

Thank you

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?

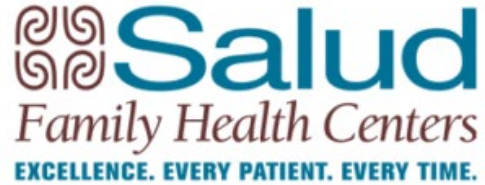
The RAEs are responsible for the health and cost outcomes for members in their region, as well as:

- 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.



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FQHCs:



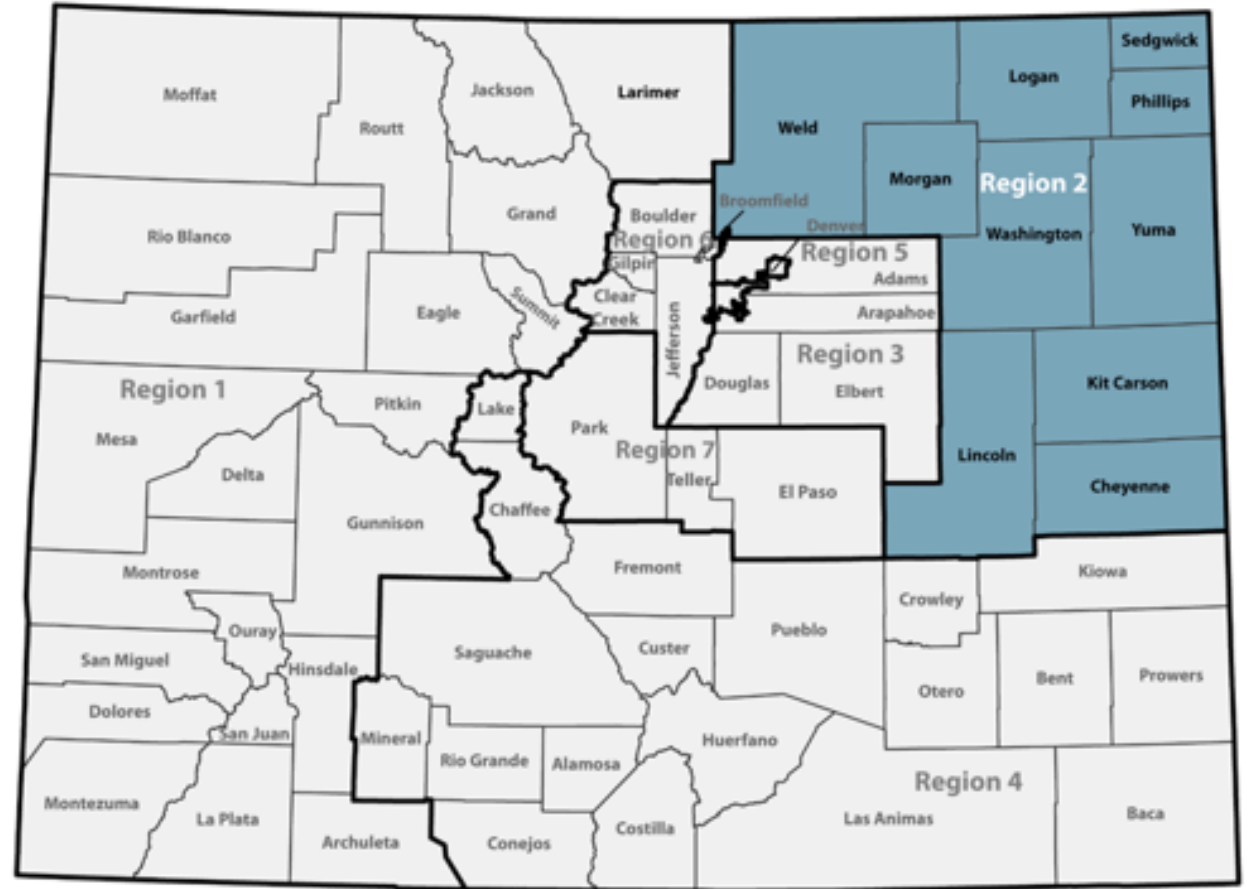
CMHCs:

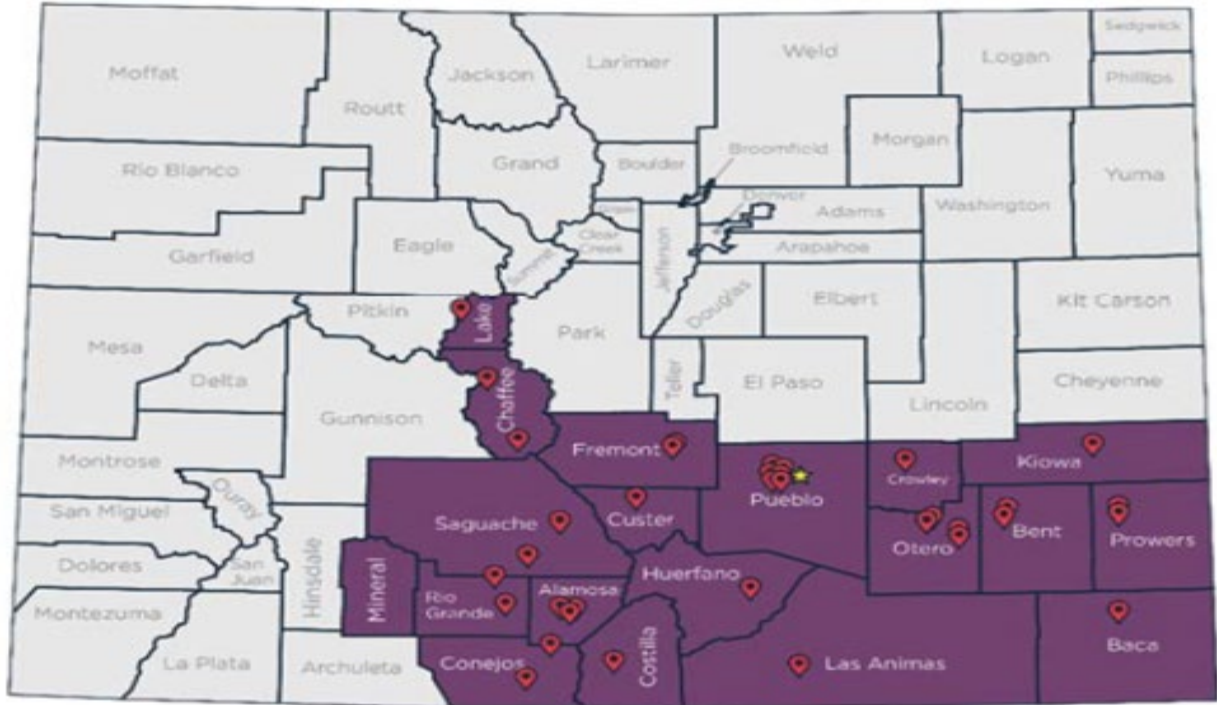


Administrative Service Organization:



Northeast Health Partners





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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



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4/14/2023

Chapter 02

Colorado Quit Line

Guest Speaker - Keith Cooper (CDPHE)



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4/14/2023

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



Provider Revalidation w/HCPF

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/>



Chapter 04

Reminders, Questions & Open Discussion



Continuous Coverage Ending

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>



Register

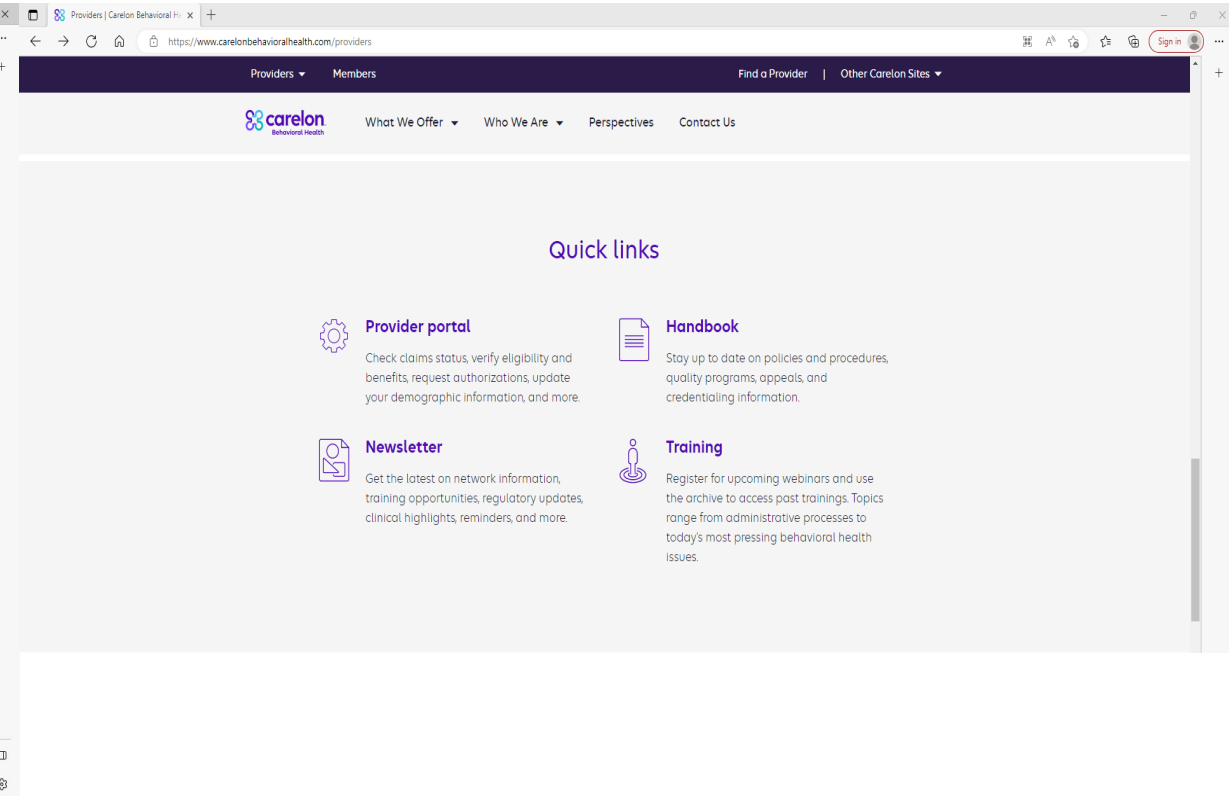
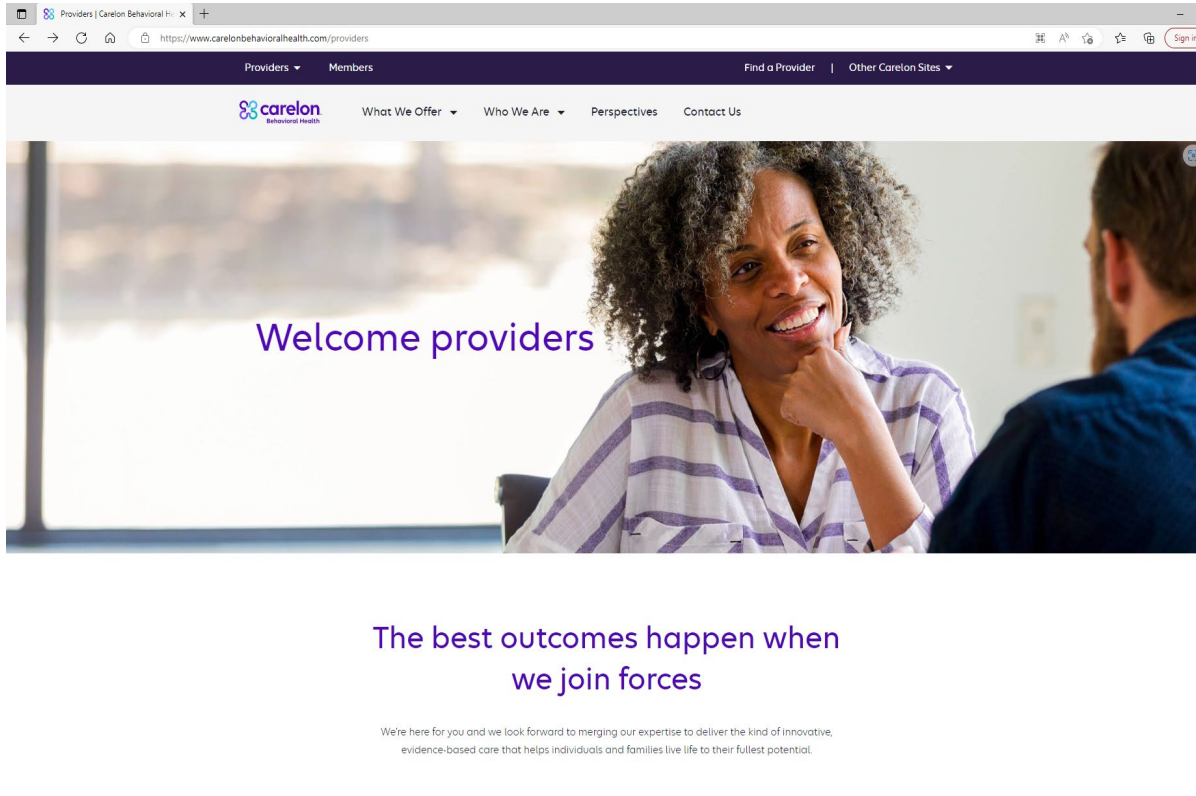
You can review previous presentations by going to the above website.



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Carelon Website - https://www.carelonbehavioralhealth.com/providers



Carelon Resources – Provider Resources

<https://www.carelonbehavioralhealth.com/providers/resources>

Provider Resources | Carelon Behavioral Health

Providers | Members | Find a Provider | Other Carelon Sites

carelon Behavioral Health | What We Offer | Who We Are | Perspectives | Contact Us

Provider resources

Supporting your success with informational resources, trainings, policies, and procedures

Provider Resources | Carelon Behavioral Health

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Provider Support

- Provider portal**
The provider portal offers access to information pertinent to your profile, including claims, eligibility, benefits, and much more. A unique login is required to access this tool.
[Log in to the provider portal](#)
- Provider handbook**
The provider handbook outlines our standard policies and procedures for individual providers, affiliates, group practices, programs, and facilities.
[Access the provider handbook](#)
- Provider toolkit**
Access the provider toolkit for guidelines, screening tools, medication information, and member materials needed for behavioral health treatments.
[Access the toolkit](#)
- Provider newsletter**
Our provider newsletter includes timely articles, training opportunities, regulatory updates, clinical highlights, and more.
[Access the newsletter](#)
- Trainings**
Trainings cover a variety of topics ranging from claim submission guidelines and provider portal support to behavioral health in youth and motivational interviewing.
[Access our trainings](#)
- Achieve Solutions**
This trusted behavioral health and wellness website provides a multitude of educational materials you can share with your patients.
[Access the Achieve Solutions website](#)

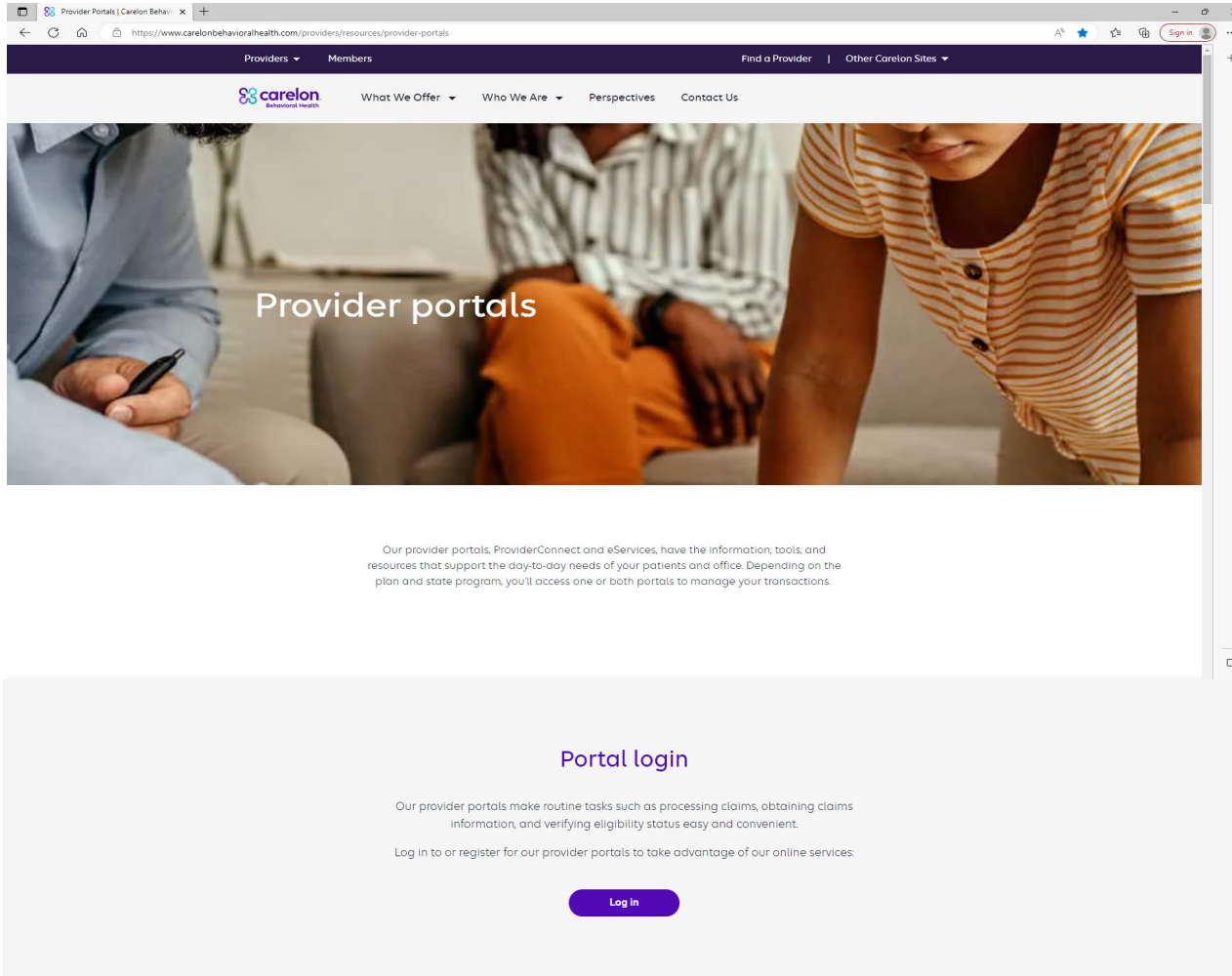


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Carelon Resources – Portals

<https://www.carelonbehavioralhealth.com/providers/resources/provider-portals>



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Provider portals

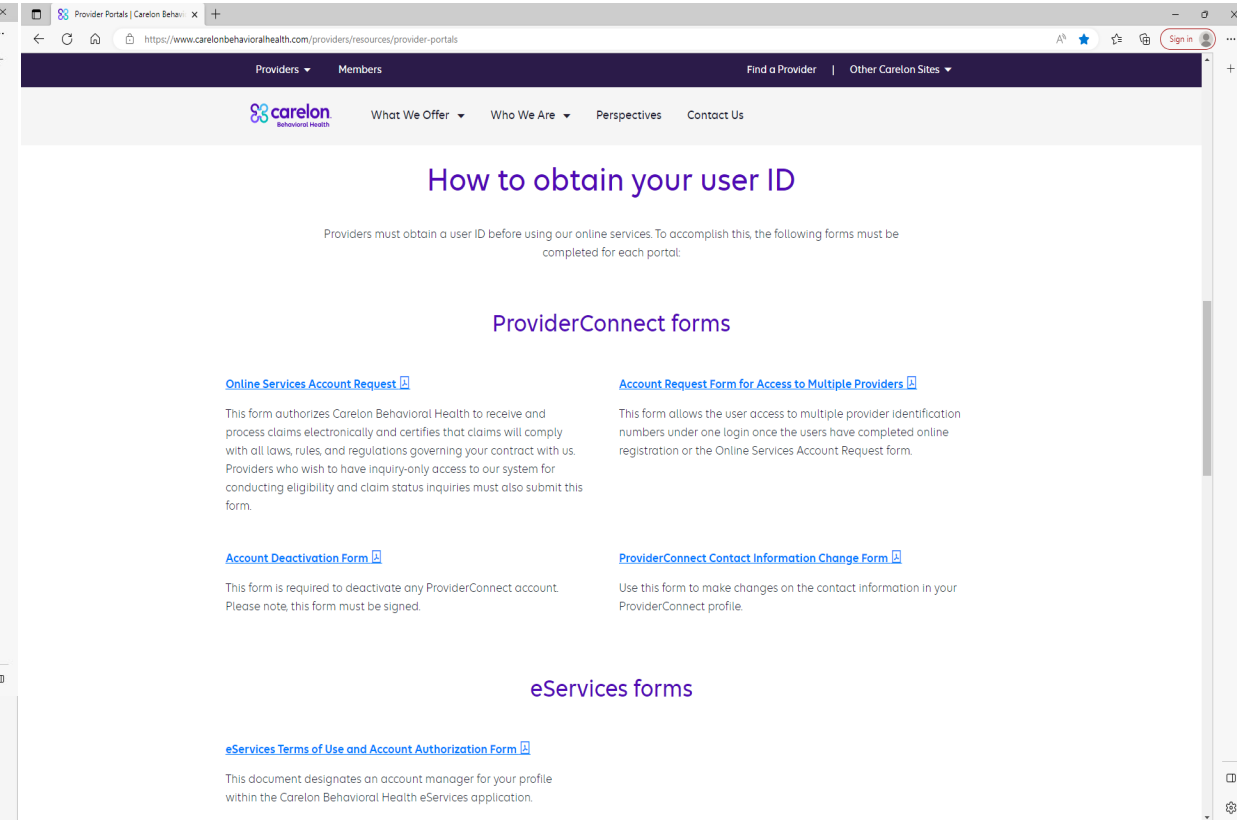
Our provider portals, ProviderConnect and eServices, have the information, tools, and resources that support the day-to-day needs of your patients and office. Depending on the plan and state program, you'll access one or both portals to manage your transactions.

Portal login

Our provider portals make routine tasks such as processing claims, obtaining claims information, and verifying eligibility status easy and convenient.

Log in to or register for our provider portals to take advantage of our online services:

[Log in](#)



Providers | Members | Find a Provider | Other Carelon Sites

carelon Behavioral Health | What We Offer | Who We Are | Perspectives | Contact Us

How to obtain your user ID

Providers must obtain a user ID before using our online services. To accomplish this, the following forms must be completed for each portal:

ProviderConnect forms

[Online Services Account Request](#)

This form authorizes Carelon Behavioral Health to receive and process claims electronically and certifies that claims will comply with all laws, rules, and regulations governing your contract with us. Providers who wish to have inquiry-only access to our system for conducting eligibility and claim status inquiries must also submit this form.

[Account Request Form for Access to Multiple Providers](#)

This form allows the user access to multiple provider identification numbers under one login once the users have completed online registration or the Online Services Account Request form.

[Account Deactivation Form](#)

This form is required to deactivate any ProviderConnect account. Please note, this form must be signed.

[ProviderConnect Contact Information Change Form](#)

Use this form to make changes on the contact information in your ProviderConnect profile.

eServices forms

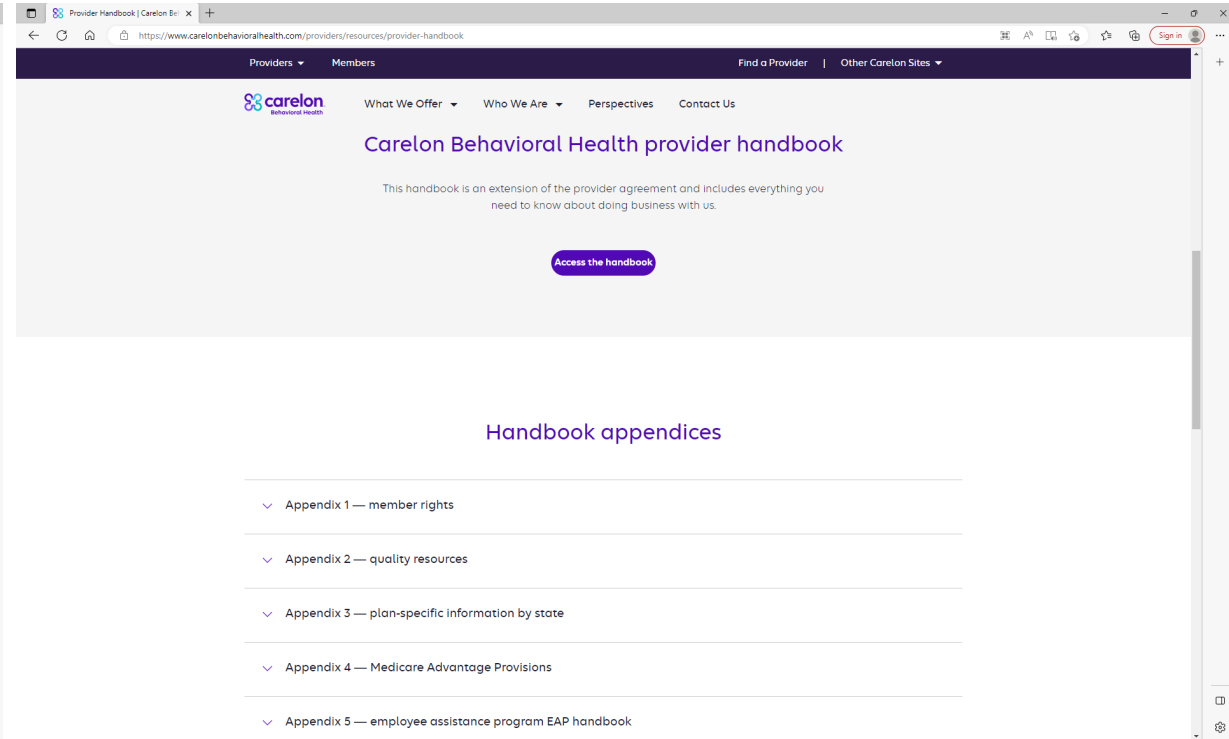
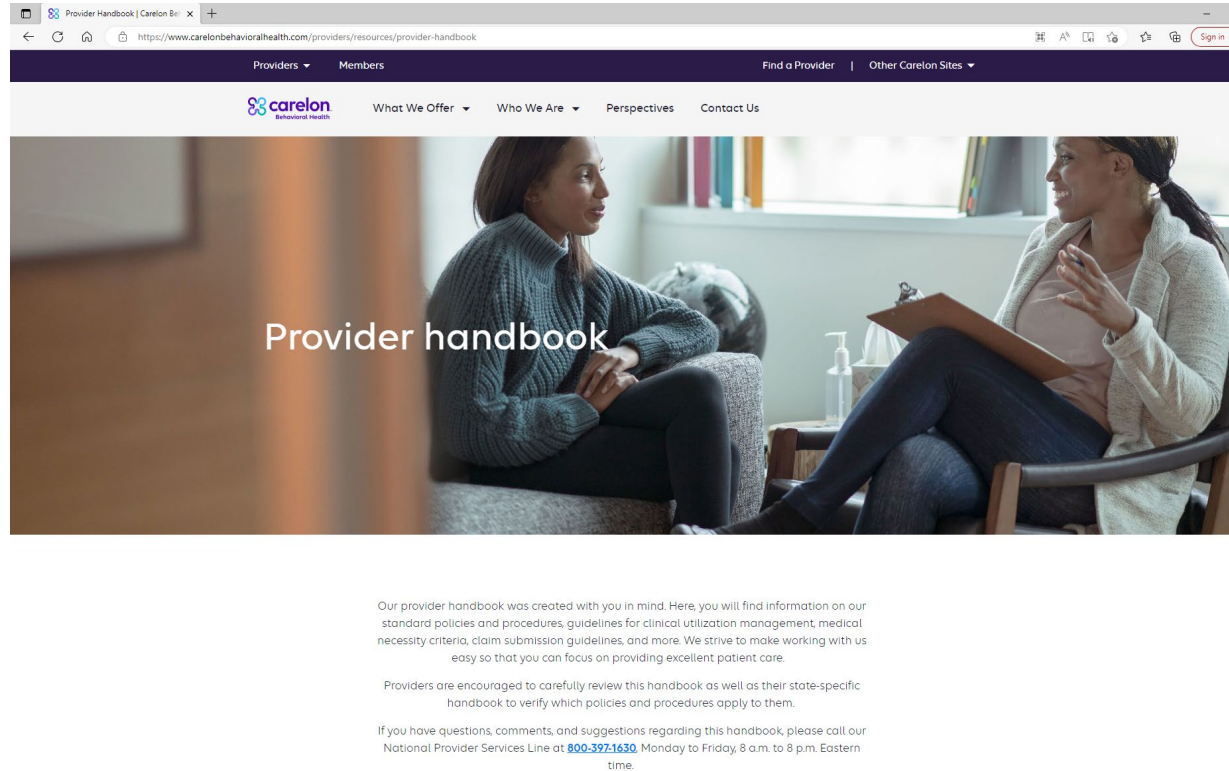
[eServices Terms of Use and Account Authorization Form](#)

This document designates an account manager for your profile within the Carelon Behavioral Health eServices application.



Carelon Resources – Provider Handbook

<https://www.carelonbehavioralhealth.com/providers/resources/provider-handbook>



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.



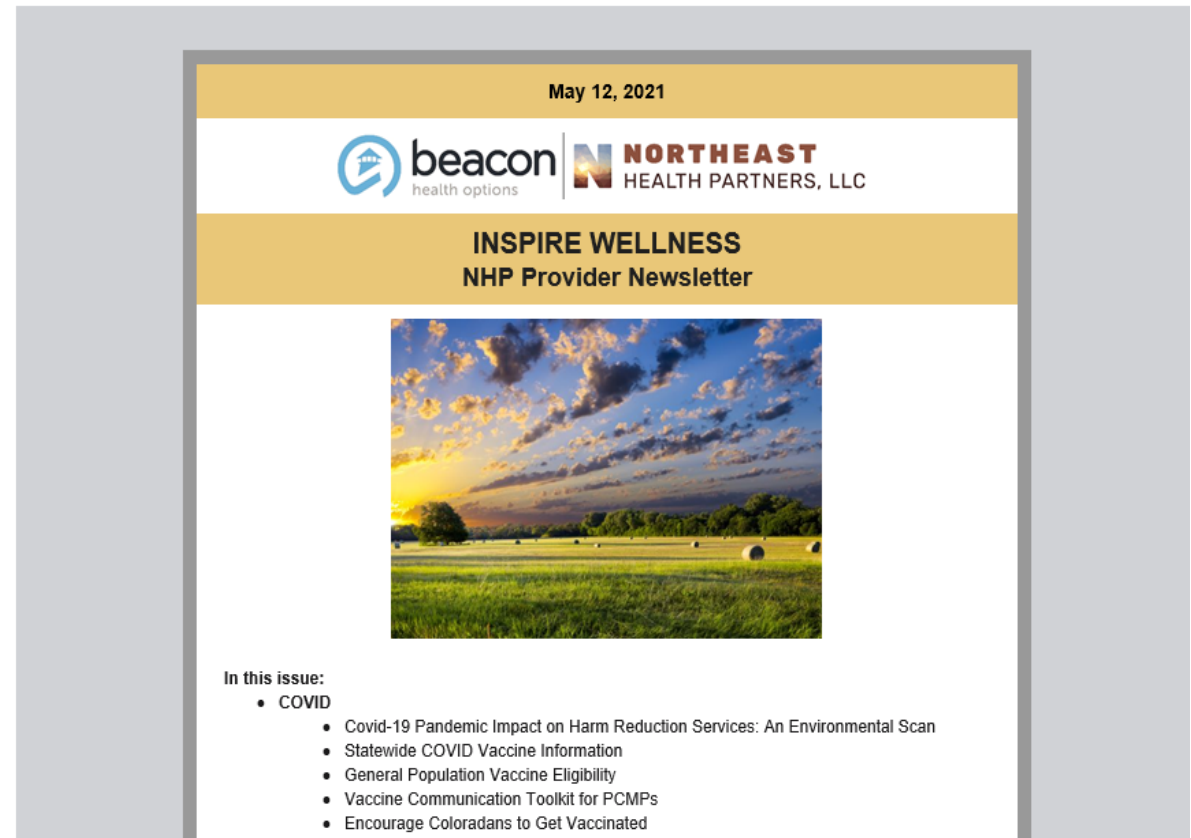
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Wed 5/12/2021 7:02 AM

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

NHP Provider Newsletter 5.12.2021



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

Ma y 12, 2023

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Thank you

Contact Us



 888-502-4189

 888-502-4185


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