Thank you for joining us, we will get started in just a few minutes to allow others to call in.

Please make sure your line is muted.

To receive the slides shared today please email COPProviderRelations@BeaconHealthOptions.com
July Provider Support Call
### Agenda

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Welcome and Introductions

Thank you for joining the July Provider Support Call
Chapter 02

Updates

- New Coding Manual July 2020
- Continuing Telehealth Update
- Non-Emergent Medical Transportation (NEMT)
Updates – New Uniform Services Coding Standards

Effective July 1, 2020 the Uniform Services Coding Standards was updated.

Please access the link below for the most current version & review the full revision document:
https://www.colorado.gov/pacific/hcpf/mental-health-rate-reform-0

Recap of impactful changes:
✓ Add POS of 99 “Other” to EM Codes 99201-99205, 99211-99215
✓ Allow “Family” as mode of delivery for H0015
✓ Added 90785 to Appendix J, E&M Add-on codes
Updates – Continuing Telehealth

Effective June 27, 2020 the Executive Order D 2020 116 to Extend the Use of Telehealth Services Due to the Presence of COVID-19 has been extended another 30 days.

We will continue to monitor and share any updates as they are available.
Non-Emergent Medical Transportation (NEMT)

Non-Emergent Medical Transportation (NEMT) is a Health First Colorado benefit for members who don’t have transportation to medical appointments. NEMT used to be administered by different vendors in different parts of the state, but soon NEMT will be the same in all areas of the state.

For more information about NEMT, visit https://www.colorado.gov/hcpf/non-emergent-medical-transportation#NEMTmap
Chapter 03

CO Medicaid Eligibility & Application Process
CO Medicaid Eligibility and Application Process

Many Coloradans have recently lost their jobs and their health care, and they may not know about all their options. Please help by sharing the information below.

Any Coloradan who needs health care coverage should apply for Health First Colorado and CHP+.

- Applications can be submitted any time of the year--there is no enrollment period for Health First Colorado and CHP+.
- No one should assume they don't qualify--there are different eligibility categories for different situations. The only way to know for sure is to apply!
- Anyone can apply online at Co.gov/PEAK or by phone at 1-800-221-3943 (Press "1" for phone applications).
- More information for applicants is on our website https://www.colorado.gov/pacific/hcpf/colorado-medicaid

Coloradans can also apply for financial help to purchase private health insurance through Connect for Health Colorado. Anyone can apply within 60 days of a life changing event, including loss of job-based coverage.

Thank you for helping us spread the word!
For a comprehensive handout to provide to individuals on Eligibility and the Application Process, go to https://www.colorado.gov/pacific/sites/default/files/Getting%20Health%20Care%20Coverage%205-22-2020.pdf or email COProviderRelations@BeaconHealthOptions.com
## Who Qualifies for Health First Colorado?

<table>
<thead>
<tr>
<th>Who’s Covered?</th>
<th>Requirements</th>
<th>Income</th>
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<tbody>
<tr>
<td>- Children, pregnant women, single adults,</td>
<td>- Individuals ages 0 – 64 years old</td>
<td>- Income limits based on household</td>
</tr>
<tr>
<td>and families</td>
<td>- No disability requirement</td>
<td>size and tax filer information. Some</td>
</tr>
<tr>
<td>- <strong>Health First Colorado</strong></td>
<td>- No resource limit</td>
<td>making more may qualify.</td>
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<tr>
<td></td>
<td></td>
<td>- <strong>Income Guidelines</strong></td>
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<td>- Certain parents or relatives living</td>
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<td></td>
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<tr>
<td>with a dependent child under the age of</td>
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<tr>
<td>19 who had Health First Colorado for</td>
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<td>at least 3 out of the last 6 months, may</td>
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<tr>
<td>be eligible for up to 12 additional</td>
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<tr>
<td>months of coverage after they exceed the</td>
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<tr>
<td>income limit for your household.</td>
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<tr>
<td>- Parents and children may also qualify</td>
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<tr>
<td>for a 4 month coverage extension if they</td>
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<tr>
<td>exceeded the income limit due to an</td>
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<tr>
<td>increase in alimony or spousal maintenance.</td>
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For more information [https://www.colorado.gov/pacific/hcpf/Colorado-medicaid](https://www.colorado.gov/pacific/hcpf/Colorado-medicaid)
Medicaid Application Process

There are several ways to apply:

• Online at Colorado.gov/PEAK → this is the fastest way to apply
• In person at your local county office or an Application Assistance Site
• By phone at 1-800-221-3943 / State Relay: 711
• By mail

For details on how to apply, visit https://www.healthfirstcolorado.com/apply-now/
What Information Do I Need When Applying For Health First Colorado?

• The name, address and contact information of each person applying;
• Social Security numbers of each member of your household seeking medical assistance (or document numbers for lawfully present individuals);
• The birth dates of each person applying;
• Employer information for each member of your household;
• Income information for each member of your household (for example, wage and tax statements such as pay stubs or W2 forms);
• Information about any other income you receive;
• Information and policy numbers for health insurance plans currently covering members of your household; and
• Citizenship and identity documentation
Chapter 04

Medicaid Benefits
Medicaid Benefits and Services

If you qualify for Health First Colorado, some of the benefits you can receive include:

- Behavioral health
- Dental services
- Emergency care
- Family planning services
- Hospitalization
- Laboratory services
- Maternity care

- Newborn care
- Outpatient care
- Prescription drugs
- Preventive and wellness services
- Primary care
- Rehabilitative services

See a full list of benefits and co-pays in the [Health First Colorado Benefits & Services Overview](#) and learn more about your coverage and how to use it in the latest [Health First Colorado Member Handbook](#).
Chapter 05

Access to Care Standards
Waiting Room Times

• A Health First Colorado member who arrives on time for their scheduled appointment shall wait no longer than fifteen (15) minutes to begin their scheduled appointment. If the appointment does not begin within fifteen (15) minutes, the member shall be offered the option of rescheduling for the next available appointment. Members shall be notified of the option to reschedule through a posted notice in the waiting area or by having the wait time policy reviewed with the member at the initiation of treatment.

• Members who were scheduled for prescriber services should be provided an appointment date that does not cause a delay or gap in their prescribed medication regimen. Members indicating urgent or emergent concerns should be provided an appointment that meets the access standards for urgent/emergency requests.
Practice Hours

Hours of Operation: Providers who serve Health First Colorado members shall offer hours of operation that are no less than the hours of operation offered to commercial enrollees. Minimum hours of Beacon’s Policy and Procedure Manual for Providers 22 provider operation shall include covered service coverage from 8 a.m. to 5 p.m. Monday through Friday and emergency coverage 24 hours a day, seven (7) days a week.

Extended Hours of Operation: Extended Hours of Operation and covered service coverage must be provided at least two (2) days per week at clinic treatment sites, which should include a combination of additional morning, evening or weekend hours, to accommodate members who are unable to attend appointments during standard business hours.

Evening and/or Weekend Support Services: Members and families should have access to clinical staff over evenings and weekends, not just an answering service or referral service staff.
Appointment & Availability Behavioral Health

Behavioral Health Providers are required to render services to Members on a timely basis, as follows:

- **Urgent Care** – within twenty-four (24) hours after the initial identification of need.
- **Outpatient follow-up appointments** – within seven (7) days after discharge from a hospitalization.
- **Non-urgent Symptomatic Care Visit** – within seven (7) days after the request.
- **Well Care Visit** – within one (1) month after the request; unless an appointment is required sooner to ensure the provision of screenings in accordance with the Department’s accepted Early Periodic Screening, Diagnostic and Treatment (EPSDT) schedules.
Access to Care Standards Behavioral Health (Cont.)

- **Emergency Behavioral Health Care** – by phone within fifteen (15) minutes after the initial contact, including TTY accessibility; in person within one (1) hour of contact in Urban and suburban areas, in person within two (2) hours after contact in Rural and Frontier areas.

- **Non-urgent, Symptomatic Behavioral Health Services** – within seven (7) days after a Member’s request. Administrative intake appointments or group intake processes will not be considered as a treatment appointment for non-urgent symptomatic care.

- **Administrative intake** appointments or group intake processes will not be considered as a treatment appointment for non-urgent symptomatic care.

- **The RAE will not place Members on wait lists for initial routine service requests.**
Out of Office Coverage

Participating providers should:

- Contact their regional provider relations team via email located under Contact Us on the Providers section of the regional organization websites. Behavioral health providers may contact the Beacon National Provider Services Line (see Contact Page) to inform Beacon of any unavailability or absence.

- Upon return, participating providers should contact their regional provider relations team via email located under Contact Us on the Providers section of the regional organization
Administrative Monitoring

Physical Health
• Administrative oversight in the form of annual monitoring will be conducted by the regional organization’s administration. PCP’s are required to participate in this annual monitoring process to verify that Members have access to routine, non-urgent/symptomatic, and urgent care within the required timeframes, as noted above.

Behavioral Health
• Periodic test calls are performed at random by the Beacon quality improvement staff to monitor provider compliance with these standards. Should a provider receive a test call and not meet the access to care standards, a corrective action plan (CAP) may be requested. The CAP should include how the provider intends to correct any access to care discrepancies and how these will be avoided in the future. A provider’s non-response to a requested CAP may result in network disenrollment.
Chapter 06

Get Involved – Upcoming Events
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<th>Who is Hosting the Event?</th>
<th>Get Registered</th>
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<tr>
<td>Going Virtual – Building Your Capacity for Virtual</td>
<td>Tuesday 7/14/2020 1-2 pm ET</td>
<td>National Council for Behavioral Health Webinar</td>
<td><a href="#">Keeping the Momentum Going</a></td>
</tr>
<tr>
<td>Taking on the &quot;Perfect Storm&quot;: Faith-based Organizations and Partnerships Address COVID-19 and Critical Behavioral Health Needs in Communities of Color</td>
<td>Thursday 7/16/2020 3pm EDT</td>
<td>SAMHSA</td>
<td><a href="#">https://zoom.us/webinar/register/ WN_uFnV3ToI5SW6pcjmqGia0Q</a></td>
</tr>
<tr>
<td>Past the Pandemic: Mental Well-being for You and Your Patients</td>
<td>Series meets Tuesdays (weekly) 12:00 - 1:00 PM MT for eight weeks 7/21/20-9/8/20</td>
<td>Project ECHO</td>
<td><a href="#">https://projectcore.echocolorado.org/Series/Registration/1301</a></td>
</tr>
<tr>
<td>Behavioral Health Provider Support Call</td>
<td>Every 2nd Friday of the month – August 14th @ 11am MST</td>
<td>Beacon Health Options as part of Health Colorado, Inc &amp; Northeast Health Partners</td>
<td>N/A</td>
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Chapter 07

Questions & Open Discussion
To receive the slides shared today please email COProviderRelations@BeaconHealthOptions.com

Contact Us

888-502-4185 888-502-4189

www.northeasthealthpartners.org www.healthcoloradorae.com

northeasthealthpartners@beaconhealthoptions.com healthcolorado@beaconhealthoptions.com