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

We will get started at 11:00 am

To receive the slides shared today please email COProviderRelations@Carelon.com

the slides and recording will also be posted to the RAE 2 and RAE 4 websites in the next week
Thank you

Please type your questions in the Q & A during the webinar at anytime if you have questions

Everyone’s line is muted during the webinar.

Thank you
April Provider Support Call

Monthly Provider Roundtable

April 14th, 2023
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.
Health Colorado
A system of integrated healthcare providers.

Valley-Wide Health Systems, Inc.
Your Health Is Our Priority

SOUTHEAST HEALTH GROUP

Seya Health Solutions

Carelion Behavioral Health

San Luis Valley Behavioral Health Group
Dedicated to Hope, Healing and Recovery

Solvista Health

NORHEAST HEALTH PARTNERS, LLC

4/14/2023
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.
Agenda

1. Welcome and Introductions

2. Colorado Quit Line – Keith Cooper (CDPHE)

3. Updates

4. Reminders, Questions & Open Discussion
Chapter 01

Welcome and Introductions

Thank you for joining the April Provider Support Call
Chapter 02

Colorado Quit Line

Guest Speaker - Keith Cooper (CDPHE)
Chapter 03

Updates
Carelon Training Webinars

Beacon offers monthly training webinars for providers. Here is the list of scheduled webinars for April.

You can register for any of these trainings by going to:

https://www.carelonbehavioralhealth.com/providers/resources/trainings

Upcoming Webinars

Provider Connect Overview
Wednesday, April 19, 2023 at 2 p.m. ET

Claims Submission Guidance
Thursday, April 20, 2023 at 12 p.m. ET

Managing Cardiovascular and Metabolic Risk for People with Serious Mental Illness
Wednesday, April 26, 2023 at 3 p.m. ET

Person-Centered Planning
Thursday, April 27, 2023 at 3 p.m. ET
April HCPF Trainings

Beginner Billing Training: Professional Claims: This training will show you how to navigate the HCPF website, understand billing prerequisites, and how to complete basic billing. Scheduled – April 13th at 9AM

Beginner Billing Training: Institutional Claims: This training will show you how to navigate the HCPF website, understand billing prerequisites, and how to complete basic billing. Held the 3rd Thursday of each month. Next training – April 27th at 9 AM

Beginner Billing Training: Professional Claims: This training will show you how to navigate the HCPF website, understand billing prerequisites, and how to complete basic billing. Scheduled – May 11th at 9AM

A full list of trainings, resources, and calendars of trainings please visit the HCPF website: https://hcpf.colorado.gov/provider-training
Change to the Roundtable

Beginning with the May 2023 Provider Roundtable we will be switching to the Microsoft Teams platform

We will be sending out an updated invitation, via Constant Contact

There will be a new meeting link in the new invitation. There will also be a new phone number for the meeting.

Please be sure to watch for this new invitation and information prior to the May meeting
The Public Health Emergency (PHE) is Ending in May. During the PHE revalidation was put on hold by HCPF

With the end of the PHE, revalidation is starting again

HCPF will be sending out notifications and more information for providers whose revalidation was delayed during the PHE

Be sure to watch for this notification as it will include information on timelines and requirements

HCPF Website - [https://hcpf.colorado.gov/](https://hcpf.colorado.gov/)
Reminders, Questions & Open Discussion
Continuous coverage for HCPF Members who no longer qualify for coverage ends May 2023. The PHE end date is 5/11/2023.

The state will have a 12 month redetermination process – not all members will lose coverage at the same time. Members will receive multiple alerts.

Members with May renewals will be sent notices in March, with the last day of coverage of 5/31/2023, if they do not return a signed copy of the renewal packet.

HCPF estimates that approximately 325,000 members will no longer be eligible over the course of the COVID unwind year.
Continuous Coverage Ending – What can providers do?

Check member eligibility to ensure member is still covered with Health First Colorado.

If members lose coverage because they are no longer eligible based on Federal Poverty Guidelines, direct members to Connect for Health Colorado.

If members inform you that they received a renewal packet and need help with completing, direct them to DHS or a Certified Application Assistance Site (CAAS).

The renewal packet will come in an envelope that states in RED letters: URGENT – PLEASE REPLY

Direct members to https://www.healthfirstcolorado.com/renewals/ for more information
Community Partners PHE Unwind Webinar information

Time: 1 – 2:30 pm

Dates:
April 26, 2023
July 26, 2023
October 25, 2023

To register, go to: https://hcpf.colorado.gov/covid-19-phe-planning

You can review previous presentations by going to the above website.
Welcome providers

The best outcomes happen when we join forces

Visit here for you and we look forward to earning our reputation to achieve the kind of innovation, evidence-based care that helps individuals and families live to their fullest potential.

Quick links

Provider portal
- Check claims status, verify eligibility, and benefits. Request and view your demographic information, and more.

Handbook
- Stay up-to-date on policies and procedures, quality programs, appendices, and credentialing information.

Newsletter
- Get the latest on network information, training opportunities, regulatory updates, clinical highlights, articles, and more.

Training
- Register for upcoming seminars and use the archive to access past webinars. Topics range from administrative processes to today’s hottest topics for behavioral health issues.
Carelon Resources – Provider Resources
https://www.carelonbehavioralhealth.com/providers/resources

Supporting your success with informational resources, trainings, policies, and procedures
Carelon Resources – How to connect...

Call the National Provider Service Line (NPSL) at: 800-397-1630

Email Colorado Provider Relations at: CoProviderRelations@carelon.com
Keep Your Information Up to Date

Demographic changes can be made through Provider Connect. We recommend checking this information on a regular basis to ensure it is up to date.

https://providerportal.carelonbehavioralhealth.com/index.html#/login

CAQH - https://proview.caqh.org/Login/Index?ReturnUrl=%2f
- Single place to keep all credentialing information
- Keep the information updated. Carelon utilizes the information on CAQH in the credentialing and re-credentialing process
Stay Up To Date

Every month we provide a Newsletter that has information for providers— 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.
April Newsletter Highlights

• Public Health Emergency and Unwind Information
• Continued Coverage: Take Action Toolkit
• PCMP Guide for Continuous Enrollment Unwind Processes
• April is National Child Abuse Prevention Month
• Medicaid Tobacco Benefit FAQ
Upcoming Training

The Next RAE Roundtable

The 2nd Friday of the month

May 12, 2023

11 a.m.
Thank you

Contact Us

📞 888-502-4189
🌐 www.northeasthealthpartners.org
✉️ northeasthealthpartners@carelon.com
܈ https://www.facebook.com/northeasthealthpartners.org/

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