

July 2018

Transition of Care Policy

The Colorado Department of Health Care Policy & Financing has created a policy for transition of care to help guarantee that members of Health First Colorado who on July 1, 2018, are changing health plans (e.g. movement from a RCCO or BHO to a RAE or movement from one RAE to another) have a smooth transition and can access the services they need.

It is *essential* that Health First Colorado members do not fall through the cracks and experience disruptions in treatment plans starting July 1, 2018.

Incoming Regional Organization (RAE) will coordinate care with Providers currently serving Members

It is the Department's policy that all out-going BHO or RCCO perform the following for all members who would suffer serious detriment to their health or be at risk of hospitalization or institutionalization—all members who are pregnant are considered to be at risk of suffering serious detriment to their health in the absence of continued services:

1. Coordinate care and develop a new care plan as appropriate.
2. Ensure access to any ongoing course of treatment without authorization and without regard to the provider's participation in the regional organization (RAE) network for a minimum of sixty (60) days.
 - If necessary, this would include paying use of single-case agreement of paying out-of-network providers for any ongoing course of treatment at a rate no less than the prior BHO rate (or at a rate no less than the Medicaid FFS rate applicable for that service) for a minimum of sixty (60) days.

What do Providers need to do?

1. Continue to provide medically necessary services covered by Health First Colorado.
2. Verify eligibility of the member through the [provider portal](#).
3. Contact the Clinical team to coordinate care for members assigned to:
 - Health Colorado: 888-502-4185
 - Northeast Health Partners: 888-502-4189

If a Provider is currently not contracted with Beacon Health Options for Northeast Health Partners or Health Colorado, then the Clinical team will assist the provider in requesting a single case agreement for the transition of care.

