



Welcome to NHP's Quarterly Provider Newsletter

We're excited to bring you the latest edition of our quarterly newsletter designed specifically for our Behavioral Health (BH) providers and Primary Care Medical Providers (PCMPs). Each issue includes important updates, key information, program news, and helpful resources to support your practice and the members you serve. Thank you for being a valued part of the Northeast Health Partners provider community, we look forward to keeping you informed.

Update from NHP on the Federal Government Shutdown, 10/1/2025

A federal government shutdown began today, Wednesday, October 1. This shutdown will have **no impact** on Health First Colorado (Colorado's Medicaid program). Members are still able to access care and their full benefits. Providers will continue to be paid for the services they provide to our members.

NHP continues to stay committed to our members, providers and communities and we will continue to update you as we know more. Please reach out to us if you have questions or concerns at nhpmembersupport@nhpllc.org or 800-541-6870. Visit HCPF's website for updates and commonly asked questions, healthfirstcolorado.com/2025/09/federal-government-shutdown.

Behavioral Health Provider Updates

NHP and RMHP have partnered to support behavioral health services in ACC Phase III. NHP serves as the RAE for Region 2, while RMHP, as a subcontracted Administrative Services Organization (ASO), assists with network development, contracting, and credentialing for the behavioral health network.



RAE 1 & 2 Behavioral Health Updates Page: [Visit Here](#)

This page hosts the sign-up links for our **Quarterly Office Hours** and **Monthly Drop-In Meetings** as well as recordings of past sessions .

- **Quarterly Office Hours** are interactive sessions designed to support behavioral health providers with the latest updates, tools and guidance.

Our next Quarterly Office Hours is scheduled for **November 5th, 12pm MST**.

- **Monthly Drop-In Meetings** are informal, open sessions created to help behavioral health providers stay current with the evolving landscape of ACC 3.0. Drop-In Meetings occur every month on the last Wednesday of the month for one hour. Our next Monthly Drop-In Meeting is **October 29th, 12pm MST**.

To help guide our discussions, please complete and submit this [survey](#). Our goal is to bring the right experts to the sessions so that your questions can be answered quickly and accurately.



The National Correct Coding Initiative: H0005 & H0006

Beginning July 1, 2025, HCPF is requiring all RAEs to implement National Correct Coding Initiative (NCCI) edits. Here's what behavioral health providers need to know:

H0005 – Group Counseling,

- Limited to 1 unit per day (1 unit = 1 hour), per NCCI guidelines.

H0006 – SUD Targeted Case Management

- Will be sunset on December 31, 2025.
- Starting January 1, 2026, claims using H0006 with dates of service on or after January 1, 2026 will be denied.
- Providers must instead bill T1017 – Behavioral Health Targeted Case Management.
- Providers contracted to bill T1017 may begin using it now.

HCPF will not enforce the NCCI edit for H0006 prior to its sunset and is aligning edits for H0006 with the CO MUE limit of 4 units per day (1 unit = 15 minutes/day). Additional information for all NCCI edits can be found on the CMS [NCCI for Medicaid](#) webpage.

For all the latest updates from HCPF, sign up for Health First Colorado provider communications [here](#).

Professional Development Corner

Asynchronous Trainings & Guides

Violet

We're proud to offer Violet to our provider network. A platform that delivers high-quality, on-demand training focused on cultural competency, disability awareness, and inclusive care. These trainings can help providers meet Health First Colorado's HCPF requirements for person-centered and culturally responsive care. Violet's tools support providers in building trust and delivering affirming care to diverse member populations.

For access or more information, please contact our Health Equity Officer to get registered at alexandra@nhplc.org.

[Medicaid Eligibility, Application Process & Benefits](#)

Upcoming Synchronous Training



EPSDT Training - Virtual
November 7th
11-12:30pm
[Zoom Meeting Link](#)

[Home & Community Based Services Waivers \(HCBS\)](#)

[American Society of Addiction Medicine \(ASAM\) Model](#)

[Non-Emergent Medical Transportation \(NEMT\)](#)

[BHA Technology Tools \(Referrals & Bed Tracking Tools, Data Collection for SUD, Crisis, and Mental Health Encounters\)](#)

[Claims & Billing Procedure](#)

[Federal & State Nondiscrimination Statutes & Regulations](#)

[Behavioral Health Updates](#)

[Additional Behavioral Health Trainings](#)

We are thrilled to have Megan Bowser from [Family Voices Colorado](#) provide a training on the Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit at our November First Fridays meeting!

The training will include,

- EPSDT Overview
- AAP Bright Futures Recommendations
- EPSDT Universal Screenings
- Q&A time

And more! Please reach out with questions or for the meeting invite,

nhprae2events@nhpllc.org

See more trainings on our website at [NHP Provider Trainings](#).

EPSDT & Care Coordination

EPSDT (Early and Periodic Screening, Diagnostic, and Treatment) is a special Medicaid benefit for children and youth under 21. It ensures that young people get the preventive, developmental, dental, behavioral, and specialty services they need ***at no cost to families***.

EPSDT Care Coordination also supports pregnant members by helping them connect to prenatal care, screenings, and community supports that promote a healthy pregnancy and safe delivery.

Through EPSDT, our care coordinators can help families by:

- Scheduling well-child and preventive visits
- Connecting to dental, vision, hearing, and behavioral health screenings
- Helping with referrals to therapy services (speech, occupational, physical therapy)
- Explaining benefits and making sure families know what's covered
- Arranging transportation to appointments
- Coordinating follow-up care so children don't miss critical services
- Supporting pregnant members with prenatal appointments, education, and referrals to community resources (nutrition, lactation, WIC, behavioral health, housing, and more)

Did you know?

EPSDT covers more than just yearly check-ups. If a child, or a pregnant member needs a medically necessary service, even if it's not typically included in Medicaid benefits, EPSDT ensures they can receive it.

To refer a member for EPSDT Care Coordination, you can:

- Complete our **online referral form**: site-emju3.powerappsportals.com/en-US/
- Call our Care Coordination line at **888-502-4190**
- Or email our Care Coordination team at nhpccreferrals@nhpllc.org

We're here to help ensure children, youth, and pregnant members get the screenings, supports, and care they need to stay healthy.

Quality Updates



Quality Management (QM) Meeting

Ensure the NHP QI Program upholds the highest level of service quality and accessibility for members.

- Upcoming QM: **October 2nd, 9-11am**

First Fridays Meeting

These monthly meetings provide updates, resources, and collaborative discussions to help providers and partners deliver high-quality care. Each forum covers key topics like quality improvement, NHP program and policy updates, training opportunities, tools, and more.

- Upcoming FF: **October 3rd, 11-12pm**



Program Improvement Advisory Committee Meetings (PIAC)

A quarterly meeting working to improve the health of members. We have two PIAC's, an Urban and Rural. Learn more on our [website](#).



Reply to this email if you need the calendar invite to QM, FF and/or PIAC.

Provider audits start in October. Any PCMP's want to volunteer to be audited for the Practice Assessment? Let us know at, quality_management@nhpllc.org.

Prime Health's Innovation Summit

Do you want to know more about the state of Medicaid and Innovation? Do you want to engage in what is next with Medicaid Work Requirements and the technology/innovations necessary to keep people covered? We will be discussing and engaging partners on what is next at [Prime Health's Health Innovation Summit](#) on **October 15th** at the McNichols Civic Center in Denver.

This year's theme is **Insight to Impact: Reflections. Realignment. Readiness for 2026**. As Colorado's safety-net faces unprecedented challenges, the Summit will serve as a critical space for providers, payers, innovators, and community leaders to chart a path forward together. This Summit will provide sessions and discussions that will:

- Reflect on the current state of the safety-net and health innovation;
- Build on insights from the September 12th Design Sprint on Medicaid work requirements;
- Issue a collective charge to action for 2026 to keep Coloradans covered and supported.

Prime Health would love to have you join us at the Summit on 10/15!

[Registration for the event is here.](#)



PRIME HEALTH

Quick Information

Colorado Crisis/988 Line: As of July 1, 2025, the Colorado Crisis Services Line (1-844-493-TALK / 38255) has transitioned to the 988 Colorado Mental Health Line under legislation SB25-236. All calls and texts to the former number now route directly to **988**, providing the same trusted 24/7 support for mental health, emotional distress, or substance use concerns. Provider support and services remain the same, with a simpler number to access help when it's needed most.

Nurse Advice Line: Health First Colorado (Medicaid) members can call the Nurse Advice Line 24 hours a day, 7 days a week for free, confidential medical advice. Registered nurses can help you decide if you need to see a doctor, go to urgent care, or treat at home. The number is **1-800-283-3221** (toll-free).

Access to Care Standards: NHP ensures that our network is able to meet all members' needs for access to care to serve physical and behavioral health care needs, care coordination needs, and allow members' freedom of choice of providers. This standard of care is available for all members, regardless of eligibility criteria. [Review or download Access to Care Standards](#).

Disenrollment: Members can request to disenroll from their RAE for reasons such as poor care, limited access to providers, or moving out of the area. They may also disenroll without cause within 90 days of enrollment or once every 12 months. To request changes, members can contact their local DHS office, Northeast Health Partners, or Health First Colorado Enrollment. [Review or Download our Information Sheet](#).

Grievance and Appeals: Health First Colorado members have the right to file a grievance if they're unhappy with the care or services received, and an appeal if they disagree with a denial, reduction, or stop in services. Members can file by phone, in writing, or online. Providers can also file appeals on behalf of members with their consent. All Grievance and Appeals can be made through NHP at **800-541-6870** or nhpmembersupport@nhpllc.org. Find more resources [here](#).

Member Rights and Responsibilities: As part of our commitment to person-centered care—and in alignment with federal, state, and RAE standards—all providers are expected to be familiar with the Member Rights and Responsibilities. These must be posted in visible areas within your practice and/or included in member registration or intake materials. Understanding and sharing these rights helps ensure that all members receive equitable, respectful, and effective care across our network. [Review the Member Rights & Responsibilities](#).

Attribution: Members are assigned to RAEs based on their attribution to a PCMP. If a member is not attributed to a PCMP, RAE assignment is determined by the member's geographic location. While members may change their PCMP at any time, which may result in a change to their RAE assignment, members cannot request to change RAEs directly. Providers should not encourage or initiate RAE changes unless they are the result of a valid PCMP change.

NHP Website

Visit the *new* NHP website here: nhprae2.org. It maintains important information for members and providers on NHP and ACC Phase III. This includes:

- Member Handbook
- Provider Directory
- PCMP and Behavioral Health Provider Manuals
- Provider Forms and other information
- Upcoming opportunities for training
- Storage of all past NHP hosted trainings or webinars
- Contact Information

Provider Support During the ACC Phase III Transition

For General Questions or Concerns:

If you're a provider experiencing issues related to the transition, including questions about contracting, payment, attribution, or member care coordination and support, please contact us at: **800-599-4716**.

If you are experiencing a critical issue due to the transition that could not be resolved through the steps above, please complete [this form](#).

Informational Resources about ACC Phase III:

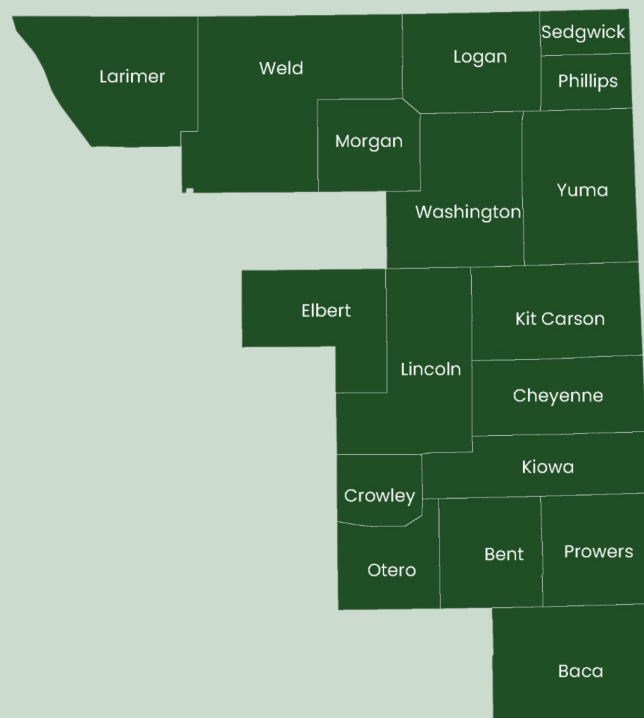
The [ACC Phase III Member Communications Toolkit](#) provides detailed talking points to help members understand what to expect during this transition. Check out the [ACC Member Messaging Resource Center](#) for additional resources, such as FAQs, member letters, and more.

Provider and Stakeholder resources:

The [ACC Provider and Stakeholder Resource Center](#) includes fact sheets and other resources primary care medical providers, behavioral health providers, and other stakeholders.

For more information on ACC III, Please visit hcpf.colorado.gov/accphaseIII to learn more, or to receive updates directly from HCPF.

NHP Region 2 Service Area



Contact NHP

NHP Provider Line: **800-599-4716**
NHP Member Line: **800-541-6870**
Email: NHPproviders@nhpllc.org

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