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.healthcoloradorae.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

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

- 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
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](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. These 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:

- ACCESS
- AFFORDABILITY
- WORKFORCE & SUPPORT
- LOCAL & CONSUMER GUIDANCE
- ACCOUNTABILITY
- WHOLE PERSON CARE

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. In 2018, Colorado had the 7th highest suicide rate in the nation and suicide is the second leading cause of death among Colorado youth. With approximately one million residents in need of behavioral health services, a comprehensive system that puts people first is critical.


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.

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 COPrviderRelations@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
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 NATIONAL COUNCIL FOR BEHAVIORAL HEALTH

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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