



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 network, we look forward to keeping you informed.



Primary Care Medical Provider Updates

New Transitions of Care (TOC) Billing Codes – Effective January 1, 2026

Effective January 1, 2026, outpatient providers may begin using Transitional Care Management (TCM) codes **99495 and 99496**, collectively referred to as Transitions of Care (TOC) codes, for eligible follow-up visits occurring within 14 days of discharge from inpatient or observation-level care.

TOC services support timely follow-up after hospital or facility discharge and play a key role in reducing preventable readmissions and improving continuity of care for members.

What This Means for Providers:

- Codes 99495 and 99496 may be billed in place of E/M codes 99214 and 99215 for qualifying TOC visits
- TOC codes will be reimbursed at an equivalent rate to the corresponding E/M codes
- In addition to Primary Care Medical Providers (PCMPs), other provider types may also be eligible to bill TOC codes

Providers are encouraged to review the Accountable Care Collaborative (**ACC**) **Transitions of Care Billing Guidance Fact Sheet** for detailed eligibility requirements and billing guidance.

Find additional updates in the Department of Health Care Policy and Financing **January Provider Bulletin here**.

NHP is available to support with effective transitions of care for members discharged from the hospital through:

- **Timely Outreach:** Assist PCMPs by contacting members within two business days of hospital discharge and share outreach details for EHR documentation.
- **Hospital Coordination:** Work with hospitals and discharge planners to ensure members are connected to a PCMP at discharge.
- **Appointment Scheduling:** Help schedule follow-up visits—either directly in the PCMP’s EHR (if accessible) or by assisting members in contacting their PCMP.
- **Care Coordination:** Address post-discharge needs such as medication access, understanding discharge instructions, and navigating care.
- **Barrier Reduction:** Support solutions for access challenges (e.g., transportation) to ensure members attend follow-up appointments.

Prescriber Tool & Prescriber Tool APM Update – Webinar Recording Available

A recorded overview of the Prescriber Tool and the Prescriber Tool Alternative Payment Model (APM) for Program Year 3 is now available for providers.

Watch the **recording here**.

The Prescriber Tool is a powerful resource integrated into many Electronic Health Record (EHR) workflows, giving providers seamless, point-of-care access to critical member pharmacy benefit information. Key features include e-prescribing, Real-Time Benefits Inquiry (RTBI), and electronic prior authorizations, helping providers quickly identify medication coverage details and lower-cost therapeutic alternatives. This supports informed prescribing decisions while improving efficiency and managing rising pharmaceutical costs.

Prescriber Tool APM – Year 3 Update:

The Prescriber Tool APM Year 3 launched in October 2025. This APM is designed to incentivize use of the Prescriber Tool and promote pharmacy benefit compliance and cost efficiency. Participating practices may share in a portion of pharmacy program savings generated through Prescriber Tool use and Preferred Drug List (PDL) compliance, when savings are achieved.

Learn more:

- **Prescriber Tool Project web page**
- **Prescriber Tool APM web page**
- **Prescriber Tool and Prescriber Tool APM Webinar**

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.



Revised Psychotherapy Service Prior Authorization (Policy Transmittal 25-26-10 Revised), issued by the Department of Health Care Policy and Financing on November 7, 2025

At this time, NHP **WILL NOT be implementing** a prior authorization policy related to the outpatient psychotherapy services listed in the Policy Transmittal 25-26-10 Revised.

If we do implement a policy related to one or any of these services, our provider network will receive at least 90 days' notice and the policy will not include a retroactive ("look-back") review period.

If you have any questions, please feel free to email nhprae_bh_pr@uhc.com.



Health First Colorado Behavioral Health Rendering Provider Oversight (RPO) Policy: Final Version Posted

The final version of the RPO Policy is now available on the [Behavioral Health Policies, Standards and Billing References webpage](#).

Responses to frequently asked questions (FAQs) regarding the RPO policy will be posted soon. All Medicaid enrolled providers who are subject to this policy must submit this [RPO attestation](#) annually by January 1st to any Regional Accountable Entity (RAE) the billing provider is contracted with, confirming adherence to rules and standards outlined in the policy.



Behavioral Health Peer Support Policy

[Link to the policy here.](#)

Effective January 1, 2026, all Behavioral Health Peer Support Professionals must either be certified or be in the process of becoming certified in order for the services they deliver to be reimbursable by a Health First Colorado Regional Accountable Entity (RAE).

In the process of becoming certified is defined as: Peers who have completed all 60 hours of required training and are in the process of completing their hours of experience and working towards certification. Services delivered by Behavioral Health Peer Support Professionals in the process of becoming certified are reimbursable for up to 6 months following the completion of required training.

Agencies must sign and submit [this attestation](#) to their Regional Accountable Entity (RAE) or RAEs by January 1st annually, indicating that all Behavioral Health Peer Support Professionals are either certified or are in the process of becoming certified.



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

This page hosts the registration link 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 February 4th, 12 p.m. 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 **January 28th, 9 a.m. 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.



[Funding Opportunity: Colorado Opioid Abatement Council – Round 4 Infrastructure Share](#)

The Colorado Opioid Abatement Council (COAC) is now accepting applications for Round 4 of Infrastructure Share Funding, with up to \$11 million available statewide to support forward-looking projects and programs that address the opioid crisis in Colorado.

Who can apply:

Applications must be submitted by one of the following approved applicant types:

- Local Governments that participated in the [Colorado Opioids Settlement MOU](#), also known as “Participating Local Governments (PLGs)”
- Colorado state agencies or state government entities
- Regional Opioid Abatement Councils (ROACs) with a Colorado governmental entity serving as the fiscal agent

Important for providers:

Individual organizations, non-profits, and service providers cannot apply directly for Infrastructure Share funding. However, providers may participate as a sub-awardee (“Implementing Organization”) by partnering with one of the eligible applicant types listed above as part of a collaborative application.

Application deadline: **January 14**

Learn more and access application details via, [Colorado Opioid Abatement Council - Colorado Attorney General | Colorado Attorney General](#).

[2026 Professional Development Corner](#)



NHP's Professional Development Hub



Coming Soon: NHP's Professional Development Site Launching End of this Month- Jan. 2026!

Our professional development site will be live and ready for you and your practice to use at **the end of this month- January 2026!** This site is for our providers to access the ongoing learning and support needed to follow best practice, stay up to date and provide excellent care to members.

Once the site is live, we will be sending out information on how to access and register for trainings. We will also have information posted to our website at, [Provider Trainings](#).

Additionally we will continue highlighting trainings in this newsletter, and this quarter we are highlighting...

Advance Directives Training

Advance Directives is planning for healthcare preferences ahead of time in case someone becomes unable to do so, also known as end of life planning. This training focuses on what the planning looks like and ensures patients are informed to make the best decisions for their care. This training is available through NHP for any region 2 members, caregivers, family members, health care professionals and community members on our new site. To sign up for the training email bekkah.abeyta@nhpllc.org.

This training can also be offered live 1-on-1 for anyone that requests it from us; email nhpmembersupport@nhpllc.org.

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

Upcoming Synchronous Training by NHP: First Fridays!

JOIN OUR NEWLY REVAMPED

FIRST FRIDAYS

2026 Schedule
EVERY OTHER MONTH
11-12:15PM

Zoom:
<https://us02web.zoom.us/j/18933522915?pwd=89Z6A787Z76>
Meeting ID: 893 352 2915
Passcode: 850888

DATE	TOPIC
Feb. 6	Care Coordination Coaching (For Tier 2 & Tier 3)
Apr. 3	Access to Care Standards
Jun. 5	Immunizations for Adolescents
Aug. 7	Transitions of Care
Oct. 2	Medical Assistance with Smoking Tobacco Use Cessation
Dec. 4	Well Visits in the First 30 Months

ADDITIONAL POP UP SESSION:
Feb. 20, 11:30-12:30: Hospital Transformation Program

Email for the Meeting Invite
nhprae2events@nhpllc.org

nhprae2.org

Our First Fridays have been revamped! We listened to providers and made exciting changes to our First Fridays Forum. First Fridays will be every other month, starting **February 6, 2026!**

So, what is First Fridays?

First Fridays is a bi-monthly training series on **timely, relevant topics tied to provider measures** hosted by NHP. First Fridays is provided at no cost to NHP network providers. All sessions will be informative, up to date, engaging and skills-based with experts from across the region!

Join us for our first First Fridays of 2026:

Care Coordination Bootcamp
February 6, 2026 11-12:15pm

This is a targeted training session designed for all **Tier 3 and 3+ practices**, with a special focus on care coordination. Care Coordination Bootcamp will be a six-week, structured course created for practice administrators and care coordinators. The Bootcamp is designed to **build competency in care coordination standards**

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@nhpllc.org.

Until our new training site is live, please access trainings and materials at our website, [Provider Trainings](#).

If you have a training request, please reach out to bekkah.abeyta@nhpllc.org.

and requirements, while also preparing teams for upcoming audits. This launch session will set the stage for the weeks ahead, offering practical guidance, shared learning, and a clear path toward strengthening care coordination across practices. Participants will,

- Learn what the Care Coordination Audit looks like
- Understand or deepen their understanding of how to use the Care Coordination Audit tool and its sections

Please reach out with questions or to sign up by emailing, nhprae2events@nhpllc.org.

Care Coordination Supports Better Outcomes

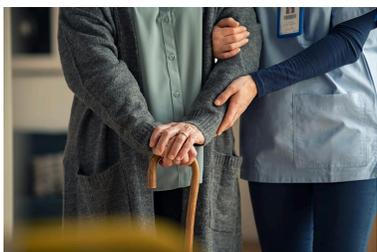
Our Care Coordination program helps connect members to the right services at the right time by addressing medical, behavioral, and social needs through individualized support. The Care Coordination team partners closely with providers to reduce barriers to care, support follow-up, and help members navigate the health care system—leading to improved outcomes and continuity of care.

How to Refer a Member for Care Coordination.

Providers can submit a referral using any of the following options:

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

Referrals are simple to submit and help ensure members receive coordinated, comprehensive support.



Quality Updates

Meetings:

Quality Management (QM) Meeting

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

- Upcoming QM Meeting: January 8th, **9-11am**

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 and/or PIAC.

How to File a Quality of Care (QOC) Concern:

Please complete the appropriate form and **submit within 24 hours** of discovery or observation.



Download BH QOC Form, please submit to UHCPProviderQualityofCareConcerns@uhc.com.

Download PH QOC Form, please submit to Quality_Management@nhpllc.org.



For more information visit, nhprae2.org/quality.

To support successful provider audits, please review, download, and share the **Access to Care Standards** with your staff. These standards outline required appointment availability and timeframes and help ensure your practice is meeting access requirements. Implementing the correct timelines across your practice can help you stay compliant and pass your audit with confidence.

Wellhop for Mom & Baby Is Now Live!

Connect with other expectant moms and Board Certified Nurses for support during your pregnancy and beyond. It all happens online through group video conversations every other week, so comfort is just a click away. This program is offered at no extra cost to RAE 2 Health First Colorado members. Wellhop for Mom & Baby is offered in English and Spanish.

RAE 2 members can self-enroll in the program at the [Wellhop website here](#).

If you are a provider, please send referrals to wellhop@uhg.com.



Attention Health First Colorado Providers:

Flu activity is on the rise across Colorado, and timely vaccination is critical to protecting your patients, staff, and communities.

Recommended Actions for Providers:

- **Remind patients** of the importance of receiving their annual flu vaccine. Emphasize that vaccination helps prevent serious illness, hospitalizations, and community spread.
- **Offer vaccination** at routine visits whenever possible to increase access and convenience for patients.
- **Screen patients** for flu symptoms during visits and provide guidance on isolation and care if symptoms are present.
- **Follow CDPHE guidance** for infection control, vaccination protocols, and reporting to ensure alignment with statewide public health efforts.
- **Coordinate with your care team** to identify high-risk populations (e.g., older adults, pregnant individuals, immunocompromised patients) and prioritize vaccination for these groups.

Resources for Providers:

- [Colorado Department of Public Health & Environment \(CDPHE\) – Flu Information](#)
- [CDC – Flu Signs & Symptoms](#)

By staying informed and proactive, providers play a key role in protecting Colorado communities from the flu and reducing the strain on healthcare systems during peak flu season.

Quick Information

988 Colorado Mental Health 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: **1-800-599-4716**.

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:

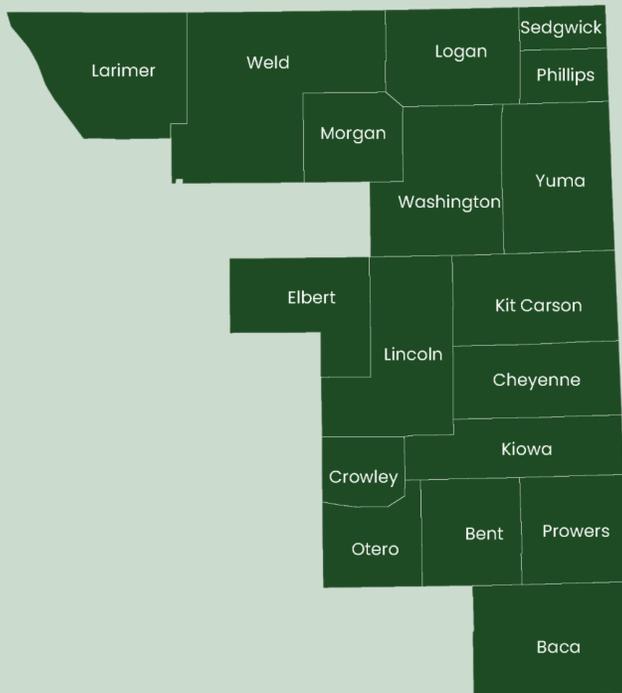
The **ACC Phase III Member Communications Toolkit** provides detailed talking points to help members understand what to expect during this transition. Check out the **ACC Member Messaging Resource Center** for additional resources, such as FAQs, member letters, and more.

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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