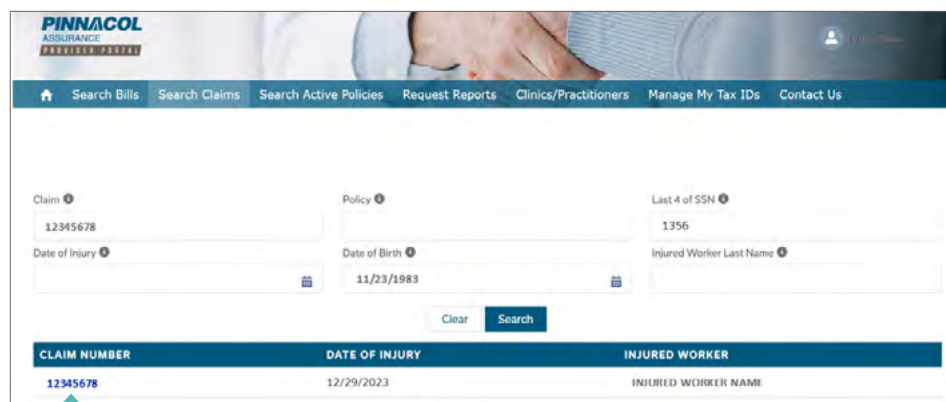


The screenshot shows the Pinnacol Assurance Provider Portal. The navigation menu includes: Home, Search Bills, Search Claims, Search Active Policies, Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. The Search Claims form contains the following fields:

CLAIM NUMBER	DATE OF INJURY	INJURED WORKER

STEP 2: Search for a specific claim or group of claims by entering **at least three pieces of valid criteria** in the search form. Users can enter a specific claim number, the date of injury, a policy number associated with the claim, or the injured worker's last name, Social Security number or date of birth.

STEP 3: Click on **Search** to receive results.



The screenshot shows the search results for claim number 12345678. The search form is filled with the following information:

CLAIM NUMBER	DATE OF INJURY	INJURED WORKER
12345678	12/29/2023	INJURED WORKER NAME

STEP 4: Click on a **claim number** to view claim details.

12345678 INJURED WORKER NAME

INJURED WORKER NAME		
SSN	DOB	Phone
XXX-XX-1356	11/23/1983	303-555-1234
Address		
Street Name		
City, State, Zip		
Claim Detail		
Claim Type	Accident Date	
CC - Clean Claim	12/29/2023	
Admission	Carrier Notify Date	
-	01/02/2024	
Medical Eligibility Status	Closed Date	
Please call the Claims Reviewer listed below	02/12/2024	
Primary Injury	Reopen Date	
LOW BACK AREA - Strain		
Accident Code		
60 - STRAIN OR INJURY - MISCELLANEOUS		
Accident Description		
The IW right foot slipped while pulling a loaded two-wheel cart of food up a set of stairs resulting in the IW injuring their lower back muscles and right leg.		
Employer	Claim Reviewer	
Name	Name	
ABC Company	JANE SMITH	
Policy #	Phone	
4000001	303-361-4120	
Preparer Name	Email	
Medical Reviewer	[Redacted]	

Print Close

STEP 5: Click **Print** to generate a PDF of the claim. The PDF opens in a new tab and can be saved or printed using the download or print buttons in the upper right corner of the browser.

Browser window showing a PDF of a claim. The PDF header includes the Pinnacol Assurance logo and "PROVIDER PORTAL". Below the header, the claim details are visible, including "INJURED WORKER NAME", "Claim Num 12345678", and "SSN XXX-XX-1356". Two green arrows point to the download and print icons in the browser's top right corner.

STEP 6: Scroll to the bottom of the results window to view Medical Reviewer name, phone number and email address.

STEP 7: If no Medical Reviewer is assigned to the claim, the user will see this message:

Medical Reviewer
A Medical Reviewer is not assigned to this claim. Please contact the Claim Reviewer.

STEP 8: Click Claim Reviewer or Medical Reviewer email link to open an email to that address.

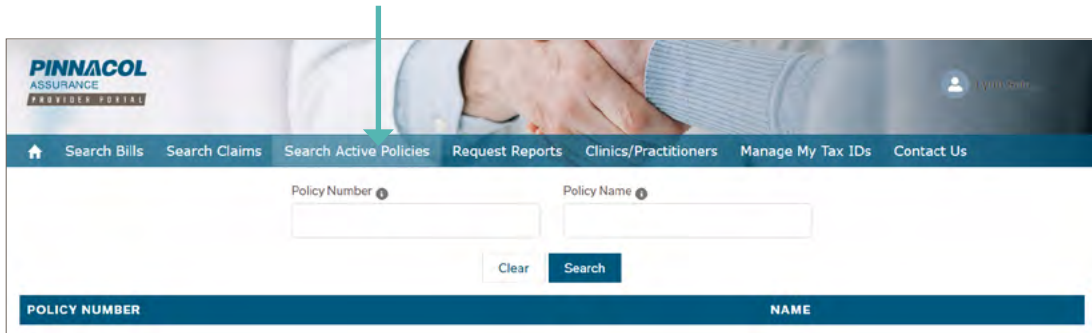
During a session, users can move within tabs and previous searches can be re-executed. When you logout, the search info will be cleared.

If you have questions about a specific claim, please contact the claim reviewer or medical reviewer assigned to the claim.

Search Active Policies

Users can search by policy number or policy name to verify an employer has an active policy with Pinnacol.

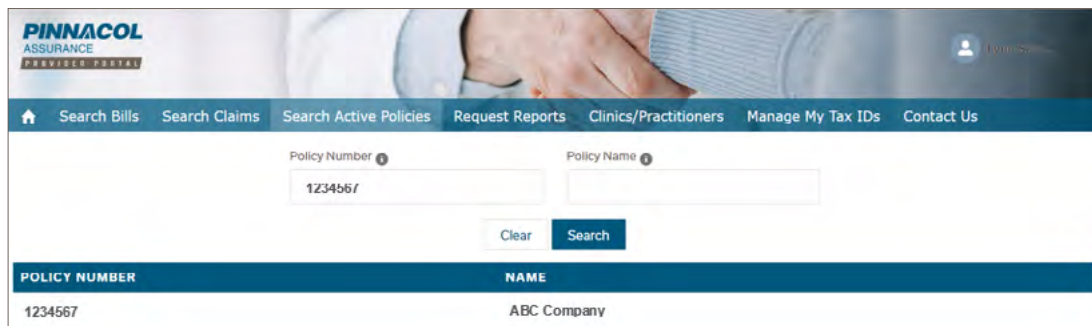
STEP 1: From the home screen, click on **Search Active Policies**.



The screenshot shows the Pinnacol Assurance Provider Portal navigation bar with the following items: Home, Search Bills, Search Claims, Search Active Policies (highlighted with a green arrow), Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. Below the navigation bar is a search form with two input fields: 'Policy Number' and 'Policy Name'. There are 'Clear' and 'Search' buttons. Below the form is a table header with columns 'POLICY NUMBER' and 'NAME'.

STEP 2: Enter the policy number or policy name.

STEP 3: Click on **Search** to receive results.



The screenshot shows the search results for the policy number 1234567. The 'Policy Number' field contains '1234567'. The 'Policy Name' field is empty. The 'Search' button is highlighted. Below the form is a table with the following data:

POLICY NUMBER	NAME
1234567	ABC Company

During a session, users can move within tabs and previous searches can be re-executed. When you logout, the search info will be cleared.

Note: Policy status is based on information we have at the time the search was conducted. Please check this site frequently to confirm the status, as it may change. Due to factors beyond our control, such as delayed reporting, we cannot guarantee the accuracy of the information retrieved on this site, including whether a listed policy was in effect at the time of an injury.

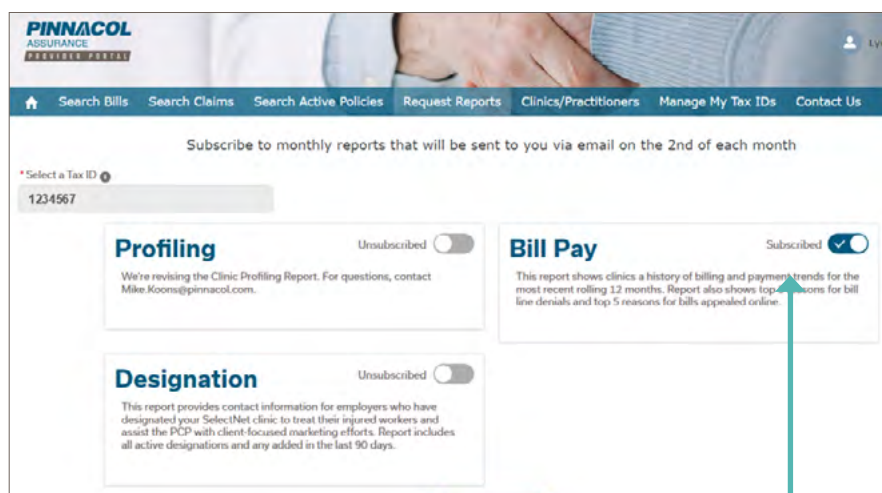
Request Reports

Pinnacol produces various reports for provider use. Availability is based on network participation and type of provider. If eligible, users can subscribe to automatic monthly reports, which are sent monthly to the report requester's email address.

When a user has more than one Tax ID, the option to select a Tax ID is now required before subscribing to reports. A selection is only required if the user has more than one Tax ID.

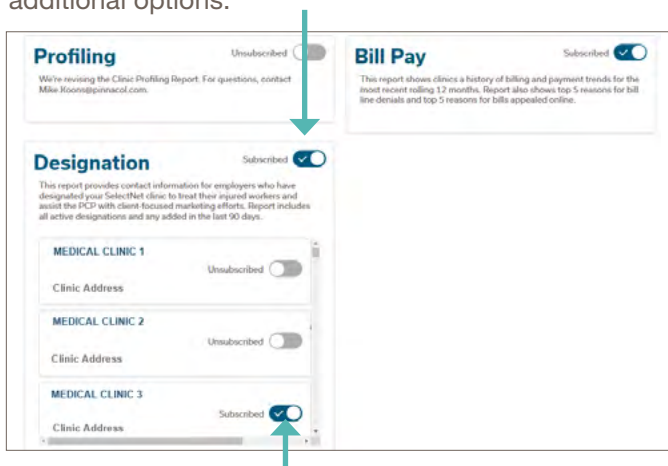
STEP 1: From the home screen, click on **Request Reports**.

STEP 2: Select a Tax ID if more than one is available.



STEP 3: Click on the slider box for the reports you wish to receive, and a check mark will indicate that you are now subscribed. Click on the slider box again to unsubscribe, and the check mark will disappear. **Be sure to click Save Changes.**

STEP 4: Click **Unsubscribed** on the Designation Report to see the available clinic options. Scroll to see additional options.



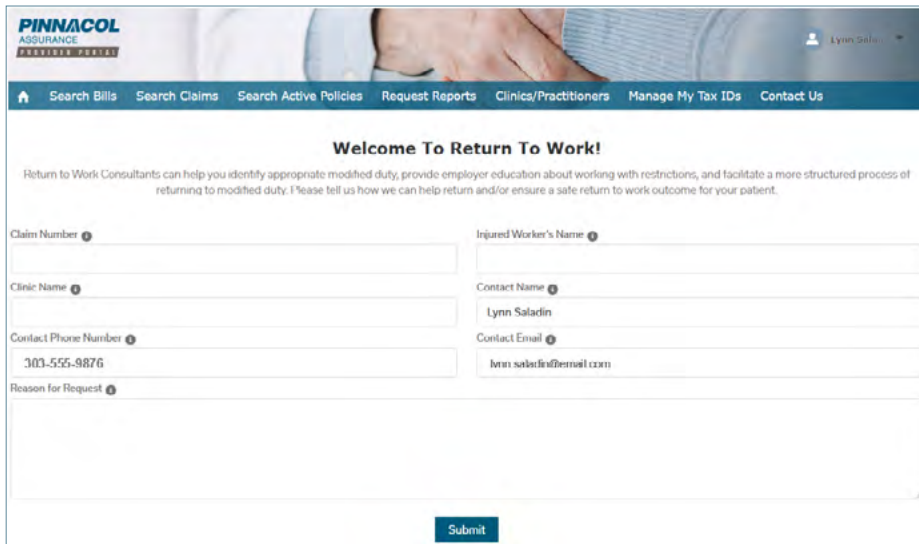
STEP 5: Click **Unsubscribe** on any clinic if the report is wanted. The selection will change to subscribed.

STEP 6: Click **Save Changes** to finalize your selections and receive a confirmation. **At least one clinic must be selected to save changes and request a designation report.**

Refer to Return to Work

Users can generate a direct referral to a return to work consultant by clicking on the return to work icon from the home screen within the Provider Portal.

This opens a new screen where your username, email and phone number are prefilled. These entries can be edited if necessary.



The screenshot shows the Pinnacol Assurance Provider Portal interface. At the top, there is a navigation bar with links: Search Bills, Search Claims, Search Active Policies, Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. The user's name, Lynn Saladin, is displayed in the top right corner. The main heading is "Welcome To Return To Work!". Below the heading is a brief description: "Return to Work Consultants can help you identify appropriate modified duty, provide employer education about working with restrictions, and facilitate a more structured process of returning to modified duty. Please tell us how we can help return and/or ensure a safe return to work outcome for your patient." The form contains several input fields: Claim Number, Injured Worker's Name, Clinic Name, Contact Name (prefilled with Lynn Saladin), Contact Phone Number (prefilled with 303-555-9876), and Contact Email (prefilled with lynn.saladin@email.com). A large text area for "Reason for Request" is at the bottom, followed by a "Submit" button.

After the claim number, the injured worker's name, your clinic name and the reason for the request are inserted, click submit. A green flash bar will appear at the top of the screen to indicate the request has been sent.

A Pinnacol return to work consultant will contact the requester within two business days to start the process. They'll help identify appropriate modified-duty tasks for the injured worker and educate the employer about working with restrictions, facilitating a safe return to work outcome for your patient.

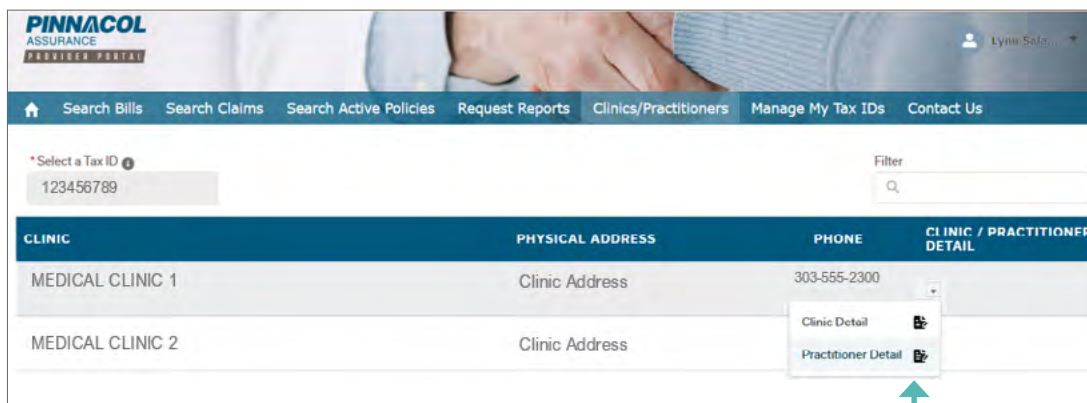
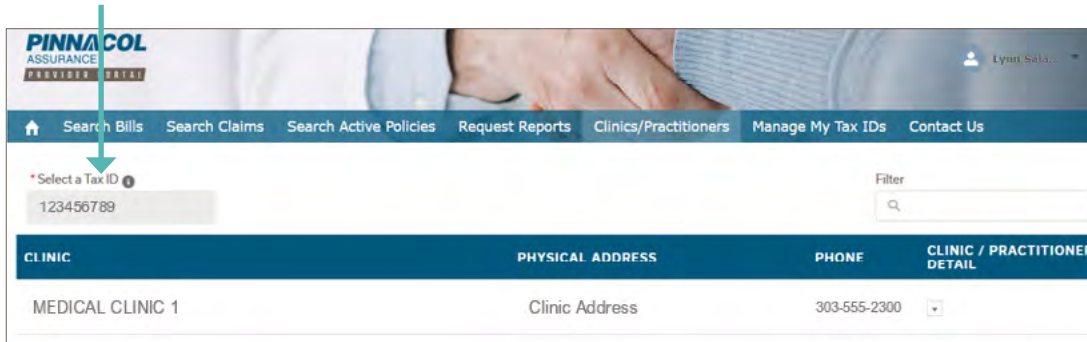
Clinics/Practitioners

Users can view clinic information for multiple Tax IDs. A roster of credentialed providers can be viewed by clinic location. Updates can be made from this tab.

STEP 1: From the home screen, click on **Clinics/Practitioners**.



STEP 2: From the drop-down menu, select a Tax ID to receive results. If users are only associated with one Tax ID, it will default to that Tax ID.

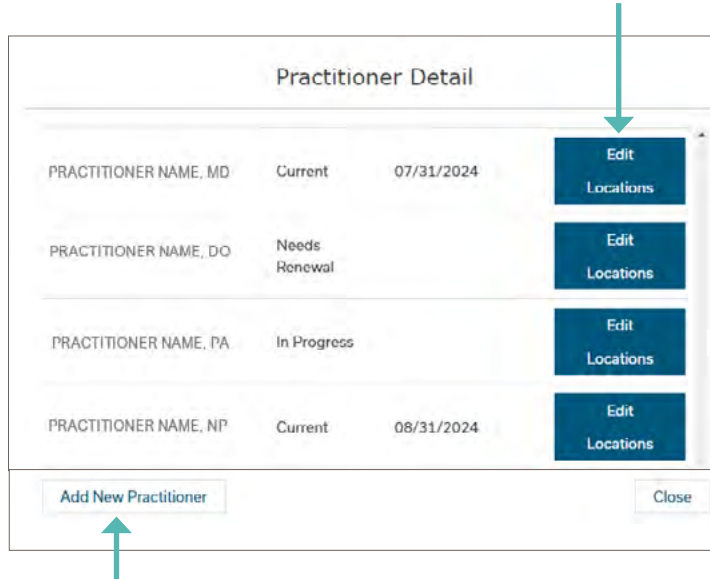


STEP 3: Click on the drop-down arrow to display clinic or practitioner detail.

STEP 4: Select the practitioner detail to view providers associated with the selected clinic.

STEP 5: The practitioner credentialing status is indicated. “Current” indicates the practitioner’s recredential date is more than 120 days in the future. “Needs renewal” indicates the recredentialing date is within the next 120 days. “In Progress” indicates the practitioner is currently going through credentialing.

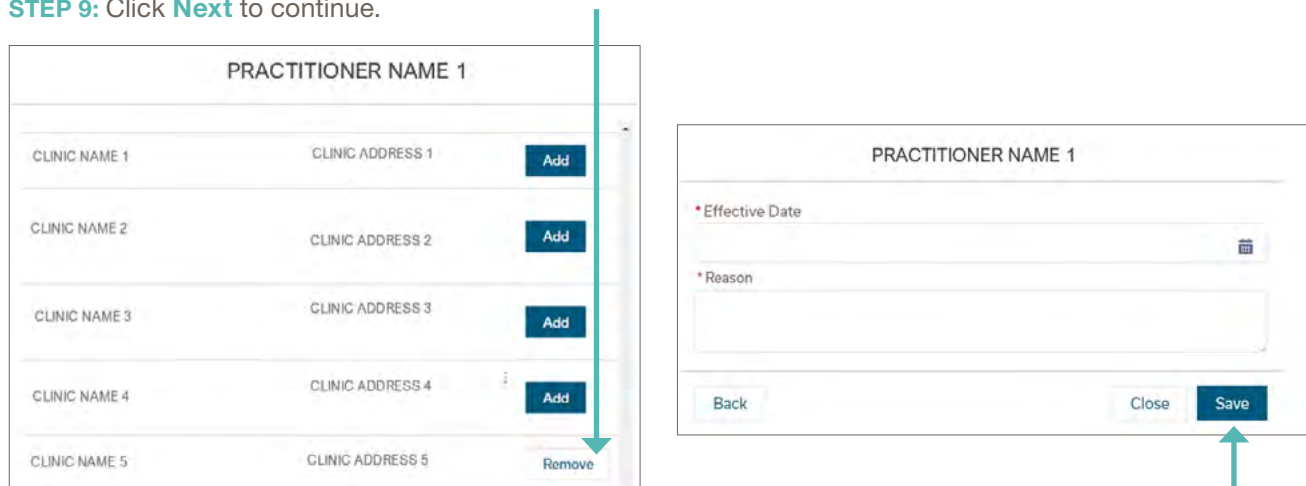
STEP 6: Click **Edit Locations** to update the clinics associated with a practitioner.



STEP 7: Click **Add New Practitioner** to access required credentialing documents and for instructions to credential a new provider.

STEP 8: Click **Remove** to request a practitioner be removed from a specific clinic. Multiple selections can be made at one time.

STEP 9: Click **Next** to continue.



STEP 10: After adding or removing a practitioner from a clinic a window opens. It requires the user to indicate the effective date and reason for change. After the user has made changes, click **Save**. A pop-up notifies the user the request has been submitted.

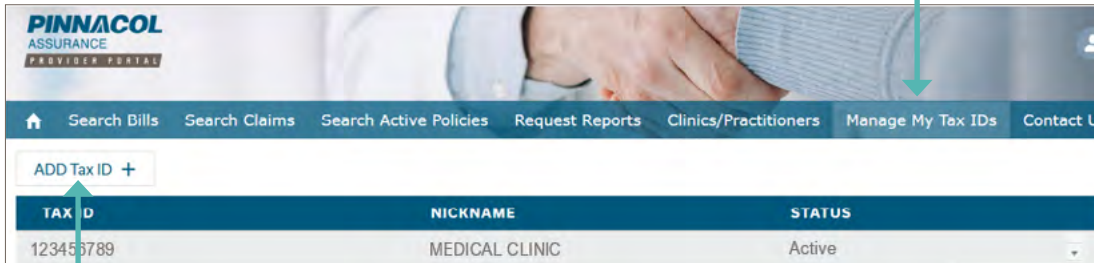
STEP 11: Click **Remove All** to request a practitioner be removed from all clinics associated with the selected Tax ID. **A pop-up will indicate that removing the practitioner from all clinics will remove the practitioner from the SelectNet contract.**

STEP 12: Click **Next**. The user must indicate the effective date and reason for the changes as above.

Manage My Tax IDs

Users can set up and manage additional Tax IDs using our portal.

STEP 1: From the home screen, click on **Manage My Tax IDs**.



STEP 2: Click on the **ADD Tax ID** button.

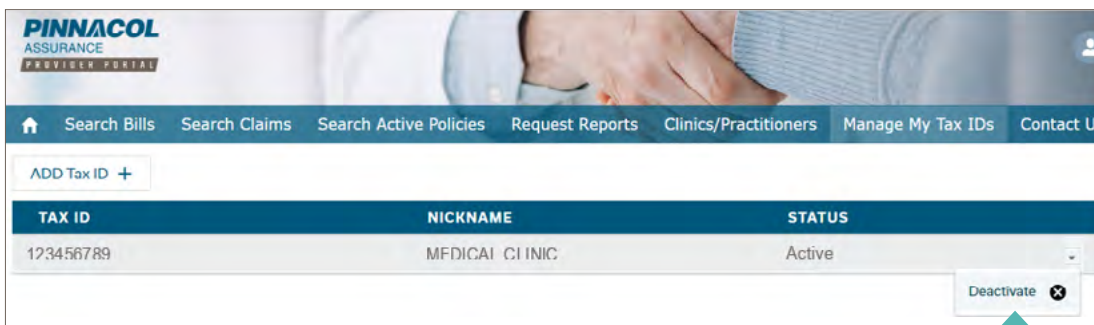
Add Tax ID To Profile

*Tax ID ⓘ

*Nickname ⓘ

*Bill Id ⓘ

Users must submit a **bill Id** for each Tax ID. Enter the bill number from an explanation of benefits (EOB) received within the past 120 days.

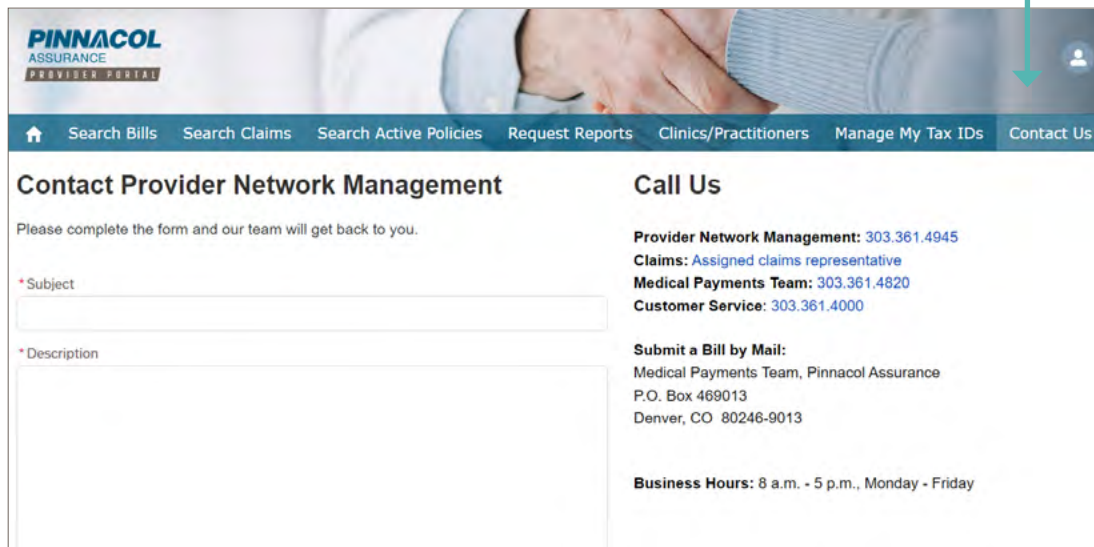


STEP 3: To deactivate a Tax ID, click on the down arrow to the right of the Tax ID and select **Deactivate**.

Contact Pinnacol

Users can submit a question or comment to our provider network management team.

STEP 1: From the home screen, click on **Contact Us**.



The screenshot shows the Pinnacol Assurance Provider Portal. The top navigation bar includes links for Search Bills, Search Claims, Search Active Policies, Request Reports, Clinics/Practitioners, Manage My Tax IDs, and Contact Us. A green arrow points to the 'Contact Us' link. Below the navigation bar, the page is divided into two columns. The left column is titled 'Contact Provider Network Management' and contains a form with two required fields: '* Subject' and '* Description'. The right column is titled 'Call Us' and provides contact information for Provider Network Management, Claims, Medical Payments Team, and Customer Service. It also includes a 'Submit a Bill by Mail' section with the address: Medical Payments Team, Pinnacol Assurance, P.O. Box 469013, Denver, CO 80246-9013. Business hours are listed as 8 a.m. - 5 p.m., Monday - Friday.

STEP 2: Enter a subject and description in the open text fields. Both fields are required.

STEP 3: Click on **Submit** and our team will contact you soon.

Appeal a Bill

Users can initiate a bill appeal from the portal and receive confirmation of the appeal request.

STEP 1: From the home screen, click on **Search Bills**.

Navigation: Home, Search Bills, Search Claims, Search Active Policies, Request Reports, Clinics/Practitioners, Manage My Tax IDs, Contact Us

* Select a Tax ID: 123456789

Claim #, Start Date, EFT/Check Number, Bill Id, End Date

Clear Search

BILL ID	STATUS	SERVICE START	SERVICE END	CLAIM #	BILLED AMT	PAID AMT
---------	--------	---------------	-------------	---------	------------	----------

STEP 2: Select a Tax ID from the drop-down menu, then enter the bill number. If users are only associated with one Tax ID, it will default to that Tax ID.

STEP 3: Click on **Search** to receive results.

Page 1 of 93

Clear Search Next

BILL ID	STATUS	SERVICE START	SERVICE END	CLAIM #	BILLED AMT	PAID AMT
2024012912233688RVAN	Review	01/02/2024	01/02/2024	10218348	\$196.49	\$0.00
2024013007223256WCEP	Review	01/02/2024	01/02/2024	10215921	\$51.00	\$0.00

Click on a **bill Id** to view bill details. A pop-up window will appear. Click on **BILL DETAIL**.

2024012705540614WCEP.1 INJURED WORKER NAME

Bill Detail Payment Info Line Items

PAYMENT TYPE	PAYMENT #	ISSUE DATE	PAYMENT AMOUNT	PAYMENT STATUS
EFT	2205009006		\$235.14	CLEARED - 02/01/2024

Payee: OCCUPATIONAL HEALTH CENTERS

This bill and claim was reviewed in accordance with the medical fee schedule in effect for the date of service per the Colorado Workers' Compensation Rule and Regulations 7CCR1101-3. The billing provider cannot balance bill the injured worker for dollars in excess of the maximum fee schedule allowance. The billing provider has 60 days from the date of this EOB to contest the amount of dollars paid or denied and/or send a corrected bill.

Print EOB Close

2024012705541019WCEP.1 INJURED WORKER NAME

Bill Detail Payment Info Line Items

Appeal

Claim

Injured Worker Claim#

STEP 4: From the bill detail screen, click on the **Appeal** button. **If this button does not appear, this bill is not eligible for online bill appeal.**

2024012705541019WCEP.1 INJURED WORKER NAME

* Appeal Reason

--None--

--None--

Bill denied for notes

Claim# correction

DOS correction

ICD correction

Other

Procedure code update

Supply and/or NDC information

UB92 DRG

UB92 Principal Procedures

STEP 5: A pop-up box will appear. Select the **Appeal Reason** from the drop-down menu.

2024012705541019WCEP.1 INJURED WORKER NAME

* Appeal Reason

Bill denied for notes

Upload Supporting Documentation

Upload Files Or drop files

Supported file types are PDF, TIF or TIFF. Max file size is 300MB.

* Comments

Cancel Submit Request

STEP 6: Enter a comment about the bill appeal.

Upload Files

Supporting Documentation... 58 KB

1 of 1 file uploaded

Done

STEP 7: Uploading supporting documents is optional. If files are uploaded, a window opens and indicates a file has been uploaded. Click **Done** to close the window.

2024012705541019WCEP.1 INJURED WORKER NAME

Bill denied for notes

Upload Supporting Documentation

Upload Files Or drop files

Supported file types are PDF, TIF or TIFF. Max file size is 300MB.

* File Type

--Select--

Medical Record

Bill

Attachment

Supporting Documentation

Delete File

* Comments

Cancel Submit Request

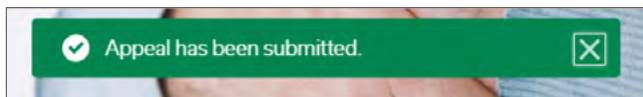
STEP 8: After uploading files, select the appropriate **File Type** based on the definitions below:

Medical Record – documentation signed by a medical provider of services rendered or medical necessity. Documentation does not include any dollar figures.

Bill – non-medical record that attaches to a bill to help process charges. May include dollar figures.

Attachment – supporting documentation to the bill but is not a medical record.

STEP 9: Click on **Submit Request** to submit the appeal.



STEP 10: A pop-up indicates the appeal was submitted and the bill detail will indicate the bill is in appeal.

12345678 - WORKER'S NAME

Bill Detail Payment Info Line Items

This bill is currently in the appeal process

Claim

Injured Worker WORKER'S NAME	Claim# 1234566
Claims Rep Claims Rcp's Name	Worker Comp# 1234566
Policy Policy Name	Policy Mailing Address 123 Street Name City, CO 12345

Bill Detail

Bill# 12345678	Received Date 01/03/2019
Bill Processor BILL PROCESSOR'S NAME	Version Date 01/03/2019
Processor Phone 303-361-4000	Treating PROVIDER'S NAME
Bill Version 2	Patient Acct# 123456789
Billing FEIN 123456789	PPD PPD
Billing Name BILLING NAME	Contract PROVIDER'S GROUP

Print EOB Close

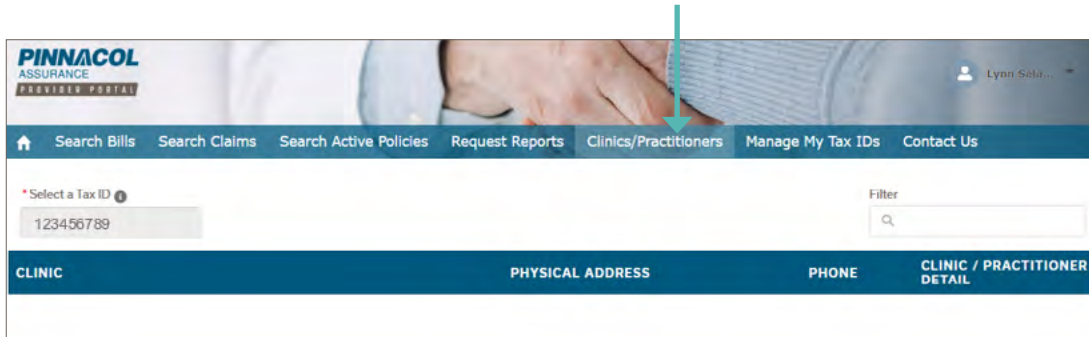
Users can submit documentation to complete the appeal by fax, 303.361.5820, or mail the documents to Pinnacle Assurance, 7501 E. Lowry Blvd., Denver, CO 80230.

Visit provider.pinnacle.com/resources/how-to-appeal-a-medical-bill.com to initiate a manual bill appeal.

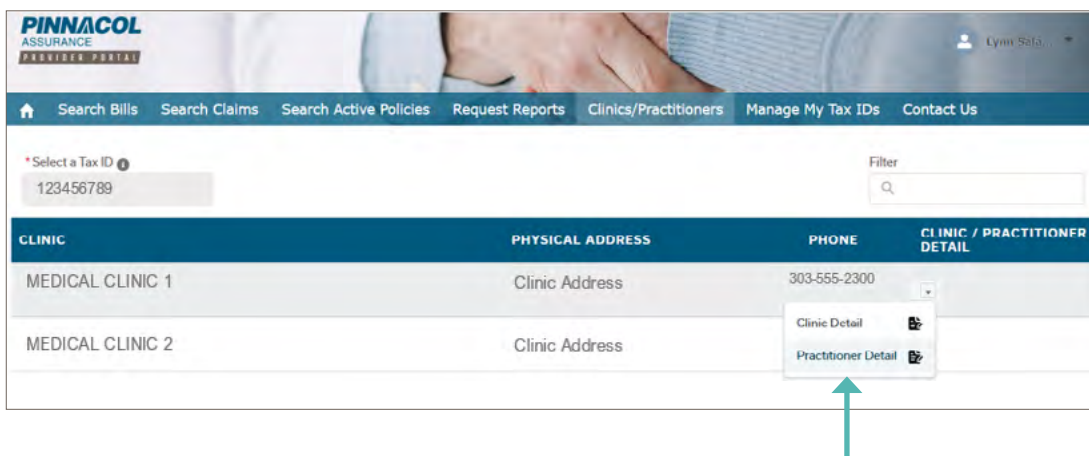
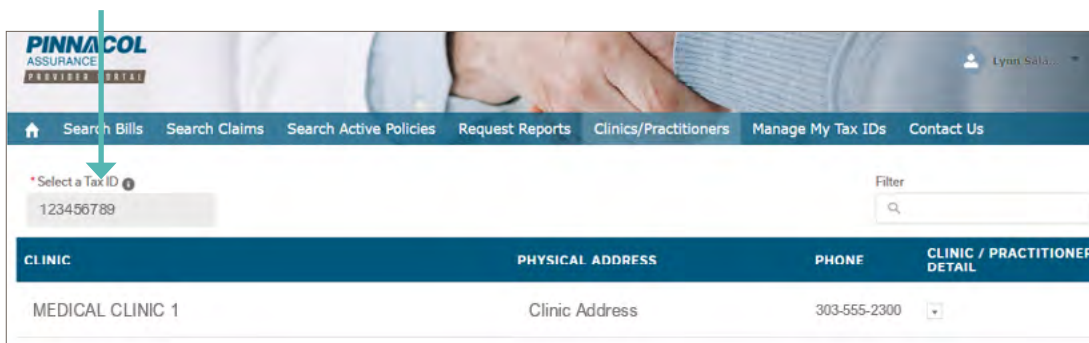
Access Credentialing Forms

Credentialing forms and instructions are available to print or download.

STEP 1: From the home screen, click on **Clinics/Practitioners**.



STEP 2: From the drop-down menu, select a Tax ID to receive results. If users are only associated with one Tax ID, it will default to that Tax ID.



STEP 3: Click on the drop-down arrow to display clinic or practitioner detail.

STEP 4: Select the practitioner detail to view providers associated with the selected clinic.


Practitioner Detail			
PRACTITIONER NAME, MD	Current	07/31/2024	Edit Locations
PRACTITIONER NAME, DO	Needs Renewal		Edit Locations
PRACTITIONER NAME, PA	In Progress		Edit Locations
PRACTITIONER NAME, NP	Current	08/31/2024	Edit Locations
PRACTITIONER NAME, NP	Current	09/30/2024	Edit Locations
PRACTITIONER NAME, MD	Current	06/30/2025	Edit Locations
			Edit
Add New Practitioner			Close





STEP 5: Click on [Add New Practitioner](#).


STEP 6: A pop-up displays the 3 required credentialing documents. Click on each document to view and download. Instructions on credentialing are displayed.


Practitioner Detail




 Provider-Disclosure-Fo...



 2018-02-07 Group Ros...



 Group-Participation-Af...

To credential a new practitioner, submit these forms to Credentialing@pinnacol.com.
Have questions about credentialing? Contact Danyel Shelby at 303-361-4954.

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Glossary of Terms

Bill: Provider billing and payment information, searchable at the claim and Tax ID.

Bill Pay Report: Shows clinics a history of billing and payment trends for the most recent rolling 12 months. Report also shows top 5 reasons for bill line denials and top 5 reasons for bills appealed online. Under the top 5 reasons for bill line denials, claim information is provided to easily see which bills may need to be resubmitted.

Claim: Information about the injured worker's case, such as claim number, date of injury and employer.

Claims Reviewer: The Pinnacol employee who guides injured workers and policyholders through the claims process. This includes investigation, coordination of care, authorization of benefits, and claims settlements.

Clinic Profiling Report: This report is meant for your practice's use only. This report includes data related to the number of visits, therapy, TTD days, surgery, and claim costs for different types of body parts and compares that information with other SelectNet provider clinics.

Designation Report: This report is only available for PCP clinics. It provides contact information for employers who have designated the clinic to treat their injured workers and assists the PCP with client-focused marketing efforts. Report includes designations that were added within the last 90 days, designations auto-assigned in the last 90 days and all active designations within the last 12 months.

EOB: The explanation of benefits is a statement sent by Pinnacol to explain the medical treatments and services paid on the injured workers' behalf. The form usually accompanies a check or electronic payment.

Injured worker: Commonly used term to refer to injured or ill worker or employee who is receiving treatment under workers' compensation insurance.

Medical Reviewer: The Pinnacol employee who serves as a liaison between medical providers and injured workers by planning and coordinating healthcare services with the goal of rehabilitation.

Opioid Prescribing Report: This report shows your opioid prescribing history with Pinnacol injured workers. Report displays aggregated data on prescribing patterns over the past 2 years and compares individual provider data with that of your peers.

Pinnacol.com: Pinnacol's website.

Policyholder: A person or group in whose name an insurance policy is held. Sometimes also referred to as "employer."

Provider portal: Offers secure online access to view and search sensitive claim and billing information, file billing appeals, request reports and reach out to service teams.

Provider portal home screen: The main landing page of Pinnacol's provider portal.

Tax ID: Federal Tax ID Number (required for portal registration).

Resources

1. Pinnacol.com houses myriad resources for navigating workers' compensation processes.
provider.pinnacol.com
2. Workers' Compensation Basics course, Module 8: Pinnacol Processes:
pinnacol.com/events-training/workers-compensation-basics-for-providers
3. How to appeal a bill:
pinnacol.com/appeal-bill
4. Choosing a designated provider:
pinnacol.com/knowledge-center/choosing-designated-medical-provider

Contact us:

Provider Network Management: 303.361.4945, provider_management@pinnacol.com

Billing: 303.361.4820

Pinnacol Customer Service: 303.361.4000