

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 email
COProviderRelations@BeaconHealthOptions.com



October Provider Support Call

Agenda

01

Welcome & Introductions

02

Authorizations

03

Updates & Upcoming Events

04

Questions & Open Discussion

Chapter

01

Welcome and Introductions

Please enter your
name and email in
the Q&A box

Chapter

02

Outpatient Mental Health Authorization Process

Outpatient Mental Health Authorization Process

Sessions 1-25:

No authorization is required for In-Network providers for the first 25 units (total in any combination) of the following codes:

90791, 90832, 90834, 90837, 90846 and 90847.

It is expected that the assessment be completed within these sessions.

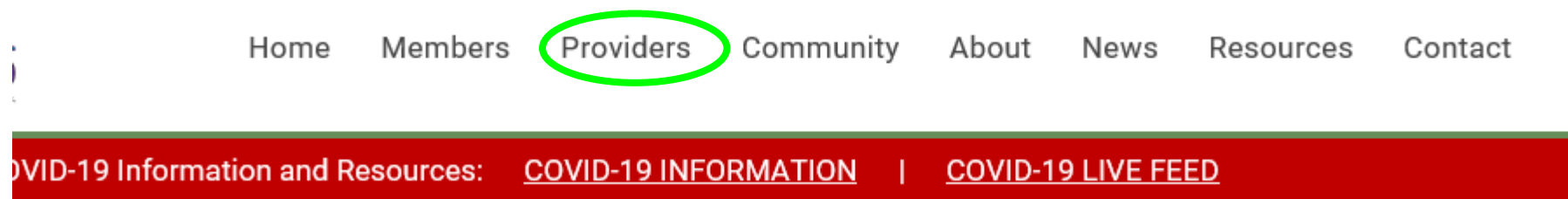
The first 25 sessions without authorization are allowed once in a 12-month calendar year.

For the first year, 25 sessions will be counted from April 1, 2020 to December 31, 2020.

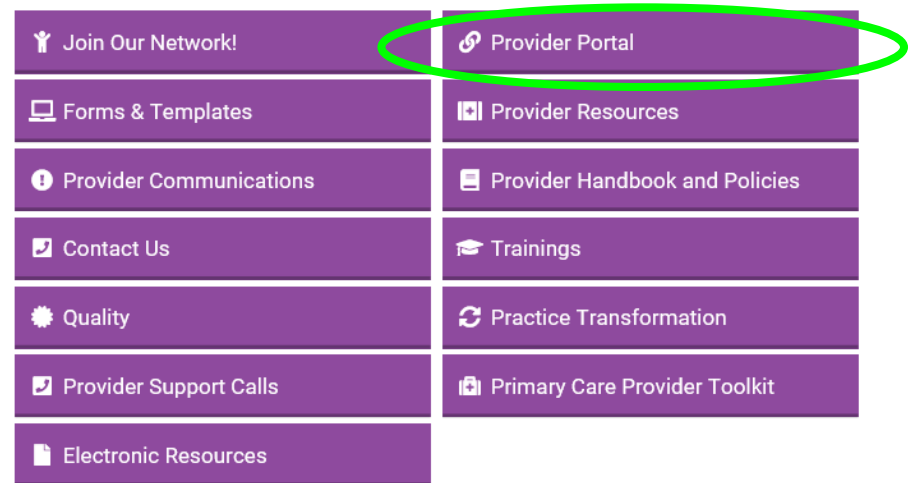
Using Provider Connect for Authorizations

For assistance in using ProviderConnect for Authorizations, the RAE website has short videos to walk you through these processes.

- 1. Please visit the RAE website www.northeasthealthpartners.org/ or www.healthcoloradae.com/
- 2. From the top navigation bar click on Providers



- 3. Click on Provider Portal



Using Provider Connect for Authorizations

4. On the Provider Portal Page you can link directly to Provider Connect or scroll to the bottom of the page to access quick how to videos

PROVIDERCONNECT

- › How do I View a Member's Eligibility?
- › Submitting an Outpatient Authorization in ProviderConnect
- › Submitting an Inpatient/HLOC Authorization 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

For questions regarding authorizations you
can also reach us by phone
Northeast Health Partners - 888-502-4189
Health Colorado - 888-502-4185

Chapter

03

Updates & Upcoming Events

Public Health Emergency Extended

BREAKING NEWS: On Friday, Oct. 2, the HHS Secretary Azar indicated the COVID-19 Public Health Emergency (PHE) will be extended beyond Oct. 23. The new end date is expected to be Jan. 21, 2021.

For more information about PHE planning in Colorado please visit the CDHS HCPF planning site -

<https://www.colorado.gov/hcpf/phe-planning>

Headspace for Healthcare Professionals

Headspace is offering all US healthcare professionals who work in public health settings **free access to Headspace Plus through 2020.**

Headspace wants to be here for you and support you as best we can. Helping you be kind to yourself, and your own health, during this difficult time.

If you are a healthcare professional, **you can redeem your subscription using your National Provider Identifier (NPI) and email address.** Or, if you are a nurse and you don't have an NPI, you can provide your organization information to verify your credentials.

For further information on how to register go to

help.headspace.com/hc/en-us/articles/360045161413-Headspace-for-Healthcare-Professionals

Behavioral Health A Blueprint for Reform

THE 6 PILLARS OF A STRONG BEHAVIORAL HEALTH SYSTEM

The Behavioral Health Task Force identified almost 150 recommendations to reform the state's system. Those recommendations fell into six pillars that represent the foundation for a strong behavioral health system, all of which will be addressed in Colorado to achieve the Task Force's vision:



“FOR A PERSON IN AN INACCESSIBLE COMMUNITY, WITHOUT ACCESS TO BEHAVIORAL HEALTH CARE, PEOPLE CAN EASILY BECOME ISOLATED AND WITHDRAWN. WE BECOME DEPRESSED AND ANXIOUS.

- MOTHER OF A DEAF
TEENAGER

WHY REFORM, WHY NOW

Colorado's behavioral health system adequately serves some, but far from all of its constituents. The State ranks in the bottom half of states (29th) for prevalence of mental illness and access to care for adults and children.³ In 2018, Colorado had the 7th highest suicide rate in the nation⁴ and suicide is the second leading cause of death among Colorado youth. With approximately one million residents in need of behavioral health services,¹ a comprehensive system that puts people first is critical.

In September 2020 The Colorado Behavioral Health Task Force released A Report on the Remedy for Behavioral Health Reform: Putting People First.

To read the full report or for more information visit
www.colorado.gov/pacific/cdhs/colorado-behavioral-health-task-force

\$20 Billion in New HHS Funding Available

On October 1, 2020, the U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), announced \$20 billion in new funding for providers on the frontlines of the coronavirus pandemic.

Under this Phase 3 General Distribution allocation, providers that have already received Provider Relief Fund payments are invited to apply for additional funding that considers financial losses and changes in operating expenses caused by the coronavirus.

Previously ineligible providers, such as those who began practicing in 2020 are also invited to apply, and an expanded group of behavioral health providers confronting the emergence of increased mental health and substance use issues exacerbated by the pandemic are also eligible for relief payments.

Providers can begin applying for funds on Monday, October 5, 2020.

www.hhs.gov/coronavirus/cares-act-provider-relief-fund/index.html

Provider Handbook Updated!

Beacon's Policy and Procedure Manual for Providers, Health First Colorado that applies to Health Colorado, Inc. (Region 4) and Northeast Health Partners (Region 2) has been updated.

You can download the entire document by visiting the Providers page and selecting Provider Handbook and Policies on the following links:

Northeast Health Partners at <https://www.northeasthealthpartners.org/>

Health Colorado at <https://www.healthcoloradorae.com/>

Important changes: Member's rights to make a complaint and request an appeal or a State Fair Hearing on pages 73-80.

Should you have questions, please contact Provider Relations at COProviderRelations@beaconhealthoptions.com

Join Us!

Health Colorado, in partnership with Inside Out Youth Services, invites you to participate in our upcoming virtual training series focusing on improving knowledge, understanding, empathy, and inclusivity in caring for the LGBTQ community.

In order to more effectively engage participants throughout the continuum of care, on **Friday Oct 16th** we are offering 3 variations of the training tailored for specific audiences:

Public Health & Community Agencies: 9am-10:30am

Mental Health & Substance Use providers: 11am-12:30pm

Physical Health & Oral Health care providers: 1pm-2:30pm

*Please note for your convenience, you may register for the time slot that works best.

www.eventbrite.com/e/lgbtq-101-mental-health-providers-tickets-123107599143



INSIDE OUT
YOUTH SERVICES

LGBTQ 101

Introduction to the LGBTQ community Terminology related to gender identity, gender expression, and sexual orientation
Learning hetero-normative bias in community, workplace
Beginning of Allyship

Please Register via Eventbrite
<https://www.eventbrite.com/e/123107599143>

Friday October 16

11AM – 12:30 PM

*You're Invited!
Register Today!*

Health
COLORADO
A system of integrated healthcare providers.

SUD Benefit Expansion HCPF Trainings

The Department of Health Care Policy & Financing (the Department) will host two training sessions focusing on the upcoming residential and inpatient substance use disorder (SUD) service benefit. Two sessions, both covering the same content, will be offered on:

• **Thursday, Oct. 22 from 1 p.m.- 5 p.m.**

• **Thursday, Oct. 29 from 9 a.m. - 1 p.m.**

The training will cover topics including an overview of the SUD benefit expansion, enrollment with Health First Colorado as a residential/inpatient SUD treatment provider, billing procedures for the new services, ASAM Criteria documentation of medical necessity, utilization management, provider licensure requirements and content provided by the Regional Accountable Entities (RAEs) and Managed Service Organizations (MSOs) for treatment providers.

To register for the training and for more information visit the Department's SUD webpage, Ensuring a Full Continuum of SUD Benefits www.colorado.gov/pacific/hcpf/ensuring-full-continuum-sud-benefits

Coming Soon! Provider Training on SUD Benefit information from RAE 2 & 4

Upcoming Webinars Hosted by

Wednesday, October 14, 2-3 p.m. ET

Rise of Methamphetamine: New Risks, Current Treatments

Monday, October 19, 1-2 p.m. ET

Ask Me Anything about Employment Series: A Q&A Webinar

Thursday, October 22, 11 a.m. – 12 p.m. ET

COVID-19 Impact on Addiction Treatment: Survey Findings & Implications

Friday, October 23, 2:30-3:30 p.m. ET

Considerations in Serving LGBTQ Adolescents

To register or for more information visit www.thenationalcouncil.org/events-and-training/webinars/

Join Our Mailing List

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.

We want to hear from you!

We want to spotlight the work happening in our communities.

Each month, nominate a colleague, yourself, or community resource for our monthly Spotlight!

Send your nomination to

COProviderRelations@beaconhealthoptions.com

Chapter

04

Questions & Open Discussion

Thank You

Contact Us



 888-502-4189

 www.northeasthealthpartners.org

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