

Thank You

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 enter your name, email address, and organization into the Chat



MAY

RAE Roundtable

Agenda

- 01 Welcome & Introductions

- 02 May is Mental Health Awareness Month

- 03 Demographic Information - Why you should ensure its up to date and how to update it

- 04 Behavioral Health Capacity Registry

- 05 Updates and Important Information

- 06 Questions & Open Discussion

Chapter

01

Welcome and Introductions

Please enter your
name and email in
the Chat box

What is the RAE?

The RAEs are responsible for the health and cost outcomes for members in their region, as well as:

- Developing a network of Primary Care Medical Providers (PCMPs) to serve as medical home providers for their members,
- Developing a contracted statewide network of behavioral health providers,
- Administering the Department's capitated behavioral health benefit,
- Onboarding and activating members,
- Promoting the enrolled population's health and functioning, and
- Coordinating care across disparate providers, social, educational, justice, and other community agencies to address complex member needs that span multiple agencies and jurisdictions.

NORTHEAST HEALTH PARTNERS, LLC

FQHCs:



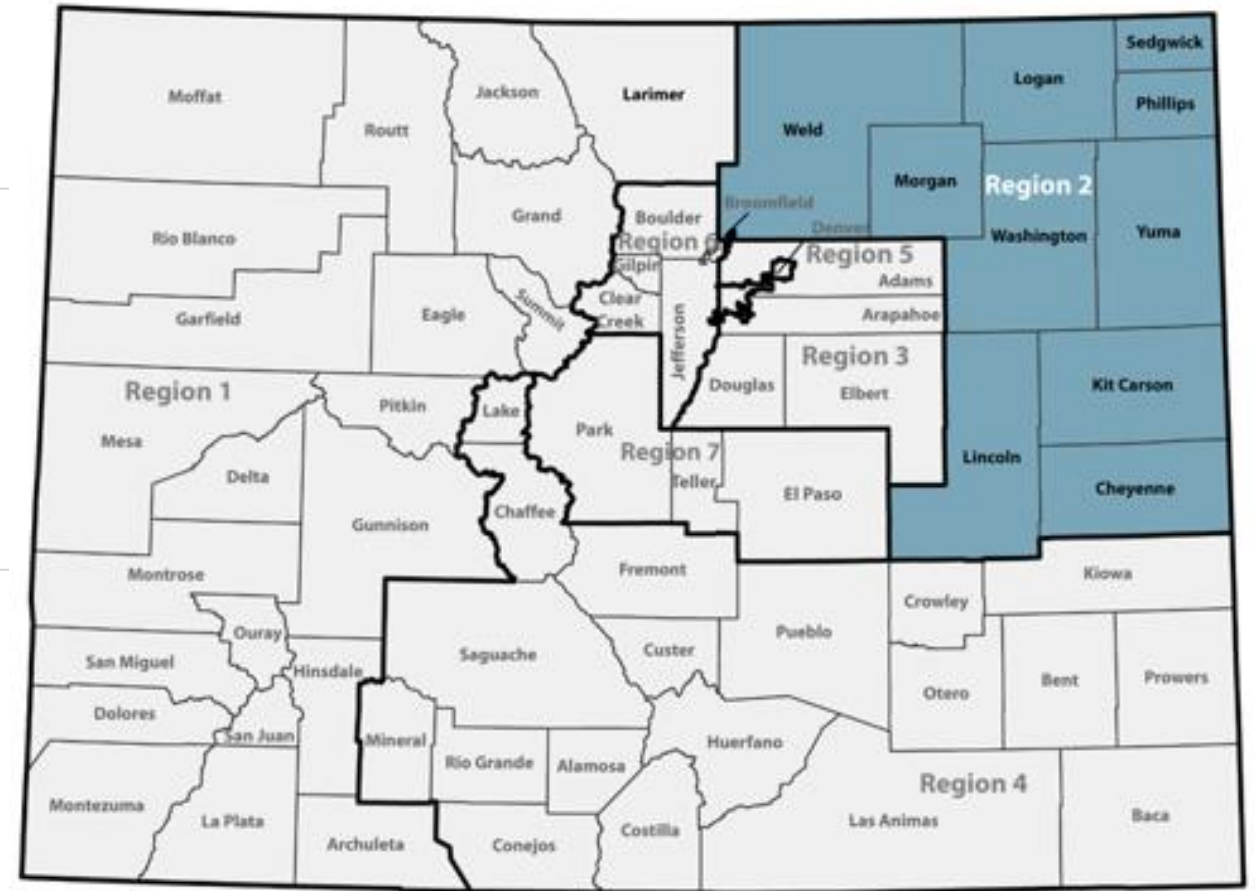
CMHCs:

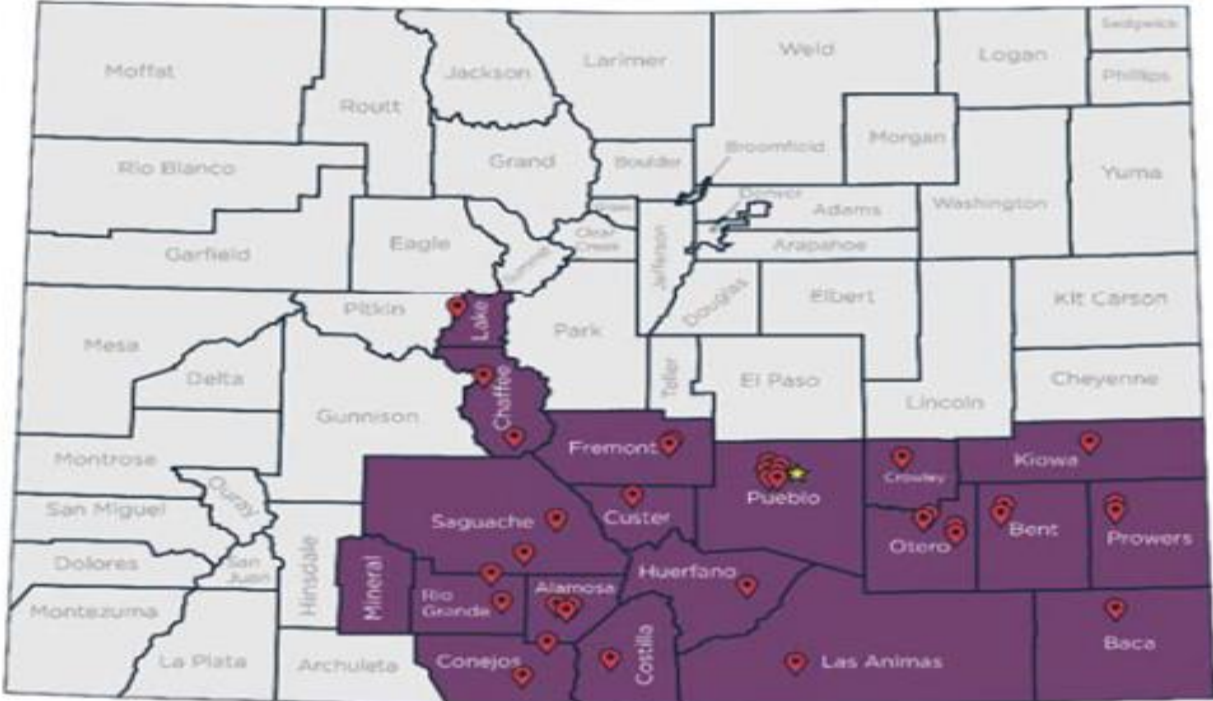
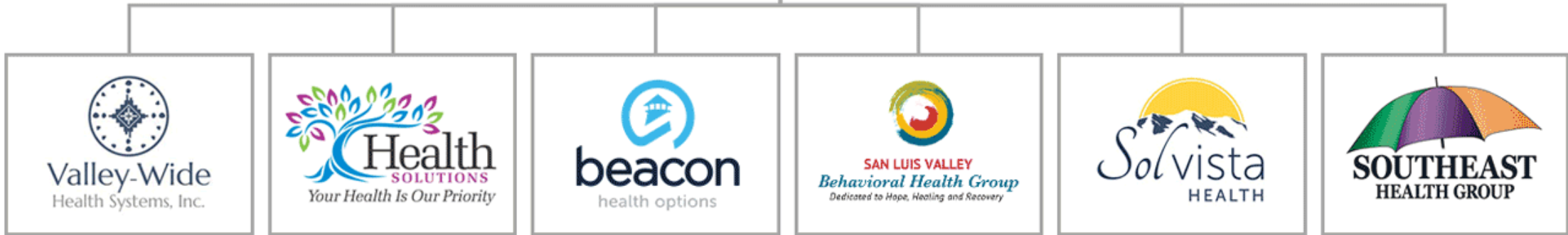


Administrative Service Organization:



Northeast Health Partners





What is a RAE Roundtable?

This is a monthly meeting where we share updates, provide information, training, and welcome your questions and discussion.

Feel free to share this invitation with colleagues who may also have an interest in attending.

Chapter

02

May is Mental Health Awareness Month



COLORADO
Department of Human Services

With the pandemic, social unrest, natural disasters and ongoing violence, this has been a difficult year for Coloradans. All of us have endured hardship that has tested our resilience. If you are struggling right now, **know that you are not alone.**

This May, CDHS and our partners are proud to celebrate [Mental Health Awareness Month](#), a national movement to raise awareness about mental health, fight stigma and support the estimated 1 million Coloradans with mental health conditions and their families.

Each week, we'll focus on important mental health topics: Infant and Children Mental Health, Youth and Young Adult Mental Health, Mental Health in Rural Communities, and Reforming Mental Health Care. Please share these resources and join the conversation by following [CDHS on Facebook](#). You can also [sign up for the Office of Behavioral Health newsletter](#) to keep up with the latest information, events and resources.

CDHS and our partners are celebrating [Mental Health Awareness Month](#) throughout May. Next week, we'll talk about mental health in rural communities.

If you or someone you know is in crisis or needs help dealing with one, call **1-844-493-TALK (8255)** or text **TALK** to **38255** to speak to a trained professional. Learn more at coloradocrisisservices.org

<https://cdhs.colorado.gov/mental-health-awareness-month>

- ✓ Building a strong foundation for infant and children's mental health
- ✓ Strengthening youth and young adult mental health
- ✓ Elevating mental health in rural communities
- ✓ Reforming mental health care
- ✓ Mental Health Awareness Month in the news
- ✓ Social media graphics



<https://www.nami.org/Get-Involved/Awareness-Events/Mental-Health-Awareness-Month>

Call the NAMI Helpline at **800-950-NAMI**
Or in a crisis, text "NAMI" to 741741

- 1 in 5 U.S. adults experience mental illness each year
- 1 in 20 U.S. adults experience serious mental illness each year
- 1 in 6 U.S. youth aged 6-17 experience a mental health disorder each year
- Mental illness affects:
 - 44% of LGB adults
 - 32% Mixed/Multiracial adults
 - 22% of White adults
 - 19% of American Indian or Alaska Native
 - 18% of Latinx adults
 - 17% of Native Hawaiian or Other Pacific Islander adults
 - 17% of Black adults
 - 14% of Asian adults
- Annual prevalence among U.S. adults, by condition:
 - Anxiety Disorders: 19.1% (estimated 48 million people)
 - Major Depressive Episode: 7.8% (19.4 million people)
 - Posttraumatic Stress Disorder: 3.6% (estimated 9 million people)
 - Bipolar Disorder: 2.8% (estimated 7 million people)
 - Borderline Personality Disorder: 1.4% (estimated 3.5 million people)
 - Obsessive Compulsive Disorder: 1.2% (estimated 3 million people)
 - Schizophrenia: <1% (estimated 1.5 million people)

Mental Health Facts & Figures

Here are some **data points** you can use to speak to the scope of mental health:

- » 1 in 5 U.S. adults experience mental illness each year.
- » 1 in 20 U.S. adults experience serious mental illness each year.
- » 1 in 6 U.S. youth aged 6-17 experience a mental health disorder each year.
- » 50% of all lifetime mental illness begins by age 14, and 75% by age 24.
- » Suicide is the second leading cause of death among people aged 10-34.

Chapter

03

Demographic Information – Why you should ensure its up to date and how to update it

Why update demographic information?

- **Help claims process correctly, accurately, and timely.**
- **Ensures provider directory is accurate and up to date.**
- **Helps members find you easier.**
- **Helps Beacon staff refer members to your practice.**
- **Ensures you will receive Beacon communications timely.**

Why update demographic information?

Many changes can be made in real time in ProviderConnect

Phone numbers	Fax numbers	Email addresses	Website URLs	Email addresses	Billing addresses	Mailing address
Disability access	Mailing address	Office Hours	Service addresses	Foreign languages	Accepting new patients	Update Tax ID with W9 upload*
Physically & Developmentally Disabled	Children & Foster Children	Adults & the Aged	Members with complex behavioral or physical health needs	Members with HIV	Frail Elderly	Members who are released from DOC/Jail
Cultural Competency	Medicaid panel size limit	Medicaid provider location ID	ADA Compliant			

How to update demographics in Provider connect

 **PROVIDERCONNECT**
BEACON HEALTH OPTIONS

ValueOptions Home Provider Home Contact Us Log In

Please Log In

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

*User ID

If you do not remember your User ID, please contact our e-Support Help Line.

*Password


[Forgot Your Password?](#)

Log In

The information and resources provided through the Beacon Health Options site are provided for informational purposes only. Behavioral health providers utilizing the Beacon Health Options site ("Providers") are solely responsible for determining the appropriateness and manner of utilizing Beacon Health Options information and resources in providing services to their patients. No information or resource provided through the Beacon Health Options site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for determining whether use of a resource provided through Beacon Health Options is consistent with their scope of licensure under applicable laws and ethical standards.

It is recommended that you use Internet Explorer when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible differences.

How to update demographics in Provider connect

 **PROVIDERCONNECT**
BEACON HEALTH OPTIONS

Beacon Health Options Home | Provider Home | Contact Us | Log In

ProviderConnect Use Agreement

Welcome to www.beaconhealthoptions.com, the website for Beacon Health Options, Inc.

Please carefully read the terms of this Agreement before you click the "I Agree" button. If, after reading the terms you agree on behalf of yourself and your company or organization or facility to be bound by this Agreement, you must click the "I Agree" button at the end of this screen in order to proceed

By clicking the "I Agree" button and accessing or using the ProviderConnect site or any of the online services available, you, on behalf of yourself and your company or organization or facility: (1) represent and warrant that you have the capacity and authority to enter into this Agreement; (2) agree to be bound by the terms and conditions of this Agreement; and (3) acknowledge and agree all transactions and services conducted through ProviderConnect are and carry full legal authority as if same were transacted or conducted on paper. You will need to request a user name and password for access to certain online services available on ProviderConnect.

If you do not wish to be bound by the terms and conditions of this Agreement, or do not have the legal authority to enter into this Agreement, you may not proceed or use any of the transactions or services available on ProviderConnect.

time, with or without cause.

123456
PETER TUMNUS
14 BEAVER TRAIL
NARNIA, VA 12345

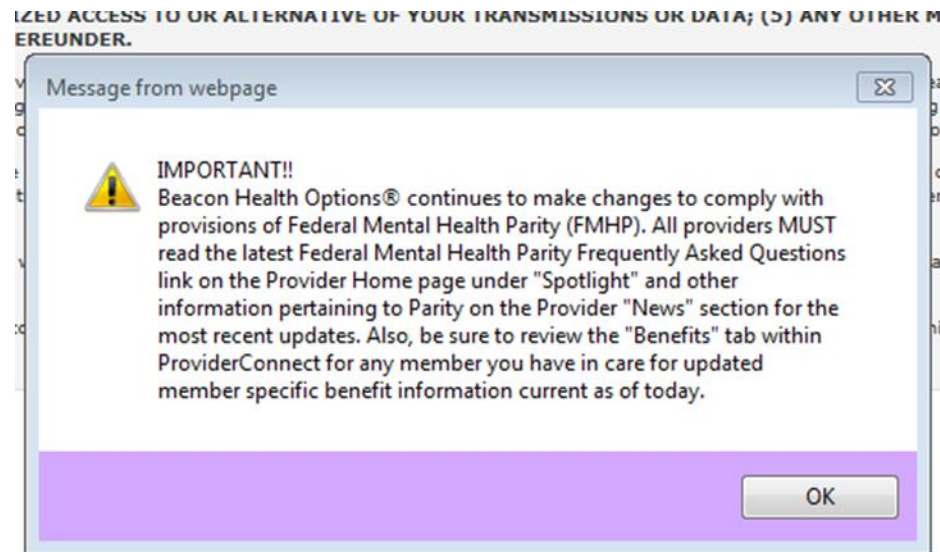
For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an Applications Support Specialist at e-SupportServices@beaconhealthoptions.com

© 2018 Beacon Health Options® ProviderConnect v5.12.00

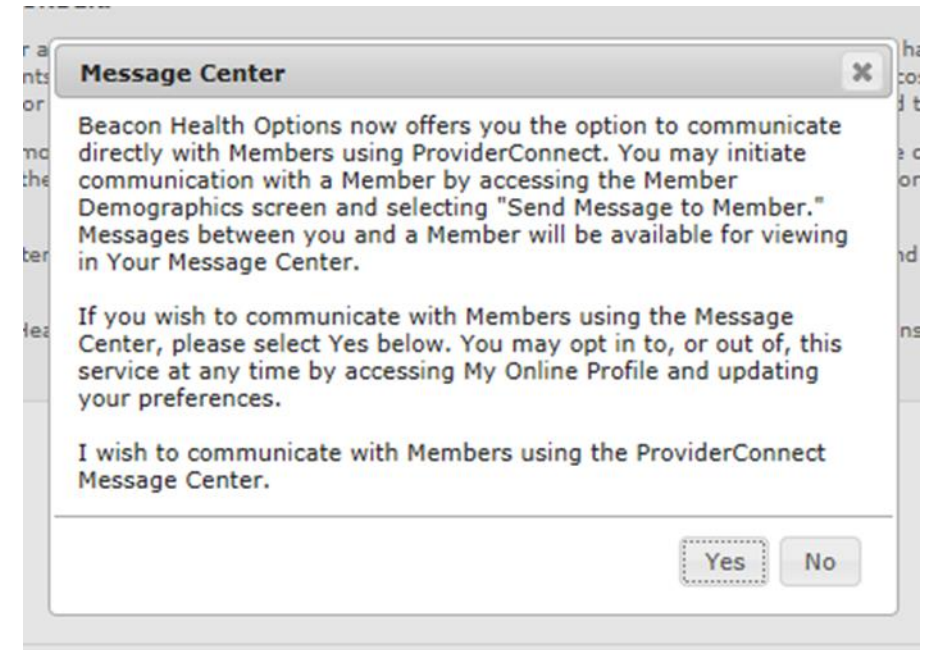
[Return to Beacon Health Options Home](#) | [Return to Provider Home](#) | [Contact Us](#) | [Privacy Statement](#) | [Terms and Conditions](#)



How to update demographics in Provider connect



Every time you log in, you will need to view and click "OK" and "Yes"



How to update demographics in Provider connect

The screenshot displays the Beacon Health Options ProviderConnect web application. The top navigation bar includes a 'Switch Account' dropdown menu set to '123456-General Account', and links for 'ValueOptions Home', 'Provider Home', 'Contact Us', and 'Log Out'. A left-hand sidebar lists various user functions such as 'Home', 'Specific Member Search', 'Register Member', 'Authorization Listing', 'Enter an Authorization Request', 'Enter a Treatment Plan', 'View Clinical Drafts', 'Enter a Special Program Application', 'Complete Provider Forms', 'Enter a Comprehensive Service Plan', 'Claim Listing and Submission', 'Enter EAP CAF', 'Manage Users', 'Enter an Individual Plan', 'Enter Case Management Referral', 'Enter a Referral', 'Review Referrals', 'Enter Bed Tracking Information', 'Search Beds/Opening', 'EDI Homepage', 'Enter Member Reminders', 'On Track Outcomes', 'Reports', and 'Print Spectrum Release of'. The main content area features a welcome message for 'PETER TUMNUS' and a 'YOUR MESSAGE CENTER' section with '(8 NEW)' messages. Below this, a 'WHAT DO YOU WANT TO DO TODAY?' section provides a grid of links. The link 'Update Demographic Information' under the 'Enter or Review Referrals' category is highlighted with a red rectangular box, and a red arrow points to it from the right side of the screen.

PROVIDERCONNECT
BEACON HEALTH OPTIONS

Switch Account 123456-General Account ValueOptions Home Provider Home Contact Us Log Out

Home
Specific Member Search
Register Member
Authorization Listing
Enter an Authorization Request
Enter a Treatment Plan
View Clinical Drafts
Enter a Special Program Application
Complete Provider Forms
Enter a Comprehensive Service Plan
Claim Listing and Submission
Enter EAP CAF

Manage Users
Enter an Individual Plan
Enter Case Management Referral
Enter a Referral

Review Referrals
Enter Bed Tracking Information
Search Beds/Opening

EDI Homepage
Enter Member Reminders
On Track Outcomes
Reports
Print Spectrum Release of

Welcome PETER TUMNUS . Thank you for using Beacon Health Options ProviderConnect.


YOUR MESSAGE CENTER (8 NEW) Message

Click on inbox to view your messages

WHAT DO YOU WANT TO DO TODAY?

- ▶ [Link/Unlink Accounts](#) NEW
- ▶ [Eligibility and Benefits](#)
 - [Find a Specific Member](#)
 - [Register a Member](#)
- ▶ [Enter or Review Authorization Requests](#)
 - [Enter an Authorization Request](#)
 - [Enter an Individual Plan](#)
 - [Enter a Special Program Application](#)
 - [Enter a Comprehensive Service Plan](#)
 - [Enter a Treatment Plan](#)
 - [Review an Authorization](#)
 - [Update Monthly Wage Information](#)
 - [View Clinical Drafts](#)
- ▶ [Enter Member Reminders](#)
- ▶ [Enter Case Management Referral](#)
- ▶ [Enter or Review Claims](#)
 - [Enter a Claim](#)
 - [Enter EAP CAF](#)
 - [Review a Claim](#)
 - [View My Recent Provider Summary Vouchers](#)
 - [PaySpan](#)
- ▶ [Enter or Review Referrals](#)
 - [Enter a Referral](#)
 - [Review Referrals](#)
- ▶ [Enter Bed Tracking Information](#)
- ▶ [Search Beds/Opening](#)
- ▶ [Update Demographic Information](#)
- ▶ [Update Roster Information](#)
- ▶ [Update ABA Paraprofessional Roster Information](#)

How to update demographics in Provider connect




PROVIDERCONNECT
BEACON HEALTH OPTIONS

Provider Demographics

Provider Last Name
TUMNUS

Provider First Name
PETER

Mailing Address: ?

**Edit**

ID:	123456
Address:	123 Main st STE C ABC, VA 12345 Country: US
Phone:	888 - 888 - 8888
Fax:	888 - 888 - 8888
Website address: ?	
ProviderConnect Email: ?	TESTEMAIL@BEACONHEALTHOPTIONS.COM
Correspondence Email: ?	TESTEMAIL@GMAIL.COM

Identify any foreign language(s) or sign language that you use fluently in treating patients
?

Service Location Information ?



The list below shows the current Service Locations for the Provider shown above.
If you would like to view the Service Address corresponding Billing Location, click the green "Show" tab to expand the selection.

Sort By: [ID](#) [Name](#) [City](#) [State](#)

Service Address ?

Corresponding Billing Address ?

1 ?

**Edit** **Remove**

ID: A00003

Provider Type: CLINIC

Name: PETER TUMNUS

Address: 123 Main Street
STE C
ABC, VA 12345
Country: US


Phone: (888) 888 - 8888

Fax: (777) 777 - 7777


Office Hours:
Accepting New patients
Email, Website
Disability Access


Hide Details


	Monday	Tuesday
From	8:30am	8:30am
To	5:30pm	5:30pm
	Wednesday	Thursday
From	8:30am	8:30am
To	5:30pm	5:30pm
	Friday	Saturday
From	8:30am	
To	5:30pm	
	Sunday	
From		
To		


**SHOW**

BILLING LOCATION

**Attestation**

 beacon

 **NORTHEAST**
HEALTH PARTNERS, LLC














 **Health**
COLORADO

20

How to update demographics in ProviderConnect

<https://www.beaconhealthoptions.com/providers/beacon/important-tools/video-tutorials/>

ProviderConnect

- > How do I View a Member's Eligibility? 
- > Submitting an Outpatient Authorization in ProviderConnect 
- > Submitting an Inpatient/HLOC Authorization in ProviderConnect 
- > Submitting a Concurrent (continued care) Inpatient/HLOC Authorization or Notification in ProviderConnect
- > How do I Submit a Psych Testing Request? 
- > How to Search an Authorization in ProviderConnect 
- > How to View Authorization Letters in ProviderConnect 
- > Submitting a Claim through Direct Claim Submission in ProviderConnect 
- > Submitting a Batch Claim File in ProviderConnect 
- > How to Search a Claim in ProviderConnect 
- > Correcting a Claim in ProviderConnect 
- > View Provider Summary Vouchers in ProviderConnect 
- > Submitting an EAP Case Activity Form in ProviderConnect 
- > Updating Demographic Information on ProviderConnect 

How to update demographics in ProviderConnect

Reminder:

For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET

Telehealth Attestation Reminder

- Due to the ongoing Public Health Emergency (PHE) providers can continue to provide Telehealth services through the end of the PHE.
- For those continuing to provide Telehealth services, post PHE, we are requesting you complete the Telehealth Attestation
- Where can the attestation be found
 - The attestation can be found on your RAE website at the following links:
 - RAE 4 - <https://www.healthcoloradarae.com/providers/forms-templates/>
 - RAE 2 - <https://www.northeasthealthpartners.org/providers/forms-templates/>
- Why are we asking for this to be completed now
 - Ensure accurate Provider Directory for members and others to reference
 - After the PHE has ended, allows for continuation of Telehealth Services w/out any additional steps

Chapter

04

Behavioral Health Capacity Registry Overview

What is the Behavioral Health Capacity Registry?

- 2019: Enacted House Bill 19-1287
- Designed to track:
 - **Bed availability for behavioral health providers offering providing inpatient treatment**
 - **Treatment availability at opioid treatment programs**
- Using EMResource platform

For updates or more information see the Behavioral Health Capacity Registry site:
<https://www.colorado.gov/pacific/cdhs/behavioral-health-capacity-registry>

Will I still need to “Pick up the Phone” to Find Treatment?

- This Registry is NOT intended to replace phone calls or other processes for securing placement for a client
 - Hopefully it WILL reduce the *number* of calls needed before a placement is made!
 - **Treatment availability at opioid treatment programs**
- Bed availability is presented in such a manner that it directs users to contact the program UNLESS the program chooses otherwise:
 - No beds available
 - Beds may be available: Beds may be available-contact program
 - Available - prior approval: Beds available - prior approval needed
 - Available - drop-in service: Beds available - drop-in service

Who Needs to Participate?

1. Facilities that provide evaluation and treatment to those held under an **emergency commitment** (pursuant to section 27-81-111 or section 27-82-107)
2. Facilities that provide evaluation and treatment to those held under an **involuntary commitment** (pursuant to section 27-81-112 OR SECTION 27-82-108)
3. Facilities that provide evaluation and treatment to those held under an **civil commitment** (pursuant to section SECTION 27-65-105). This includes crisis stabilization units, acute treatment units, community mental health centers, and hospitals (including psychiatric).
4. Inpatient treatment facilities (e.g., **State psychiatric, VA Medical Center, other hospitals**)

Who Needs to Participate?

5. Residential treatment facilities (e.g., SUD residential treatment centers (ASAM 3.1, 3.3, 3.5 & 3.7), acute treatment center, crisis stabilization unit, crisis respite)
6. Withdrawal management facilities (ASAM 3.2WM & ASAM 3.7WM)
7. Opioid treatment programs that are licensed to compound, administer, or dispense a controlled substance (pursuant to section 27-80-204).

**Providers not listed above who provide behavioral health treatment may request permission to participate in the Registry from the Office of Behavioral Health.*

Who Can Access the Registry?

- Registered users with beds/OTPs
- Crisis system (view access)
- Some police/EMTs (view access)

OBH plans to expand view access for the Crisis system and ASOs, but that will occur sometime (soon) after April 1.

Implementation Timeline

Now - March 8: Finalize program contact information

- Providers submit program contact information with David Corral to provide a specific “delegated User” for their program(s).

April 1: Registry opens

- All programs who provided OBH with their Delegated User will have access to the Registry

April 1 - April 30: Implementation period

- Programs coordinate internal workflow and add additional users, as needed
- Programs enter required information into Registry (“one-time” information about program accommodations and restrictions)
- OBH updates any missing/erroneous information for programs, solidifies unclear definitions, adds additional “viewer” access
- OBH continues to clarify legislative requirements for participation
- OBH continues monthly Q&A drop-in sessions
- Daily bed counts are not required, and no penalties are enforced.

July 1: Daily capacity updates begin

- Daily bed updates will be required, but penalties for noncompliance will not be enforced.

Open Forum

Wednesday, June 2 • 11:00am - 12:00pm

<https://meet.google.com/cqh-quss-fmr>

Or dial: (US) +1 260-306-5089 PIN: 173 160 483#

Chapter

05

Updates & Important Information

Utilization Management Service Count UPDATE!

Utilization Management Policy -

Services up to session 25 do not require an authorization. Sessions 26+ require an authorization.

Update! Sessions are counted fiscal year (July 1 – June 30)

Any authorizations you currently have for members will expire 6/30/2021 & the new count will begin July 1, 2021.

New Uniform Services Coding Manual Release

Be sure to stay up to date with the latest Uniform Services Coding Manual released **April 1, 2021**

To access the Uniform Services Coding Manual visit hcpf.colorado.gov/accountable-care-collaborative-phase-ii-provider-and-stakeholder-resource-center



Accountable Care Collaborative Phase II - Provider and Stakeholder Resource Center

On July 1, 2018, the next iteration of the [Accountable Care Collaborative](#) (ACC) launched. The ACC seeks to leverage the proven successes of Colorado Medicaid's programs to enhance the Health First Colorado (Colorado's Medicaid program) member and provider experience. For more information go to the [ACC Phase II](#) page.

The Department has published and will regularly update information on this Provider and Stakeholder Resource Center. This resource center includes fact sheets, FAQs webinars and other resources for providers and stakeholders about Phase II.

Choose a resource below:

- [Key Concepts of ACC Phase II](#)
- [Provider Resources](#)
- [Attribution](#)
- [Behavioral Health Services](#)
- [Performance Measurement](#)
- [Other Resources](#)

Provider Resources

- [Denver Health Medicaid Choice Provider FAQs](#)
- [Top 10 Things Providers Need to Know](#)
- [Behavioral Health Provider Contracting Guidance Fact Sheet](#)
- [Primary Care Medical Provider Contracting Guidance Fact Sheet](#)
- [Provider Contracting Recorded Webinar](#)
- [Provider Contracting Webinar Slides](#)
- [Identifying Denver Health Member Enrollment in the Provider Web Portal](#)
- [Transition of Care Policy](#) (Updated July 11, 2018)
- [Health First Colorado Data Analysis Portal Resources](#)
- [RAE Capitated Behavioral Health Crossover Requirements](#)
- [Behavioral Health Workforce Capitated Payment Increase](#)

Attribution

- [Member Attribution Fact Sheet](#)
- [Attribution Frequently Asked Questions](#)
- [Attribution of Foster Care Members to Primary Care Medical Providers Fact Sheet](#) (Updated June 28, 2018)
- [Member Attribution Recorded Webinar](#) (November 2018)
- [Member Attribution Recorded Webinar](#) (February 2018)
- [Member Attribution Webinar Slides](#)
- [COVID-19 ACC Member Attribution](#)

Behavioral Health Services

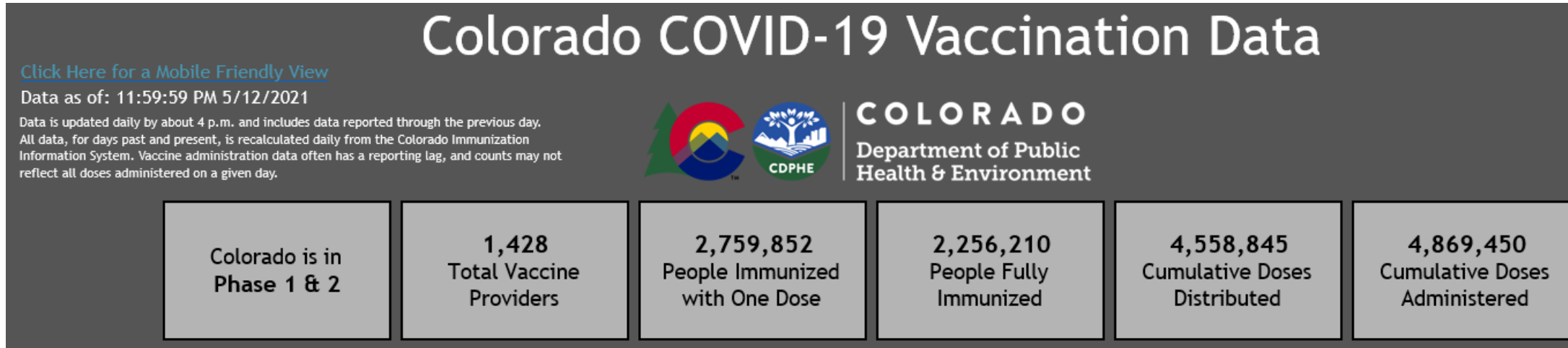
Uniform Services Coding Standards

This document sets forth the requirements of billing procedures established by the Department and the Office of Behavioral Health.

- [Uniform Services Coding Manual April 2021](#)
- [April 2021 Manual Changes Form](#)
- [Uniform Services Coding Manual January 2021](#)
- [January 2021 Manual Changes Form](#)
- [Uniform Services Coding Standards July 2020](#)
- [July 2020 Manual Changes Form](#)



COVID-19 Vaccination Information



Stay up to date covid19.colorado.gov/vaccine

Find out Where you can get vaccinated

covid19.colorado.gov/for-coloradans/vaccine/where-can-i-get-vaccinated

Health First Colorado will even help members schedule a ride to the doctors appointment, or reimburse you for one, if needed.

Visit www.healthfirstcolorado.com/nemt/

In Northeastern Colorado you may also visit www.nchd.org/covidvaxlink



Stay Up To Date

Every 2 weeks we provide a Newsletter including upcoming webinars, events, updates, and resources.

Be sure to check out the Inspire Wellness newsletter!!

It's easy to join our mailing list!

Just send your email address by text message:

Text
BEACONHEALTH
to **22828** to get started.

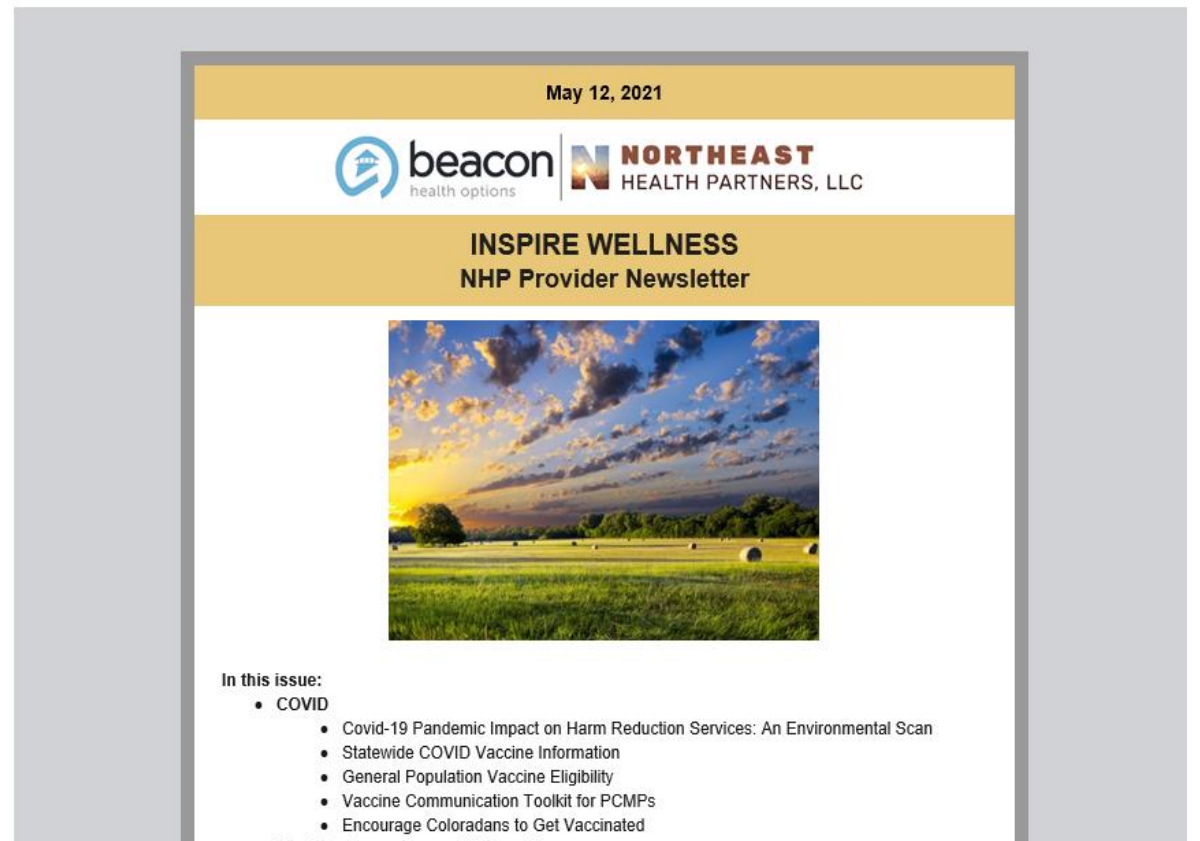


Message and data rates may apply.

Wed 5/12/2021 7:02 AM

Beacon Health Options Provider Relations <coproviderrelations@beaconhealthoptions.com>

NHP Provider Newsletter 5.12.2021



Upcoming Trainings

**The Next RAE Roundtable – The 2nd Friday of the
month
6/18/2021 @ 11am**

Chapter

06

Questions & Open Discussion

Thank You

Contact Us



 888-502-4189

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 <https://www.facebook.com/healthcoloradocolorae/>