



NHP Provider Newsletter

APRIL 2026

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

H.R.1 Updates & Resources

Understanding the Impact of H.R.1 and Federal Changes to Medicaid, HCPF

This is the main information page from the Colorado Department of Health Care Policy & Financing (HCPF), where you can find updates and information regarding H.R.1.

Work Requirements Screener, Health First Colorado

Medicaid members can see if the new work requirements will affect them by using this screening tool. No personal identifying information is used.

The state is currently developing more resources for members and communities to support in navigating changes coming from H.R.1. As we receive materials, resources and information from the state we will share with you so we can all support members in navigating these changes. For additional questions members can call NHP at **800-541-6870** or email **nhpmembersupport@nhpllc.org**.

Provider Survey

Here at NHP we are committed to continuing to strengthen our partnership with primary care and behavioral health providers, ensuring we provide the best processes, communication and overall provider experience. By completing this short (about 5-8 minutes) and anonymous survey, you will provide crucial feedback that will be implemented in continuing to better our partnership. It closes April 30, 2026.

As always, if you would like to provide additional feedback, speak to someone within our team about how we can better our partnership with you and other providers, or have questions, please reach out to nhproviders@nhpllc.org or call [970-910-0016](tel:970-910-0016).

We appreciate your insight and continued dedication to the community! Thank you!

[Take the PCMP Survey here!](#)

Health and Benefit TIP Sheets

We have a range of TIP sheets covering benefits, health information, member rights, and resources. These TIP sheets are in plain language, in Spanish and English, and available to all providers to use with their patients. Here are a few favorites,

- [Care Coordination](#)
- [EPSDT](#)
- [Crisis Services](#)

[Access all Member TIP Sheets here!](#)

You may also request TIP Sheets on any topics you need by emailing nhpmembersupport@nhpllc.org.

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, claims, contracting, and credentialing for the behavioral health network and is the RAE for region 1.

Professional Development & Learning Opportunities

Look at our courses
Browse course here or in the course catalog

- ACC 3.0 & NHP Services
- Best Practice in Pediatric Care
- eConsults: Improved Access, Improved Quality & Shared...
- EPSDT Early and Periodic Screening, Diagnostic, and Treatment...

NHP's Professional Development Hub is live!

Our Professional Development Hub (PDH) launched at the end of January and it is ready for you and your practice to use! The PDH provides

Upcoming Synchronous Training by NHP

JOIN OUR NEWLY REVAMPED FIRST FRIDAYS

2026 Schedule
EVERY OTHER MONTH
11-12:15PM

Zoom:
<https://us02web.zoom.us/j/18933922915?pwd=8Bz2e4787276>
Meeting ID: 933 892 2915
Passcode: 854888

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

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!

Most sessions* will include:

- 30 minute Clinical focus
- 30 minute Administrative focus
- 15 minute Q&A

*Pop Up Sessions may have a different structure

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

Email for the Meeting Invite
nhprae2events@nhpllc.org

First Fridays

We continue to expand our education efforts with a full lineup of targeted, measure-

high quality, accessible, and up to date training opportunities and resources to our providers, practice site staff, care coordinators, community organizations, and members across region 2. Several trainings that are available on the PDH that we highly recommend include,

EPSDT Training

A comprehensive and engaging training for NHP network providers and youth serving community-based organizations on Early & Periodic Screening, Diagnostic, & Treatment. This training is hosted by NHP in partnership with Family Voices Colorado.

Medicaid Eligibility & Benefits Training

This HCPF course covers Health First Colorado (Colorado's Medicaid Program) and the range of its benefits.

NEMT Training

This course provided by HCPF covers Non-Emergent Medical Transportation (NEMT); a Health First Colorado (Colorado Medicaid) program benefit for members who don't have transportation to medical appointments.

Behavioral Health Provider Trainings

This course links to external trainings and resources provided by OwnPath, HCPF, CU Practice Innovation Program and RMHP. The course covers the ASAM Model, HCPF Data Collection Tools & Platforms, HABI and BHI Codes, BH Integration, and more.

These and so many more are available to you today! Follow the sign-up instructions and get registered today by clicking the button below.

[Sign up for the PDH here!](#)

If you are looking for a specific training or have a training request please reach out to us at training@nhpllc.org.

Additional Training Opportunities

LandLogic

LandLogic has been contracted with Colorado Behavioral Health Administration to provide our 3.0 hour training for free. This training is designed for licensed behavioral health providers who serve agricultural-based clients.

- **For Licensed Behavioral Health Providers:** They can sign up [here](#) using the code **COBHA**. This is the 3.0-hour live

aligned First Fridays LIVE trainings scheduled throughout the remainder of the year. You'll find the complete list of planned 2026 offerings by clicking visiting the [2026 First Fridays flyer here](#).

Upcoming sessions:

- **April 3 11-12:15pm: Access to Care Standards**
- **June 5 11-12:15pm: Immunizations for Adolescents**

In addition to our scheduled sessions, we also host occasional "pop-up" or ad hoc trainings in response to emerging needs. In April, we offered a pop-up session focused on the Hospital Transformation Program. If you were unable to attend, we have the session recorded and are happy to share it. Please email Alee at alexandra@nhpllc.org to request the recording, and she will send it your way.

Complex Trauma & Domains of Impact

We will be hosting a 2-part training on complex trauma and the domains of impact with Doreen Hills from The Center for Healing Trauma & Attachment. This training explores the types of chronic trauma, diagnoses, and outcomes, including the effects of complex trauma exposure in children. Eight domains of complex trauma will be discussed in depth: affect regulation, behavioral control, physical health, cognition, dissociation, self-concept, attachment, and future orientation. The training will be held online June 18 from 9-10:30am and June 25 from 9-10:30am.

[Learn more and register by visiting the flyer here.](#)

virtual training. Upcoming available dates are from 10:00 - 1:00 MST: April 15th

- **For Medical Providers and Students:** While **not a part of the Colorado Behavioral Health Administration contract**, a condensed version of the 3.0-hour course is available for rural-minded medical students and medical providers. It is a 1.0-hour OnDemand course with CME through the **American Academy of Family Physicians**. The preview is found [here](#). In this course, we go through the background of the agrarian imperative, the Aerial Image Exercise, and Barbed Wire Thinking. Participants are provided access to associated PDFs.

Behavioral Health Skills Webinar Series

Rocky Mountain Health Plans invites you to join their Behavioral Health Skills Webinar series. These virtual events are free of cost to attendees and features Colorado-based and national experts. These events are designed for primary and specialty care teams, community mental health and independent behavioral health providers, and community organizations who assist with access to behavioral healthcare. Held on the third Tuesday of each month from 12:00-1:00 PM MST starting in March, these webinars will explore timely and impactful topics in behavioral health. [For more information visit here.](#)

Strategies for Self-Improvement and Change (SSC) Criminal Conduct and Substance Abuse Treatment Training

May 14-15, 2026 8:30-4pm | July 9-10, 2026 8:30-4pm

The State of Colorado is sponsoring a series of training courses in the Strategies for Self-Improvement and Change curriculum. This curriculum is an evidence-based, cognitive-behavioral treatment model for individuals with substance misuse involved in the criminal justice system. [Training Info Page](#), [Training Application Form](#).

Training Highlight: Care Coordination Boot Camp



We successfully launched the Care Coordination Bootcamp this quarter to prepare the network for upcoming care coordination audits. Engagement has been outstanding!! We've had 70 participants with us for this first cohort!

Care coordination encompasses many complex components, and we are proud to offer a comprehensive training series that strengthens skills and confidence across the network. We deeply appreciate the participation and commitment demonstrated by our provider partners. We look forward to creating additional training opportunities to extend to other care coordinators in our network.

If you're interested in participating in our next Care Coordination Boot Camp and/or additional care coordination training opportunities email training@nhpllc.org to stay up to date!

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@nhpllc.org.

Stay Up to Date with Trainings

To stay up to date on all upcoming trainings, including new pop-up opportunities, we encourage you to check the [Provider Trainings page on our website here](#) regularly for the most current information.

If you have a training request, please reach out to training@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.

Providers can submit a referral for Care Coordination 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 Management (QM) Corner



Over the past quarter, the Quality Department has made meaningful progress across several initiatives aimed at supporting providers, enhancing data transparency, and preparing our network for upcoming audit requirements. We are excited for you to read a bit about our work this quarter.



Data Reporting

Our first round of quality data has been finalized, and we are actively preparing provider-level reports for distribution. For larger practices, we will be reviewing these results together during upcoming Joint Operations Meetings (JOM).

If your practice does not currently have a JOM scheduled and you would like dedicated time to walk through your data with our team, please reach out to sarah.stangebye@nhpllc.org. We are happy to schedule a session to support your practice in understanding performance trends and improvement opportunities.



Current RAE KPI Performance

We continue to monitor our RAE KPIs closely and appreciate the ongoing work of our network to drive improvement. As of Q4 2025, our reported RAE measure scores are:

- **Behavioral Health Engagement for Members Releasing from State Prison: 44.73%**
- **Prenatal & Postpartum Care – Timeliness of Prenatal Care: 79.36%**
- **Prenatal & Postpartum Care – Postpartum Care: 73.95%**
- **Transitions of Care – 7 Days (Under 18): 71.59%**
- **Transitions of Care – 7 Days (18+): 30.70%**
- **Transitions of Care – 14 Days (Under 18): 80.21%**
- **Transitions of Care – 14 Days (18+): 46.24%**
- **Transitions of Care – 30 Days (Under 18): 87.09%**
- **Transitions of Care – 30 Days (18+): 58.85%**

This month, our team, alongside several practices, took a deep dive into the Well Care Visits and Immunizations data in March QM. We are excited to share and celebrate our highest-performing practices on these measures. These practices not only demonstrated strong outcomes but did so with denominators at or above the measure average, showcasing both impact and consistency in the populations they serve.

Measure	Highest Performing Practice	Score	Denominator
Child and Adolescent WellCare Visits	PREMIER PEDIATRICS, P.C.	75.00%	324
Child and Adolescent WellCare Visits	AGGIE PEDIATRICS, LLC	73.15%	864
Child and Adolescent WellCare Visits	THOMPSON RIVER PEDIATRICS AND URGENT CARE, LLC	68.01%	2663
Childhood Immunization Status Combination 10	POUDRE VALLEY MEDICAL GROUP, L	33.95%	162
Childhood Immunization Status Combination 10	FORT COLLINS YOUTH CLINIC	26.53%	49
Childhood Immunization Status Combination 10	NORTH COLORADO FAMILY MEDICINE	26.19%	126
Immunizations for Adolescents Combination 2	HIGH PLAINS COMMUNITY HEALTH CENTER INCORPORATED	60.00%	80
Immunizations for Adolescents Combination 2	AGGIE PEDIATRICS, LLC	56.25%	48
Immunizations for Adolescents Combination 2	FORT COLLINS YOUTH CLINIC PC	51.72%	29
WellChild Visits during the 15th to 30th Months of Life	THOMPSON RIVER PEDIATRICS AND URGENT CARE, LLC	87.31%	197
WellChild Visits during the 15th to 30th Months of Life	AGGIE PEDIATRICS, LLC	86.36%	44
WellChild Visits during the 15th to 30th Months of Life	PREMIER PEDIATRICS, P.C.	77.42%	31
WellChild Visits during the First 15 Months of Life	AGGIE PEDIATRICS, LLC	82.22%	45
WellChild Visits during the First 15 Months of Life	POUDRE VALLEY MEDICAL GROUP, L	76.22%	164
WellChild Visits during the First 15 Months of Life	FAMILY PHYSICIANS OF GREELEY,L	74.00%	50

We are grateful for the continued efforts of all our providers who contribute directly to these results. Your commitment to high-quality care is reflected in every improvement we see, and we look forward to collaborating even more closely as we work to strengthen performance in the months ahead.

If you're not currently attending our monthly Quality Management (QM) meeting, we'd love for you to join us. The group meets on the first Thursday of every month to take a deeper look at measures like these, review trends, and explore

opportunities for shared improvement across Region 2. It's an excellent space for discussion, questions, and collaborative problem-solving. And, as an added plus, you just might sign up for a work group or two and really contribute to the fabulous work this committee does and shape how healthcare is delivered across the Region!

To be added to the QM invitation list, please email nhprae2events@nhpllc.org. We look forward to continuing this work together and celebrating more progress across our region.

Upcoming FY Practice Assessments

New Practice Assessments have been sent out. New assessments are due by March 20, 2026. Once completed, send to contracting@nhpllc.org. There are modifications to this year's Practice Assessment Tool. If you need help or have any questions, please reach out to your Practice Transformation Coach.

Support for Meeting PCMP Audit Requirements

Several PCMP audit requirements, particularly specific training requirements and documentation and ensuring appropriate language access for patients, are areas where NHP can offer direct assistance! Alee, at alexandra@nhpllc.org, is available to help your practice meet these expectations and streamline preparation for the audit. Please connect with her if you would like support in meeting these requirements.

Coding Tip of the Quarter

Accurate data reporting plays a major role in how HCPF calculates KPI measures. Because much of this information is derived from claims, one of the most effective ways to strengthen KPI performance is by ensuring the numerator reflects all the care your team provides. That starts with submitting clean, complete claims.

If the appropriate CPT code isn't billed for a service, that service often will not be counted in the numerator, meaning important work happening in your practice may not show up in the final results! To help support accurate coding and documentation, we've developed Quality TIP sheets that condense the full measure specification documents and highlight the CPT codes tied to each measure. These quick-reference tools make it easier to confirm whether a service impacts a measure and ensure your claims accurately capture the care delivered.

Stay Connected with Quality Resources & more!

We've made it even easier to make NHP Quality page your go-to spot. Scan the QR code, or click it, and you will be directly linked to the Quality page where, if you scroll down, you will find links to a wide variety of trainings and resources, including the much discussed Quality TIP Sheets!



Community Investment Grant (CIG)

NHP is thrilled to announce the opening of our Community Investment Grant opportunity for the 2026-2027 year. The grant application will close **May 1st, 2026**. To learn more and apply, view our [NHP Community Investment Grant Application](#).

Quick Information

988 Colorado Mental Health Line: As of July 1, 2025, the Colorado Crisis Services Line 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. Members can call 988, text 988 or chat online at 988colorado.com. 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](tel:8005416870) 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:

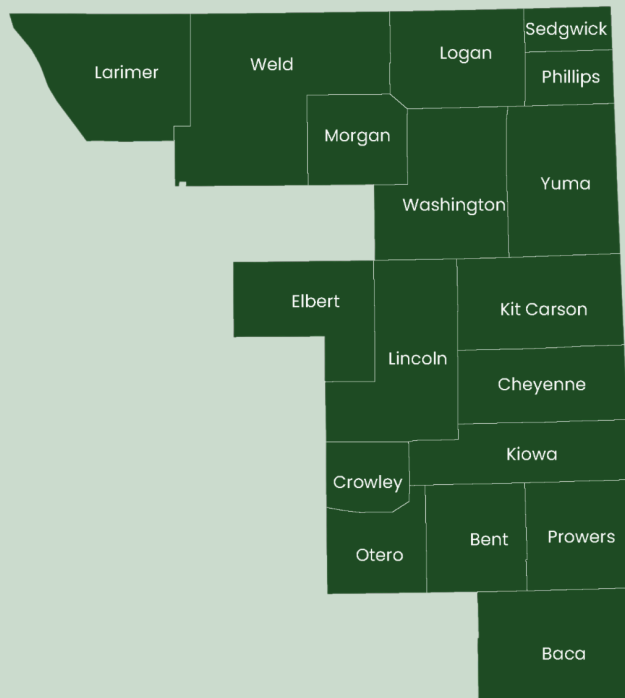
The **ACC Phase III Member Communications Toolkit** provides detailed talking points to help members understand what to expect during this transition. Check out the **ACC Member Messaging Resource Center** for additional resources, such as FAQs, member letters, and more.

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

Were You Forwarded This Email?

[Subscribe Now](#)



Northeast Health Partners | 710 11th Ave, Suite L75 | Greeley, CO 80631 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email & social marketing for free!