



## Welcome to the First Edition of NHP's Quarterly Provider Newsletter

We're excited to launch this new quarterly newsletter designed specifically for our Behavioral Health (BH) providers and Primary Care Medical Providers (PCMPs). Each issue will include 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.

### PCMP Updates

PCMPs can now review the onboarding presentation or listen to the recording on the NHP website, [nhprae2.org](https://nhprae2.org). It includes an overview of what PCMPs should expect as part of the NHP PCMP Network for ACC Phase 3.

PCMP Practice Sites are required to notify NHP of any changes to the practice within 30 days. These include:



#### Organization Changes

- Owner/Parent Company
- Tax ID Number
- Mailing Address
- Contact Person(s)



#### Practice Site Changes

- Address
- NPI
- Medicaid ID
- ADA Compliance
- Phone Number
- Changes in Hours of Operation
- Contact Person(s)



#### Practitioner Changes

- Practitioner Added
- Practitioner Removed
- Practitioner is on Leave
- Practitioner NPI or Medicaid ID
- Changes in Population served (age, gender, specialty)

### Panel Configuration Changes

- Panel size limits
- Population served
- Auto assignment

Please find the Provider Information Form (PIF) on the provider section of the NHP website, [Provider Information Form](#).

Submit completed PIF via email to [contracting@nhpllc.org](mailto:contracting@nhpllc.org).

For questions on how to complete the form, please email [contracting@nhpllc.org](mailto:contracting@nhpllc.org).

## Behavioral Health Provider Updates



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

Providers visiting this site will find a centralized hub for staying up to date on ACC 3.0 and our evolving partnership with NHP. You can [register here](#) for our quarterly office hours, where we share important updates and answer provider questions. After each session, we'll post recordings of the meetings and downloadable slide decks for your reference. In addition, we're excited to offer new [monthly drop-in meetings](#)—informal sessions designed to give providers a space to ask questions and discuss ongoing changes in real time. This site will be continuously updated with the latest resources, so be sure to check back regularly.

Our next monthly drop-in meeting is **July 30th at 12:00p MST** and Quarterly Office Hours is scheduled for **August 6 at 12:00p MST**.



### Submitting Behavioral Health Prior Authorizations

If you determine that behavioral health prior authorization is required for your patient, you can submit a prior authorization request in one of the following ways:

- Email all clinical and request to [rmhpbhvm@uhc.com](mailto:rmhpbhvm@uhc.com)
- Fax all clinical and request to **888-240-2689**
- Call **888-478-4760** and ask to speak with the RMHP Behavioral Health Utilization Management Department

Find additional information here: [Rocky Mountain Health Plans Prior Authorization and Notification Guide](#)



### Colorado Behavioral Health Provider Solutions (CBHPS)

CBHPS, developed by the Steadman Group, is a free online platform supporting Colorado's behavioral health workforce, especially in rural, frontier, and underserved communities.

It offers Colorado-specific tools, resources, and connections to help providers navigate the behavioral health system and deliver effective, sustainable care.

What You'll Find on [CBHPS.org](#):

- Announcements & Updates – Stay informed on key changes across Colorado's behavioral health landscape.
- Events – Access links to upcoming webinars, conferences, and

- opportunities for engagement.
- Provider Resources – Explore tools and guides tailored to Colorado's behavioral health providers.
- On-Demand Learning – Take self-paced courses designed to support you and your practice.
- Community Connection – Join discussions, ask questions, and share insights with peer providers across the state.
- Consultation Support – Schedule one-on-one time with a Steadman Group consultant for personalized guidance.

[Visit cbhps.org](https://www.cbhps.org)

## General Functions of NHP

NHP is contracted by the state of Colorado to support Health First Colorado members and providers by ensuring access to a comprehensive range of health care services, including both physical and behavioral health. NHP also connects members with care coordination services to help them navigate and receive the full spectrum of care they need.

[Visit our Website](#)

## 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.

[Access to Care Standards](#)

## Care Coordination

Care Coordination is a free benefit available to all Health First Colorado members. Through this service, a care coordinator can assist members with a variety of needs, including:

- Scheduling medical and behavioral health appointments
- Arranging transportation
- Understanding benefits and improving health literacy
- Applying for additional supports and community resources
- And even more

To refer a member to Care Coordination, you can:

- Complete our [online referral form](#)
- Call our Care Coordination line at **888-502-4190**
- Or email our Care Coordination team at [nhpccreferrals@nhpllc.org](mailto:nhpccreferrals@nhpllc.org)

We're here to help ensure every member receives the support they need.



## NHP Website

Visit the **new** NHP website here: [nhprae2.org](https://www.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:**

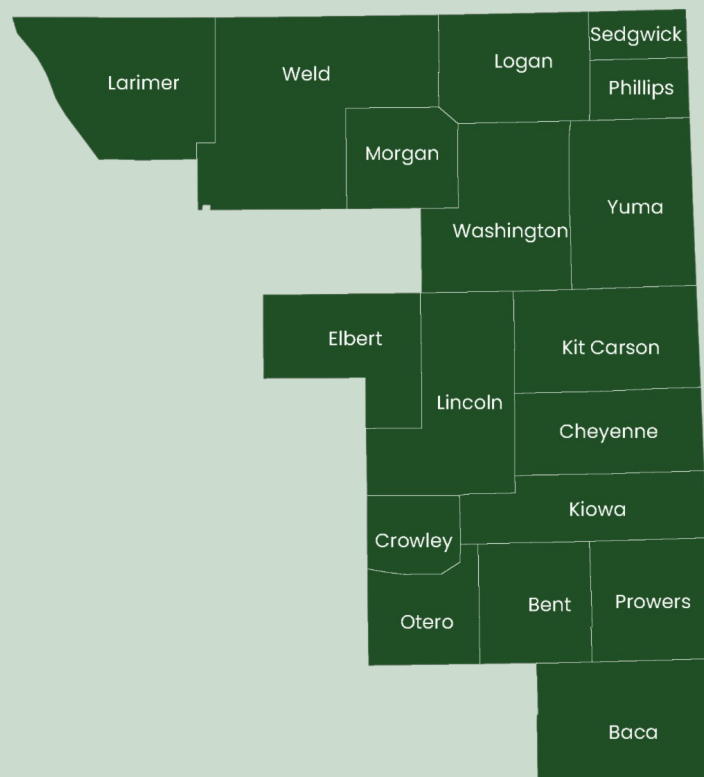
The **ACC Phase III Member Communications Toolkit** provides detailed talking points to help members understand what to expect during this transition. Check out the **ACC Member Messaging Resource Center** for additional resources, such as FAQs, member letters, and more.

### **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](https://hcpf.colorado.gov/accphaseIII) to learn more, or to receive updates directly from HCPF.

## NHP Region 2 Counties



## Contact NHP

NHP Provider Line: **800-599-4716**

NHP Member Line: **800-541-6870**

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

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