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
Before we get started...

Please type your name and organization in the chat so we know who you are.

If you have questions at any time during the webinar, we ask that you type them in the Q&A.

Everyone’s line is muted during the webinar.

Thank you
June Provider Support Call

Monthly Provider Roundtable

June 9th, 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.
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. High Intensity Treatment Services (HIT) – Tiffany Jenkins (Carelon)
3. HCPF Training and Resources
4. Updates
5. Reminders, Questions & Open Discussion
Welcome and Introductions

Thank you for joining the June Provider Support Call
Chapter 02

High Intensity Treatment Services (HIT)

Guest Speaker - Tiffany Jenkins (Carelon)
Chapter 03

HCPF Trainings and Resources
HCPF Trainings - June

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 – June 22nd 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 – July 13th at 9AM

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

Billing Training - Resources

- Provider Billing Manuals
- Provider Web Portal Quick Guides & FAQs
- ClaimsXten Training for the Ensuring Appropriate Claims Payment Project (9/20)
- ClaimsXten Training for the Ensuring Appropriate Claims Payment Project - Recorded Webinar (9/20)
- Beginning Billing Training: Professional Claims (CMS 1500) (5/23)
- Beginning Billing Workshop: Audiology (11/21)
- Beginning Billing Workshop: Dialysis (1/22)
- Beginning Billing Workshop: DME Supply (3/22)
- Beginning Billing Workshop: FOHC/RHC/IHS (1/22)
- Beginning Billing Workshop: Home Health (3/22)
- Beginning Billing Workshop: Hospice (3/22)
- Beginning Billing Workshop: IP/OP Hospital (1/22)
- Beginning Billing Workshop: Maternity Health Services (6/23)
- Beginning Billing Workshop: Nursing Facility - PETI (3/22)
- Beginning Billing Workshop: Pediatric Personal Care Benefit (1/22)
- Beginning Billing Workshop: Pharmacy (3/22)
- Beginning Billing Workshop: Practitioner (1/22)
- Beginning Billing Workshop: PT/OT/ST (11/21)
- Beginning Billing Workshop: Transportation (EMT) (4/21)
- Beginning Billing Workshop: Transportation (NEMT) (7/21)
- SLP Utilization Presentation at COPIC (May 4, 2016)
HCPF Trainings and Resources

- Disability Competent Care

- Early and Periodic Screening, Diagnostic and Treatment
  - EPSDT Web-based training link
  - EPSDT Benefits & Training web page
  - Kempe Child Welfare training video

- Falls Screening and Risk Reduction

- Long-Term Services and Supports
HCPF Trainings and Resources

Falls Screening and Risk Reduction Webinar for Providers

For all Physicians, Physician Assistants, Nurse Practitioners or Therapists. The webinar reviews: Follow Up Care Planning, Data and Billing Codes, Assessments, and Workarounds for Billing. After the presentation there is a short question and answer session.

See the original AdobeConnect webinar to access related documents.

Falls Screening and Risk Reduction Webinar for Medical Support Staff

For any medical office staff member, LCSW, RN, CNA and Care Coordinator. The webinar reviews: Falls Risk Assessment and Screening, Outcomes related to screening, Promoting Awareness of the screening and falls prevention, and Community support services across Colorado. After the presentation there is a short question and answer session.

See the original AdobeConnect webinar to access related documents.
Chapter 04

Updates
Carelon Training Webinars

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

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

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

Upcoming Webinars

**eServices Overview**
Wednesday, June 14, 2023 at 2 p.m. ET

**Claims Submission Guidance**
Thursday, June 15, 2023 at 12 p.m. ET

**ProviderConnect Overview**
Thursday, June 21, 2023 at 2 p.m. ET

**Behavioral Health 101 and Warning Signs**
Wednesday, June 21, 2023 at 3 p.m. ET
Grief and Loss: Considerations for Mental Health Professionals – Wed., June 14, 2023 at 3 PM ET

Grief and loss are difficult human experiences that will often lead individuals to seek support via mental health care. This 2 hour training will explore various types of grief and loss, grief-related diagnoses in the DSM-5, theories and myths, grief-targeted therapy interventions, and ways that professionals can mitigate their own risk while working with grieving clients. There is no CE credit or certification associated with this training.

Neonatal Abstinence Syndrome – Thurs., June 22, 2023 at 3 p.m. ET - Neonatal Abstinence Syndrome (also called NAS) is a group of conditions caused when a baby withdraws from certain drugs they are exposed to in the womb before birth. This introductory level training will cover signs and symptoms of NAS, prevention tactics, and treatment recommendations. Course length: 1 hour. There is no CE credit or certification associated with this course.
HCPF Recently created a page dedicated to the Uniform Service Coding Manual.

There was also a change to the name of the page where it is found. - State Behavioral Health Services Billing Manual

There are additional resources provided on the page as well.

It can found here: https://hcpf.colorado.gov/sbhs-billing-manual
State Behavioral Health Services Billing Manual

This document sets forth the requirements of billing procedure codes for behavioral health services covered by HCPF and the Behavioral Health Administration (BHA). The State Behavioral Health Services Billing Manual (the billing manual) is a living document that is updated periodically to maintain consistency between the Regional Accountable Entity (RAE) and Managed Care Organization (MCO) - together referred to as Managed Care Entities (MCEs) - contracts, BHA contracts, State Plan Amendments, 1915(b)(3) waiver, and coding guidelines.

- Uniform Service Coding Standards January 2023
- January 2023 Manual Tracking Form
- Uniform Service Coding Standards October 2022
- October 2022 Manual Tracking Form
- Uniform Service Coding Standards July 2022
- July 2022 Manual Tracking Form
- Uniform Service Coding Standards January 2022
- January 2022 Manual Tracking Form

For copies of previous coding documents, please email John.Laukkanen@state.co.us.

To understand the history, design, content, and management approach of the billing manual, please see the Uniform Service Coding Standards (USCS) Manual Orientation.
Provider Support

For billing and coding questions, providers should contact your MCE:
- RAE 1 - Rocky Mountain Health Partners (RMHP): RAEMinutes@hfac.com
- RAE 2/4 - Northeast Health Partners (NHP) and Health Colorado, Inc. (HCI): careproviderrelations@carelink.com
- RAE 3/5/1 - Colorado Access (COA): providersnetworkservices@coaccess.com
- RAE 6/7 - Colorado Community Health Alliance (CCHA): www.cchacares.com/hco-providers/provider-assistance/

For general questions related to existing content in the billing manual, providers can send questions to hcpf_bhcoding@state.co.us.

For general questions related to BHA covered services and contracts, providers can send questions to cdhs_bha_provider_support@state.co.us.

For providers who are having challenges with claims, denials, conflicting guidance between MCEs, or other concerns, please submit your experience on this Provider Complaint Form. This form will be received by HCIF who will log your concern and then forward it to the appropriate MCE for a response. Using this form will help HCIF identify common issues, trends, or systemic challenges that providers experience.

Coding Committee

HCIF facilitates a quarterly Coding Committee meeting to discuss coding questions, policy considerations, and requested edits to the billing manual with sister agencies (BHA, CDHS, etc.), Managed Care Entities (MCEs), and providers. This meeting serves as an advisory opportunity for HCIF to engage state policy subject matter experts, MCE representatives, expert behavioral health coders, and providers to review and discuss issues that impact content in the billing manual. HCIF relies on this consultation to ensure proper billing codes and methodologies are reflected in the billing manual, as well as ensuring alignment with billing guidance, the State Plan, and federal and state changes to rule or statute. In addition to State staff, the only required attendees are representatives from the MCEs which are responsible for managing the Capitated Behavioral Health Benefit.

This meeting is not intended for general billing questions from providers. Providers are encouraged to reach out to their MCE or BHA program staff for specific billing questions. For any suggestions to add, delete or change coding guidance in this manual please send these to your MCE(s) or BHA program staff.

This meeting will occur quarterly, on the second Thursday of the month from 12:00 pm - 2:00 pm. [Meeting Link]

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify the 504/ADA Coordinator hcpf504abled@state.co.us at least one week prior to the meeting to make arrangements.

Coding Committee Minutes
- May 11, 2023
- February 9, 2023
- November 10, 2022
- August 11, 2022
- May 12, 2022
- February 10, 2022
Reminders, Questions & Open Discussion
Provider Revalidation w/HCPF

The Public Health Emergency (PHE) ended in May. During the PHE, revalidation was put on hold by HCPF.

With the end of the PHE, revalidation is to be implemented again.

HCPF will send 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/
Continuous Coverage Ending

Continuous coverage for HCPF Members who no longer qualify for coverage ended in May. The PHE end date was 5/11/2023.

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

Members with May renewals were sent notices in March, with the last day of coverage being 5/31/2023, if they did 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 lost coverage because they are no longer eligible based on Federal Poverty Guidelines, they can be directed to Connect for Health Colorado.

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

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

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

Time: 1 – 2:30 pm

Dates:
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.
Supporting your success with informational resources, trainings, policies, and procedures
Call the National Provider Service Line (NPSL) at:
800-397-1630

Email Colorado Provider Relations at:
CoProviderRelations@carelon.com
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!!
Upcoming Training

The Next RAE Roundtable

The 2nd Friday of the month

July 14, 2023

11am