

# NHP Larimer Member Experience Advisory Committee

September, 2025

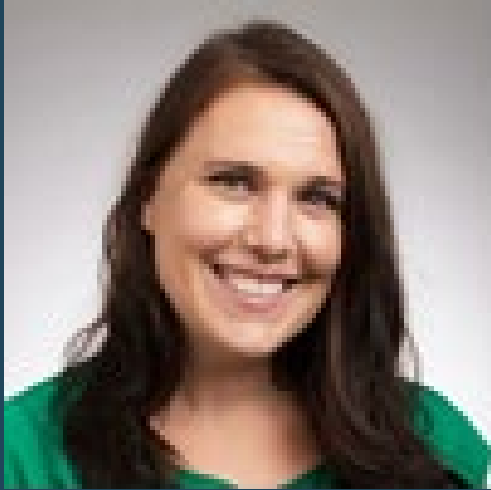




# ACC Phase III & NHP

Raina Ali





**Cara Hebert**

Provider, Member &  
Community Relations Director



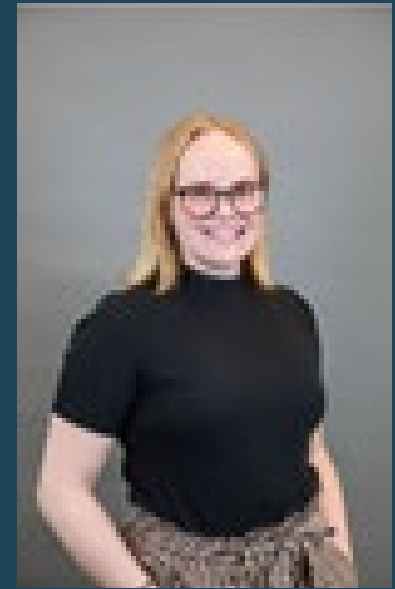
**Raina Ali**

Community & Member  
Relations Manager



**Bekkah Abeyta**

Community & Member  
Engagement Specialist



**Cailey Cimer**

Community & Member  
Engagement Specialist

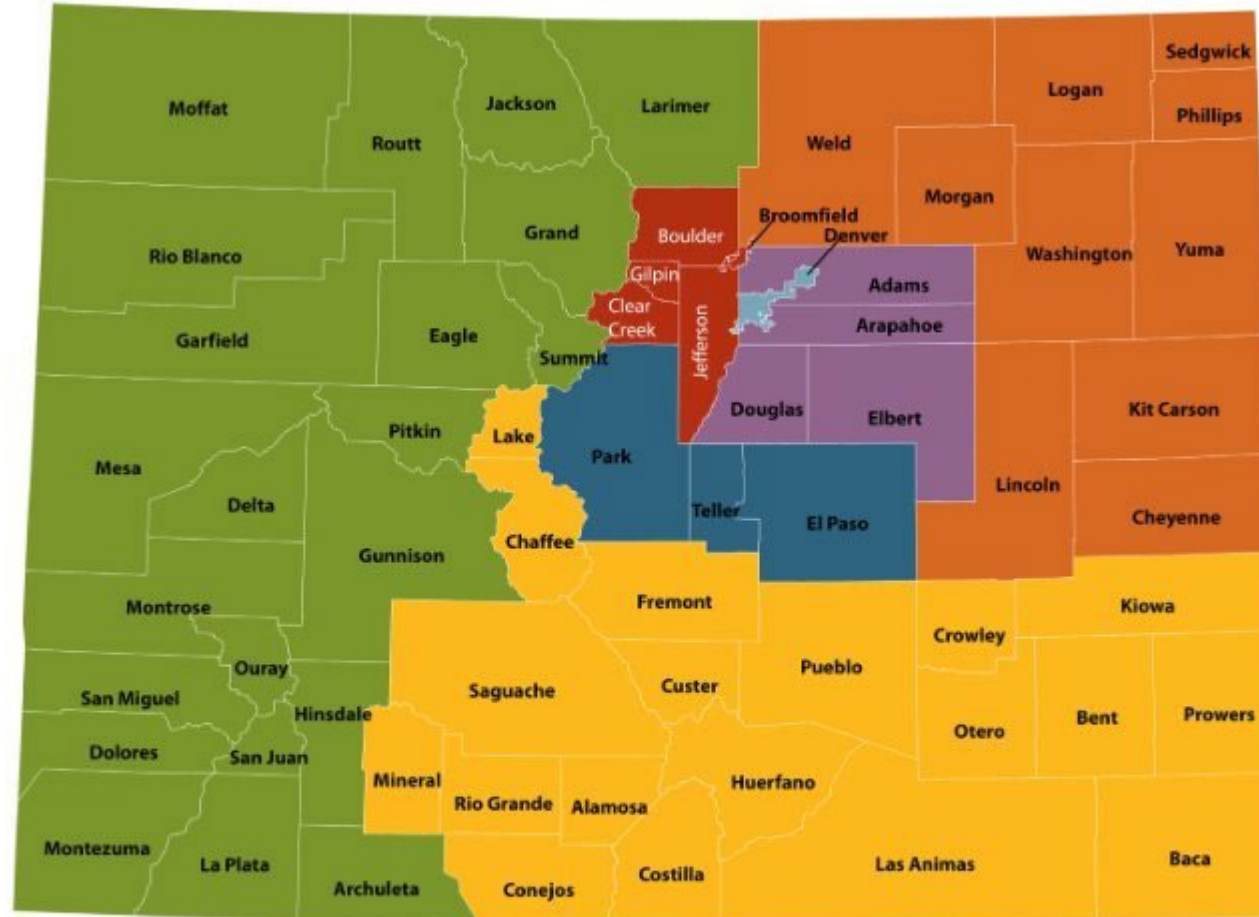
## **Meet the Team:** **Community Relations & Member Engagement**

# **Accountable Care Collaborative (ACC) Phase III**

- On July 1<sup>st</sup>, The state entered ACC Phase III
- New improved system that manages Health First Colorado
- Goal is to improve healthcare quality

# ACC 2.0 Map

Regional Accountable Entity (RAE) Regions in ACC Phase Two

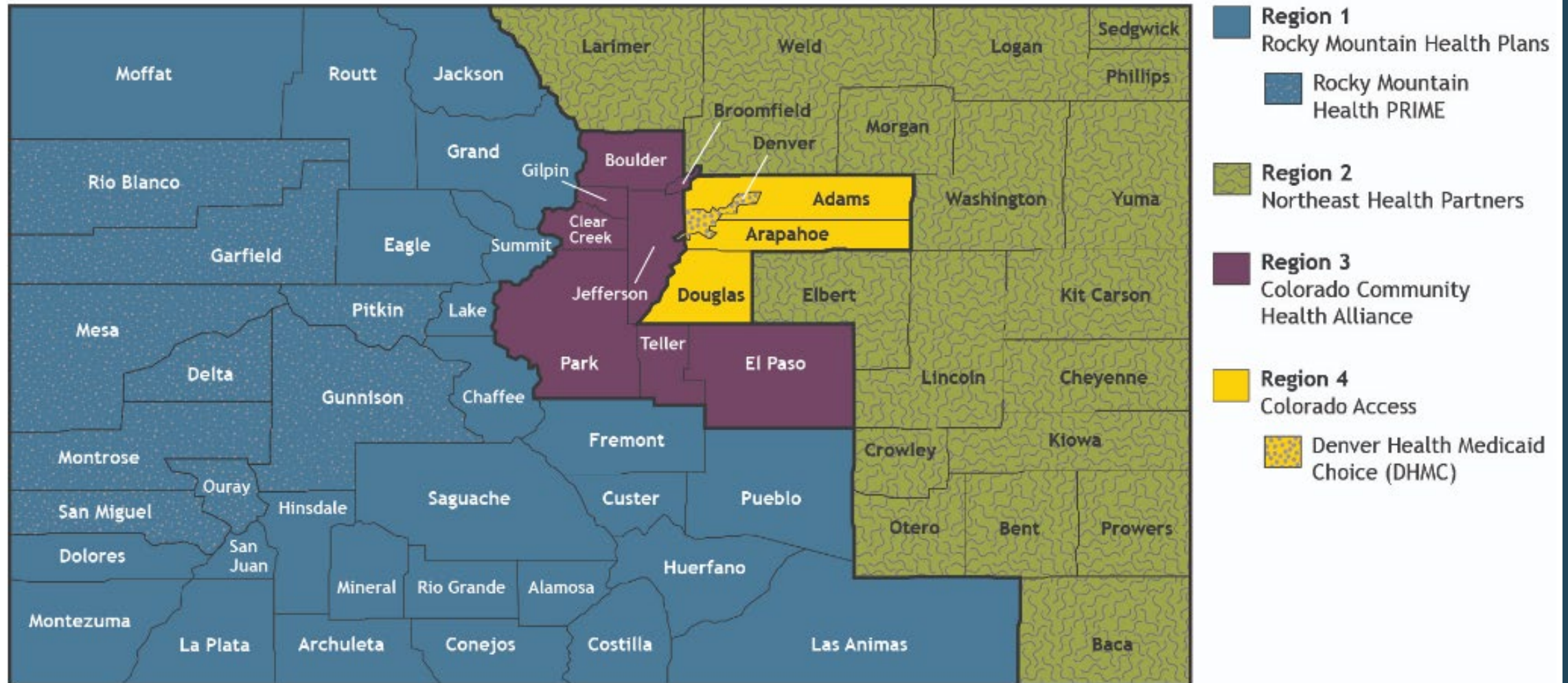


- |          |                             |          |                                    |          |                                    |
|----------|-----------------------------|----------|------------------------------------|----------|------------------------------------|
| Region 1 | Rocky Mountain Health Plans | Region 4 | Health Colorado Inc                | Region 7 | Colorado Community Health Alliance |
| Region 2 | Northeast Health Partners   | Region 5 | Colorado Access                    |          |                                    |
| Region 3 | Colorado Access             | Region 6 | Colorado Community Health Alliance |          |                                    |



# ACC 3.0 Map

## Accountable Care Collaborative Phase III



# What Is New in Phase III Overall?

## Fewer regions

- Easier for members and providers

## Better access to Behavioral Health

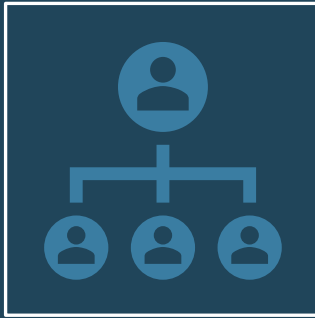
- Coordination with the Behavioral Health Administrative Service Organizations-Signal for Larimer

## Improved Services for Children and Youth

- Better services for youth with complex needs

# How ACC Phase II Impacts Health First Colorado Members

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Possibly changing  
Regional Organizations



NO changes in  
Benefits



Some confusion in shifts of  
leadership or RAE specific  
programs

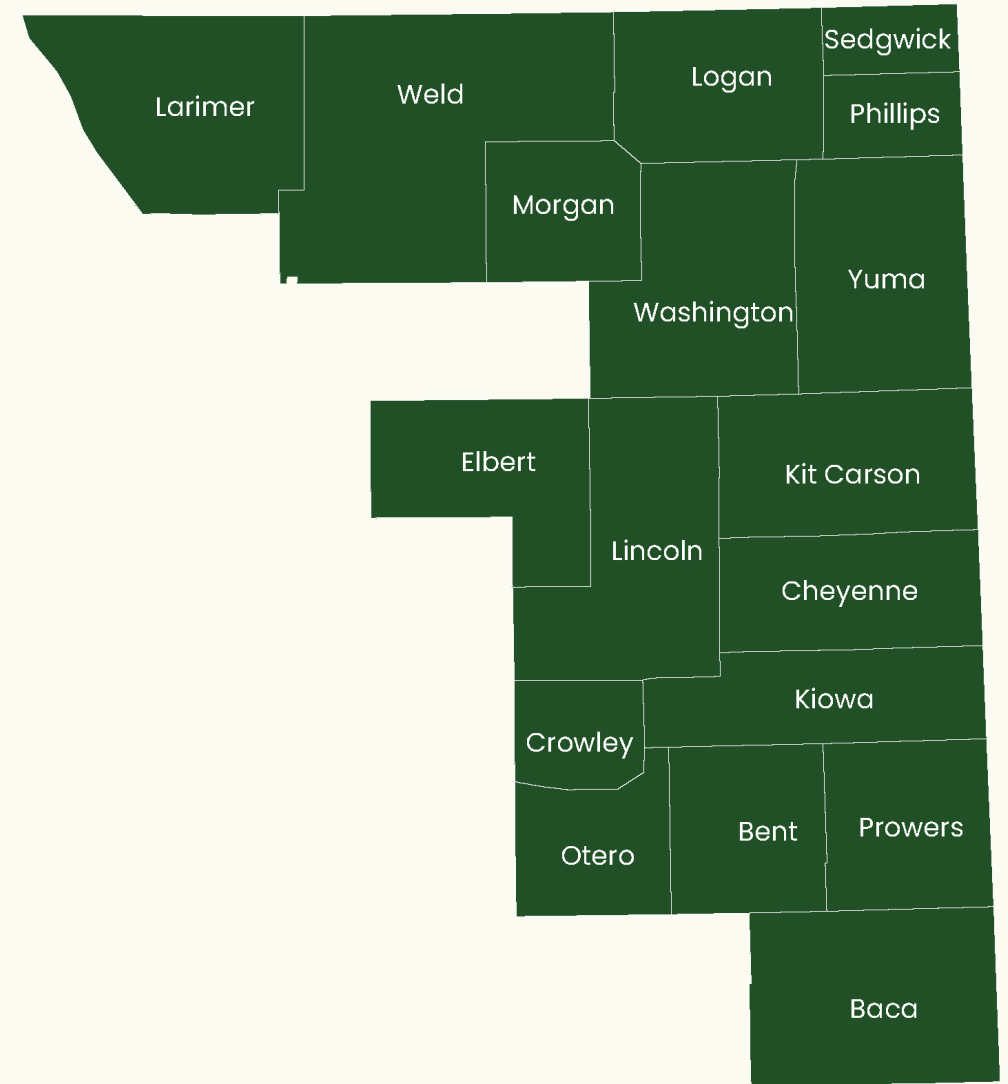


# Questions?



# Who Is NHP?

- Northeast Health Partners (NHP) is a non-profit regional organization.
- We manage physical and behavioral health services for individuals who live within our 18 counties.
- Previously 10 counties
- We have been a RAE since 2018
- 100% of NHP staff are Colorado based.



# Key Changes for NHP In Phase III

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- New Logo



- New Behavioral Health Partnership with Rocky Mountain Health Plans
- Attribution Changes
  - Did you get a letter from the state?
- Expanded Region
- More ways to get involved
- New website: [nhprae2.org](http://nhprae2.org)
- New Number:
  - 800-541-6870

# Getting Started Guide

Colorado RAE  
Region 2



## Make the most of your health plan

### Getting Started Guide

Northeast Health Partners (NHP) is your Health First Colorado (Colorado's Medicaid program) regional organization.

NHP is contracted with Rocky Mountain Health Plans/UnitedHealthcare as the administrative services organization for the behavioral health benefit. To see the NHP county service area and other important plan information, please see [www.nhprae2.org](http://www.nhprae2.org).

**Look inside for:**

- Getting help
- Finding care
- Resources



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## Getting Started Guide

## Simple for you. That's our promise.

NHP wants to help you on your path to your healthy best. NHP is your Health First Colorado (Colorado's Medicaid program) regional organization (you may have heard this referred to as Regional Accountable Entity or RAE. We are RAE 2).

### Start here



You will receive a letter from Health First Colorado that introduces NHP as your regional organization (Regional Accountable Entity – “RAE 2”) that will support you in both your physical and behavioral health care. It will tell you how you can find your Health First Colorado member handbook, as well as include an online survey link to help identify your health needs. **It is important that you complete this survey.** Members may access important information at our secure member website: [myuhc.com/communityplan/co](http://myuhc.com/communityplan/co). Member Services can help you with any questions you have about these materials.



You can also view your benefits online at [www.healthfirstcolorado.com/benefits-services](http://www.healthfirstcolorado.com/benefits-services) or [co.gov/PEAK](http://co.gov/PEAK) or through the Health First Colorado mobile app. Search your Google Play store or your Apple App store. Your mobile member ID card is available through Health First Colorado mobile app, or you can print a card from [co.gov/PEAK](http://co.gov/PEAK). **You do not need a member ID card to get care.** When you visit a doctor or pharmacy, you can show your card, or you will need to provide your date of birth and either your Social Security number or your Health First Colorado ID number.



#### Functions of the RAE

NHP helps to coordinate your physical and behavioral health care, to include assessments and referrals, access your benefits, make sure you get the help you need – when you need it, work toward health and wellness goals to live healthier lives. NHP works together with your primary care provider, behavioral health provider, community care teams, and other local partners to help you get the care you need.



1-800-541-6870, TTY 711



[www.nhprae2.org](http://www.nhprae2.org)



Health First Colorado app

# MEAC's

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- **Member Experience Advisory Committees:**
  - Larimer County MEAC (Continuing)
  - Deaf & Hard of Hearing (Continuing)
  - Full Region MEAC
  - Spanish Speaking MEAC
  - Youth Voice Council
  - Member Material Review Workgroup - Quarterly
  - PIAC- Urban or Rural



# How To File a Complaint

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**Call member call center**

800-541-6870



**Email member support**

[NHPmembersupport@nhpllc.org](mailto:NHPmembersupport@nhpllc.org)

# Questions?



## Meet Our CEO, Kari Snelson



Kari, a Licensed Clinical Social Worker and certified in Healthcare Compliance, has successfully led NHP since its founding in 2018. Her deep commitment to serving vulnerable populations, particularly in Colorado's rural and frontier communities, drives her leadership and vision for equitable, person-centered care. Originally from Sioux Falls, South Dakota, Kari has called Colorado home for the past 26 years. She's been happily married for 35 years and is a proud mother of three daughters. Kari is also the Compliance Officer for NHP.

**Fun Fact:** Kari has been a vegetarian since the age of 4!





# Care Coordination

Kayla Garlow





Jen Hale-Coulson  
Chief of Clinical  
Operations

Joanna  
Martinson  
Regional Health  
Care Transformation  
Coordinator

Hannah Wurster  
Colorado Systems  
of Care Manager

Kayla Garlow  
Transitions of Care  
Manager

Kelley Frederick  
Care Coordinator

Samantha Bain  
Care Coordinator

Emily Norbury  
Care Coordinator

# Meet the Team: Care Coordination



# Care Coordination

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NHP Care Coordinators are your partners in care. Navigating health care can be challenging. NHP care coordinators are here to help guide you. Our Care Coordinators support you, whether you're managing a health condition, need help with appointments, or simply have questions. Care coordinators can assist with:

**Accessing Health  
Services**

**Navigating Long-Term  
Care**

**Post Hospital Stay  
Support**

**Health  
Education**

**Finding a Provider or  
Specialist**

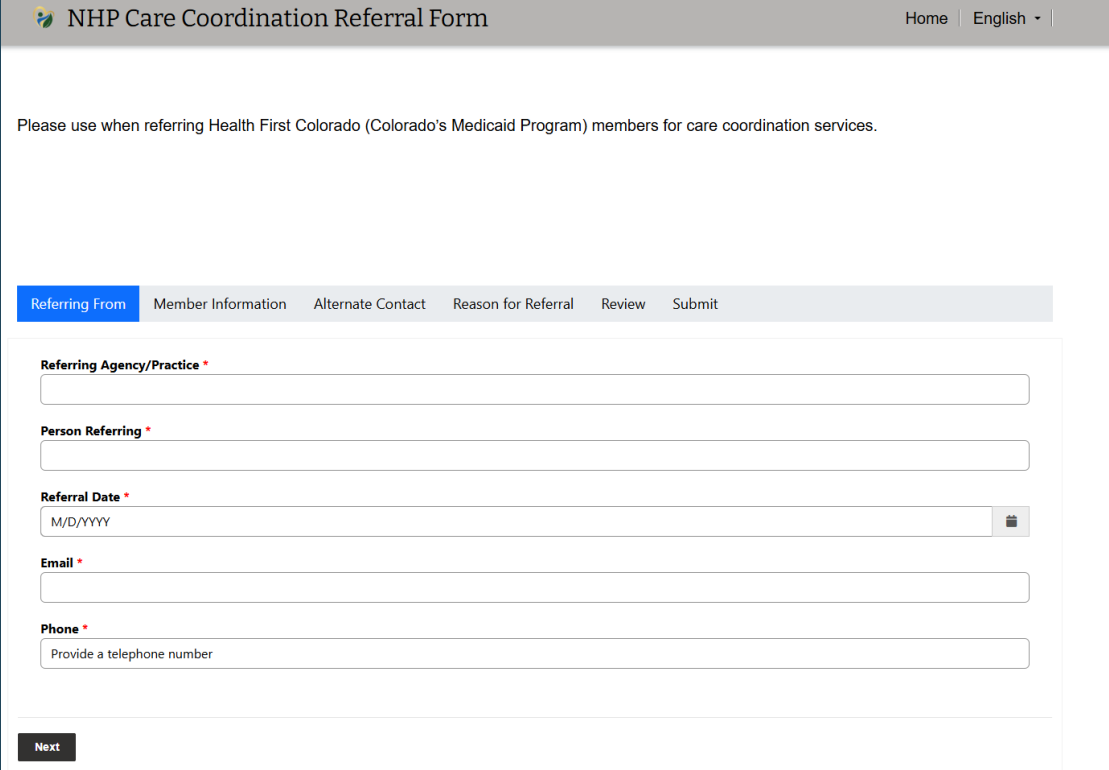
**Scheduling  
Appointments or  
Transportation**

**Medication  
Management**

**Coordinating  
Communication**

# Submit a Care Coordination Referral

- We have an online referral form:  
<https://site-emju3.powerappsportals.com/>
- Call our Care Coordination line M-F, 8-5:  
888-502-4190
- Email us: [nhpccreferrals@nhpllc.org](mailto:nhpccreferrals@nhpllc.org)



The screenshot shows the 'NHP Care Coordination Referral Form' interface. At the top, there is a header with the title 'NHP Care Coordination Referral Form' and links for 'Home' and 'English'. Below the header, a message states: 'Please use when referring Health First Colorado (Colorado's Medicaid Program) members for care coordination services.' The form is divided into several sections by tabs: 'Referring From' (selected), 'Member Information', 'Alternate Contact', 'Reason for Referral', 'Review', and 'Submit'. The 'Referring From' section contains the following fields: 'Referring Agency/Practice \*' (text input), 'Person Referring \*' (text input), 'Referral Date \*' (calendar input showing 'M/D/YYYY'), 'Email \*' (text input), and 'Phone \*' (text input with a placeholder 'Provide a telephone number'). A 'Next' button is located at the bottom left of the form.

# Questions?



# Reminders

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- Member Material Review Workgroup
  - Next Meeting is September 23, 2025, from 1-2
  - \$25 gift card for attending
- Next PIAC's: \$25 gift card for attending
- Urban: October 22, 2025, 10-11:30
- Rural: October 29, 2025, 10-11:30
  - [nhprae2.org/members/join-a-team/piac](https://nhprae2.org/members/join-a-team/piac)



# Contact Us

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## Member Support Line:

800-541-6870

Email: [NHPmembersupport@nhpllc.org](mailto:NHPmembersupport@nhpllc.org)



## Care Coordination Line

888-502-4190

Email: [nhpccreferrals@nhpllc.org](mailto:nhpccreferrals@nhpllc.org)

[nhprae2.org](http://nhprae2.org)



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  - [nhprae2.org/members/join-a-team/piac](https://nhprae2.org/members/join-a-team/piac)
- Reach out to Raina for a calendar invite!

# Questions?



# Thank You

Raina Ali

raina@nhpllc.org

970-909-4318

[nhprae2.org](http://nhprae2.org)

