

# 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](mailto: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.



# NORTHEAST HEALTH PARTNERS, LLC

FQHCs:



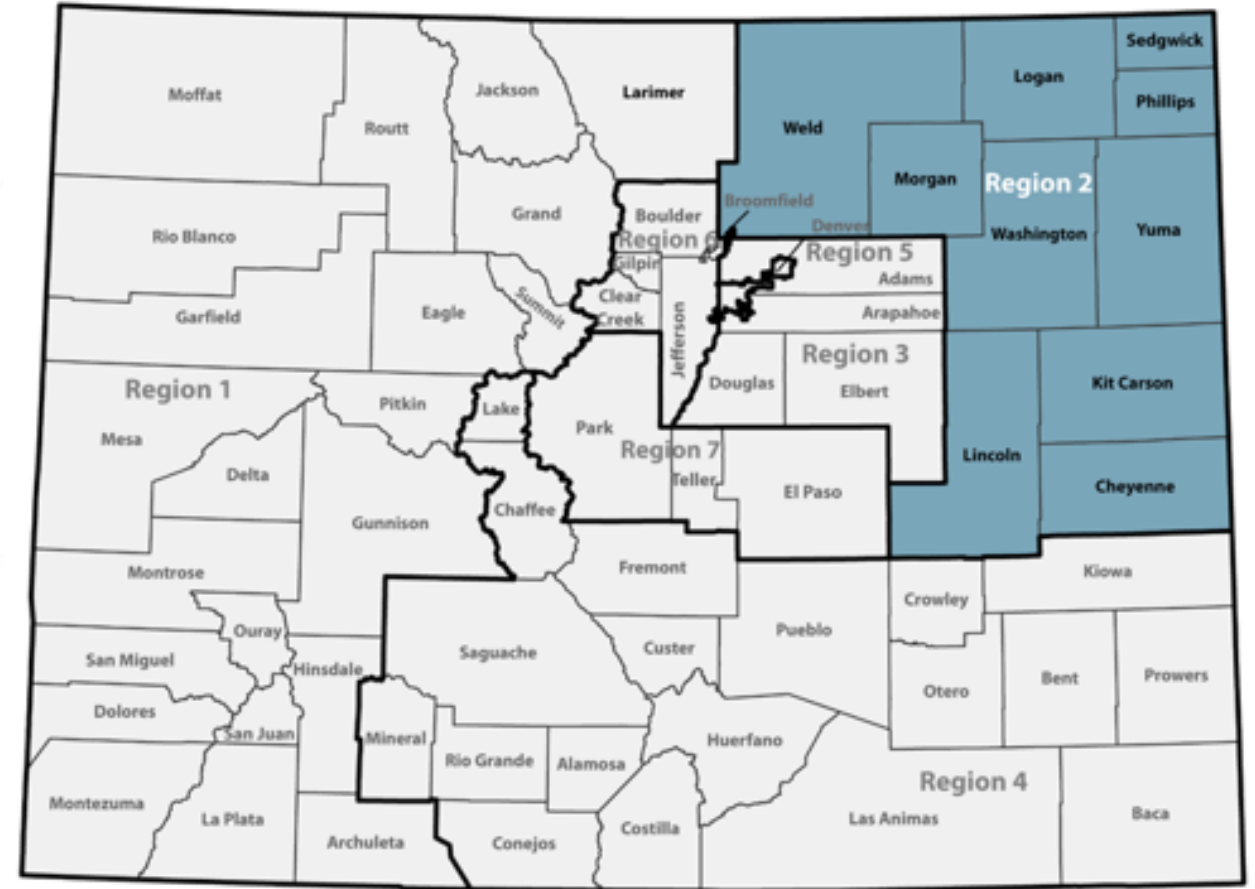
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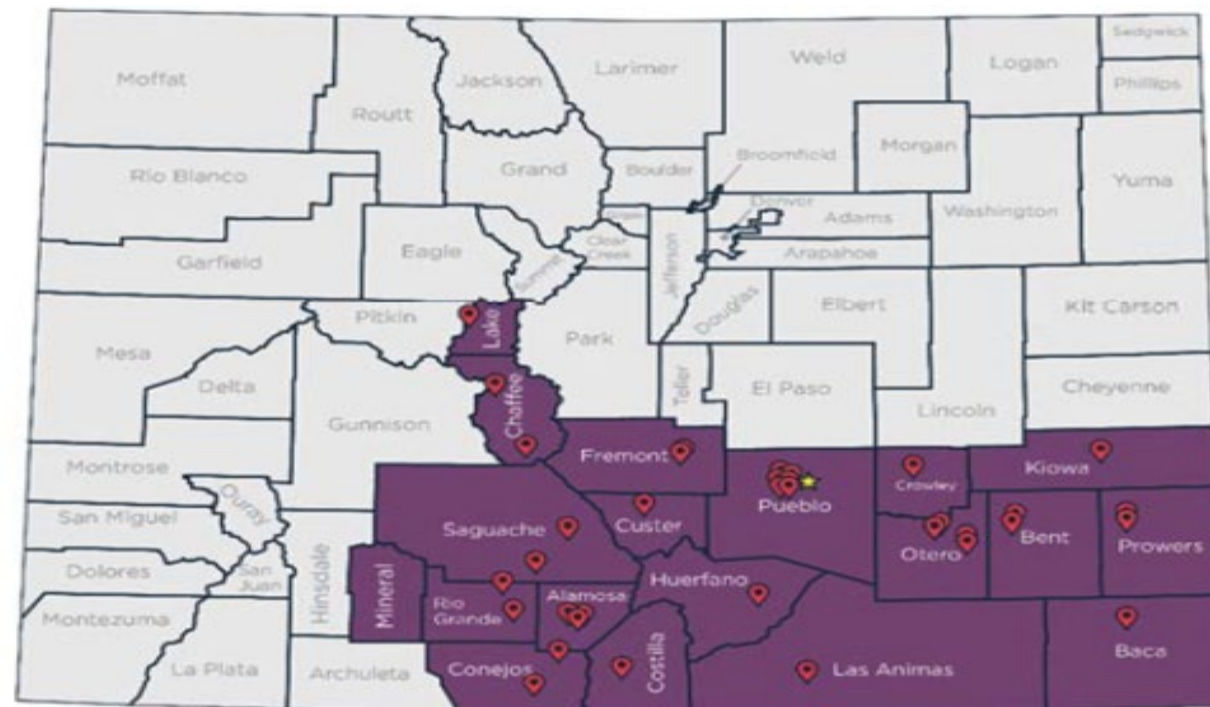


Administrative Service Organization:



Northeast Health Partners





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HEALTH PARTNERS, LLC



6/9/2023

# 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. High Intensity Treatment Services (HIT) – Tiffany Jenkins (Carelton)
3. HCPF Training and Resources
4. Updates
5. Reminders, Questions & Open Discussion





# Chapter 01

## Welcome and Introductions

Thank you for joining the June Provider Support Call



# Chapter 02

## High Intensity Treatment Services (HIT)

Guest Speaker - Tiffany Jenkins (Carelon)



6/9/2023

# 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 3<sup>rd</sup> 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

← ↻ 🏠 🔒 https://hcpf.colorado.gov/provider-training 🔍 ⭐ ⚙️ 📄 🔄 🌐 Sign in

▼ Billing Training - Resources

▼ Business Intelligence and Data Management

▼ Disability Competent Care

▼ Early and Periodic Screening, Diagnostic and Treatment

▼ Falls Screening and Risk Reduction

▼ Long-Term Services and Supports

▼ Medicare

▼ Targeted Case-Management-Transition Coordination (TCM-TC) Services training

Billing Manuals

Provider Resources

Forms

Rates and Fee Schedules

Training

Provider Bulletins

Web Portal

Revalidation

Contact Info

# HCPF Trainings and Resources

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## ^ 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 Training: Institutional Claims \(UB-04\) \(6/23\)](#)
- [Beginning Billing Workshop: Audiology \(11/21\)](#)
- [Beginning Billing Workshop: Dialysis \(1/22\)](#)
- [Beginning Billing Workshop: DME Supply \(3/22\)](#)
- [Beginning Billing Workshop: FQHC/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

https://hcpf.colorado.gov/provider-training

Sign in

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

Imagine

IMAGINE...

Copy link

being an 8-month-old with a bacterial infection who suffer

Falls Screening and Risk Reduction

Long-Term Services and Supports



# HCPF Trainings and Resources

[←](#) [↻](#) [🏠](#) [🔒](#) [https://hcpf.colorado.gov/provider-training](#) [A](#) [🔍](#) [★](#) [📌](#) [🔗](#) [🌐](#) [Sign in](#)

[▼ Early and Periodic Screening, Diagnostic and Treatment](#)

[▲ Falls Screening and Risk Reduction](#)

## 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.

Files to be shared		Q & A
Name	Size	
STEADIL_ClinicianFactSheet-a.pdf	152 KB	
Support Staff Webinar .pdf	4 MB	
Stay_Independent_Brochure-a.pdf	2 MB	
Falls_Schedule2_CDPH-a.pdf	228 KB	

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



# Carelon Training Webinars cont'd

## 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 Uniform Services Coding Manual Page

HCPF Recently created a page dedicated to the Uniform Service Coding Manual.

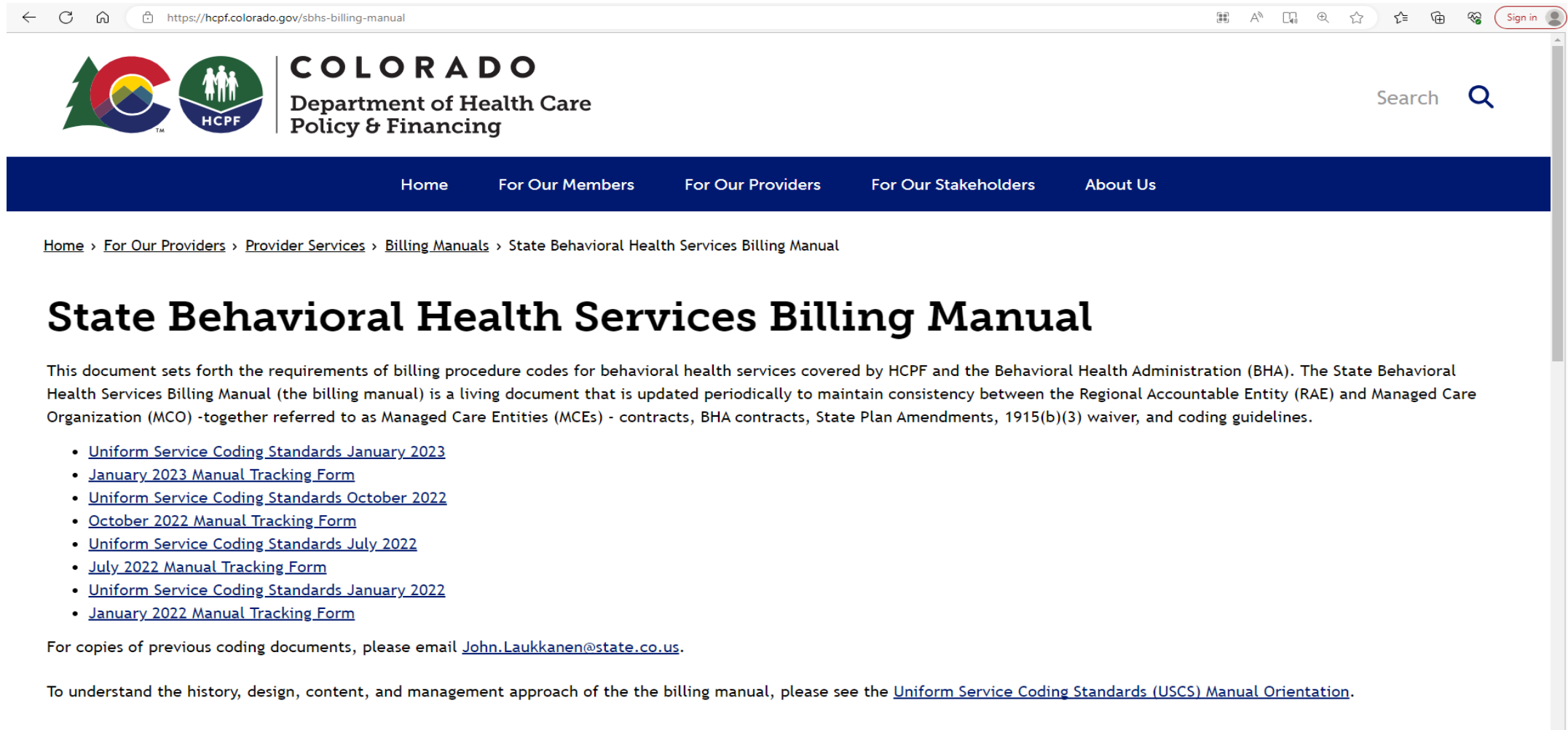
There was also a change to the name of the page where it is found. - State Behavioral Health Services Billing Manual

There are additional resources provided on the page as well.

It can found here: <https://hcpf.colorado.gov/sbhs-billing-manual>



# HCPF Uniform Services Coding Manual Page



# HCPF Uniform Services Coding Manual Page

## Provider Support

For billing and coding questions, providers should contact your MCE:

- RAE 1 - Rocky Mountain Health Partners (RMHP): [RAEsupport@uhc.com](mailto:RAEsupport@uhc.com)
- RAE 2/4 - Northeast Health Partners (NHP) and Health Colorado, Inc. (HCI): [coproviderrelations@carelon.com](mailto:coproviderrelations@carelon.com)
- RAE 3/5/DH - Colorado Access (COA): [providernetworkservices@coaccess.com](mailto:providernetworkservices@coaccess.com)
- RAE 6/7 - Colorado Community Health Alliance (CCHA): [www.cchachares.com/for-providers/provider-assistance/](http://www.cchachares.com/for-providers/provider-assistance/)

For general questions related to existing content in the billing manual, providers can send questions to [hcpf\\_bhcoding@state.co.us](mailto: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](mailto: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 HCPF who will log your concern and then will forward it to the appropriate MCE for a response. Using this form will help HCPF identify common issues, trends, or systemic challenges that providers experience.

## Coding Committee

HCPF 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 HCPF 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**. HCPF 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 [hcpf504ada@state.co.us](mailto:hcpf504ada@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](#)

# Chapter 05

## 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 as 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/> 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>



Register

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

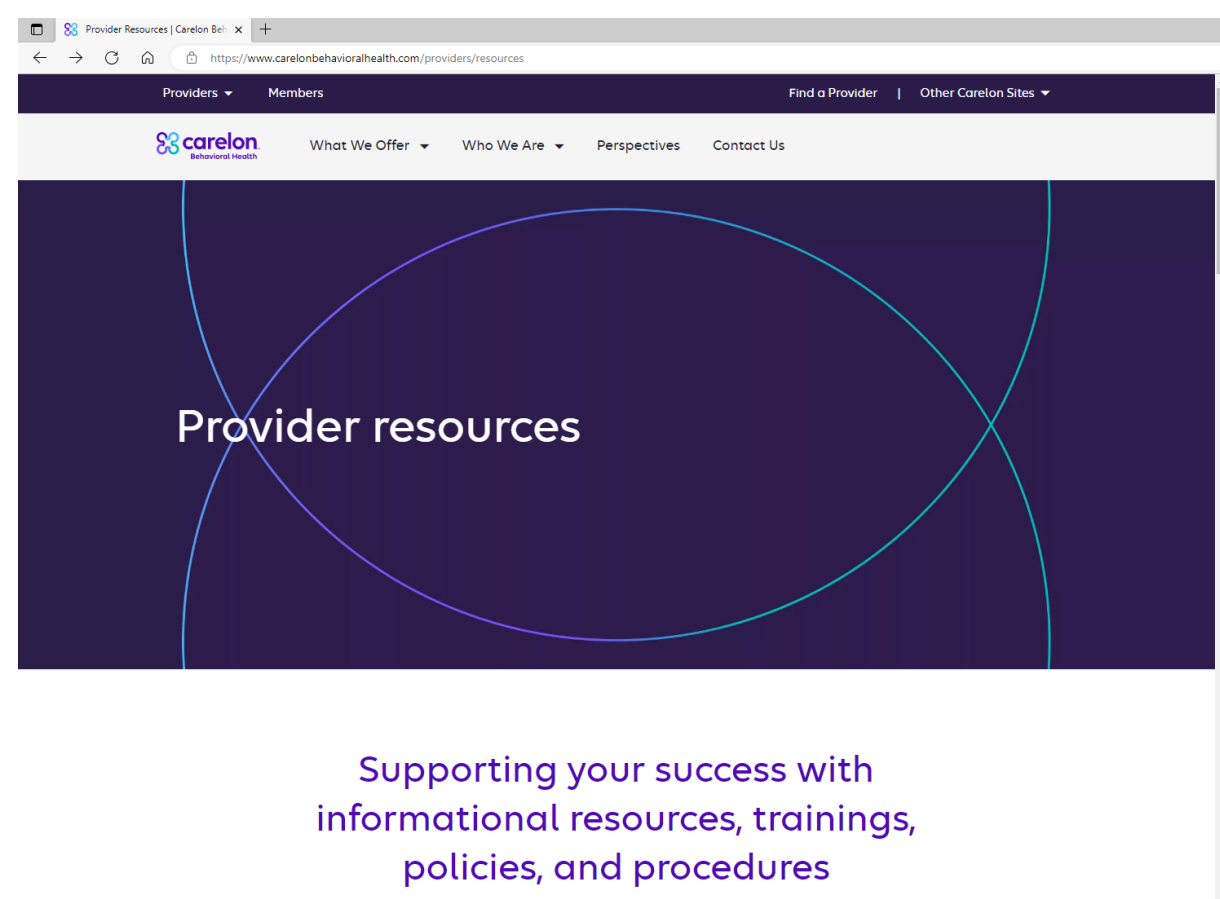


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# Carelon Resources – Provider Resources

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



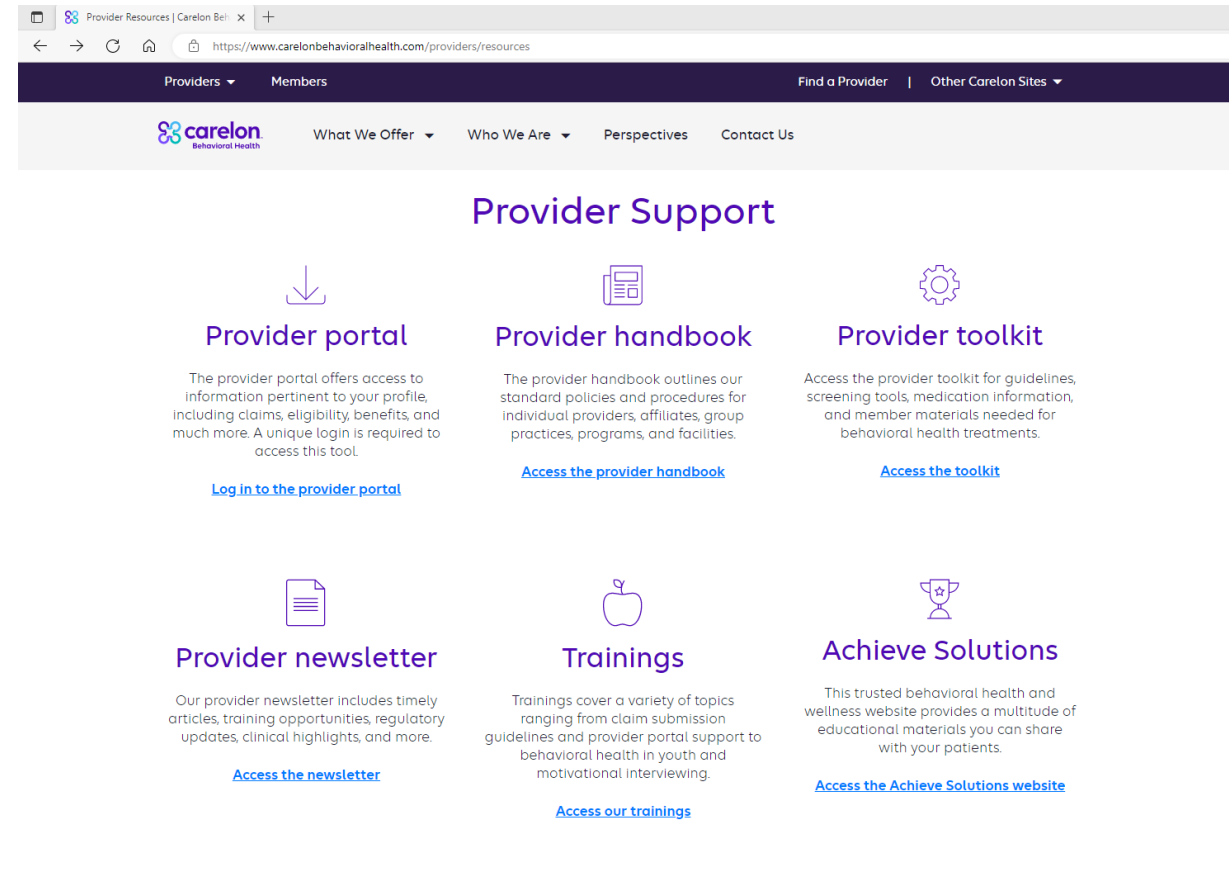
Provider Resources | Carelon Behavioral Health

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

Providers ▾ Members Find a Provider | Other Carelon Sites ▾

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


## 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](#)



# Carelon Resources – How to connect...

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!!

It's easy to join our mailing list!

Just send your email address by text message:

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



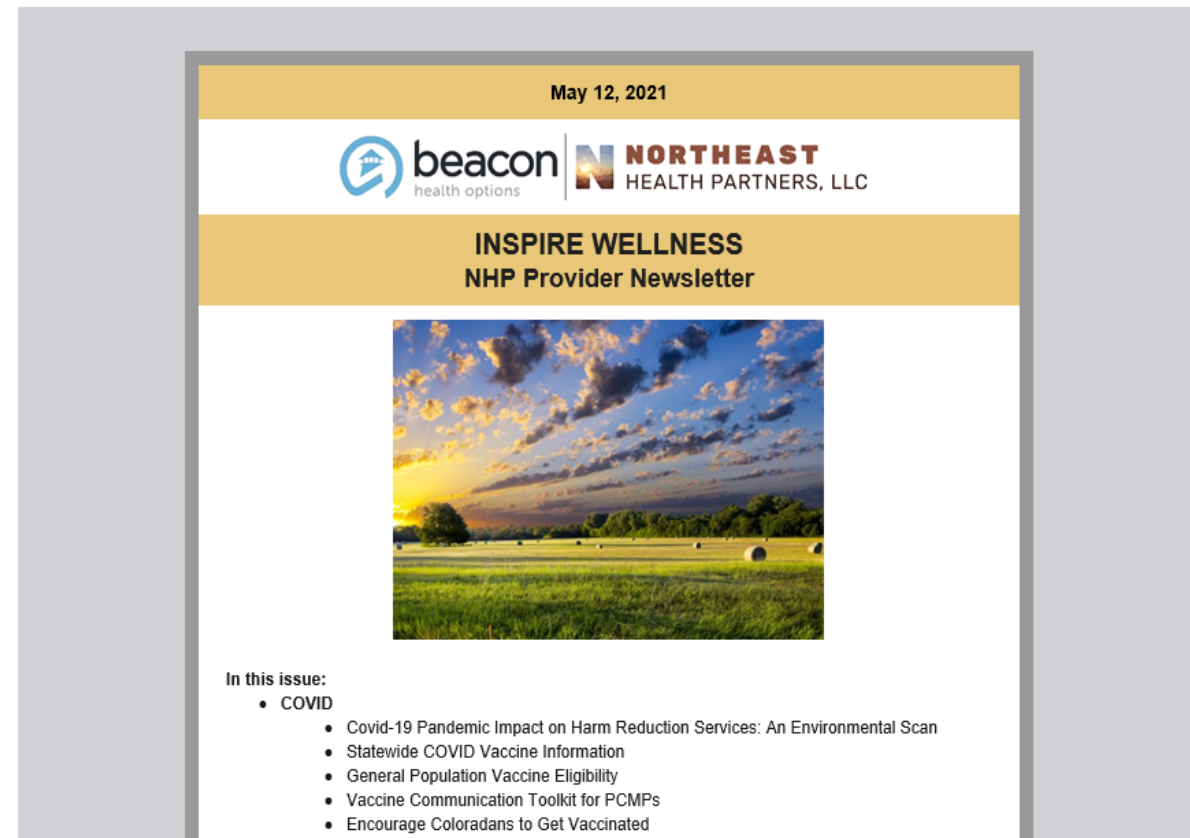
Message and data rates may apply.



Wed 5/12/2021 7:02 AM

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

NHP Provider Newsletter 5.12.2021



6/9/2023

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# Upcoming Training

The Next RAE Roundtable

The 2<sup>nd</sup> Friday of the month

July 14, 2023


11a m




# Thank you

## Contact Us



 888-502-4189

 888-502-4185

 [www.northeasthealthpartners.org](http://www.northeasthealthpartners.org)

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