

Thank you

Thank you for joining us, we will get started in just a few minutes to allow others to call in.

We will get started at 11:00 am

To receive the slides shared today please email
COProviderRelations@Carelton.com

the slides and recording will also be posted to the RAE 2 and RAE 4 websites in the next week

Before we get started...

Please type your name and organization in the chat
so we know who you are.

If you have questions at any time during the webinar,
we ask that you type them in the Q&A

Everyone's line is muted during the webinar.

Thank you

December Provider Support Call

Monthly Provider Roundtable

December 8, 2023

What is the RAE?

The RAEs are responsible for the health and cost outcomes for members in their region, as well as:

- Developing a network of Primary Care Medical Providers (PCMPs) to serve as medical home providers for their members,
- Developing a contracted statewide network of behavioral health providers,
- Administering the Department's capitated behavioral health benefit,
- Onboarding and activating members,
- Promoting the enrolled population's health and functioning, and
- Coordinating care across disparate providers, social, educational, justice, and other community agencies to address complex member needs that span multiple agencies and jurisdictions.

NORTHEAST HEALTH PARTNERS, LLC

FQHCs:



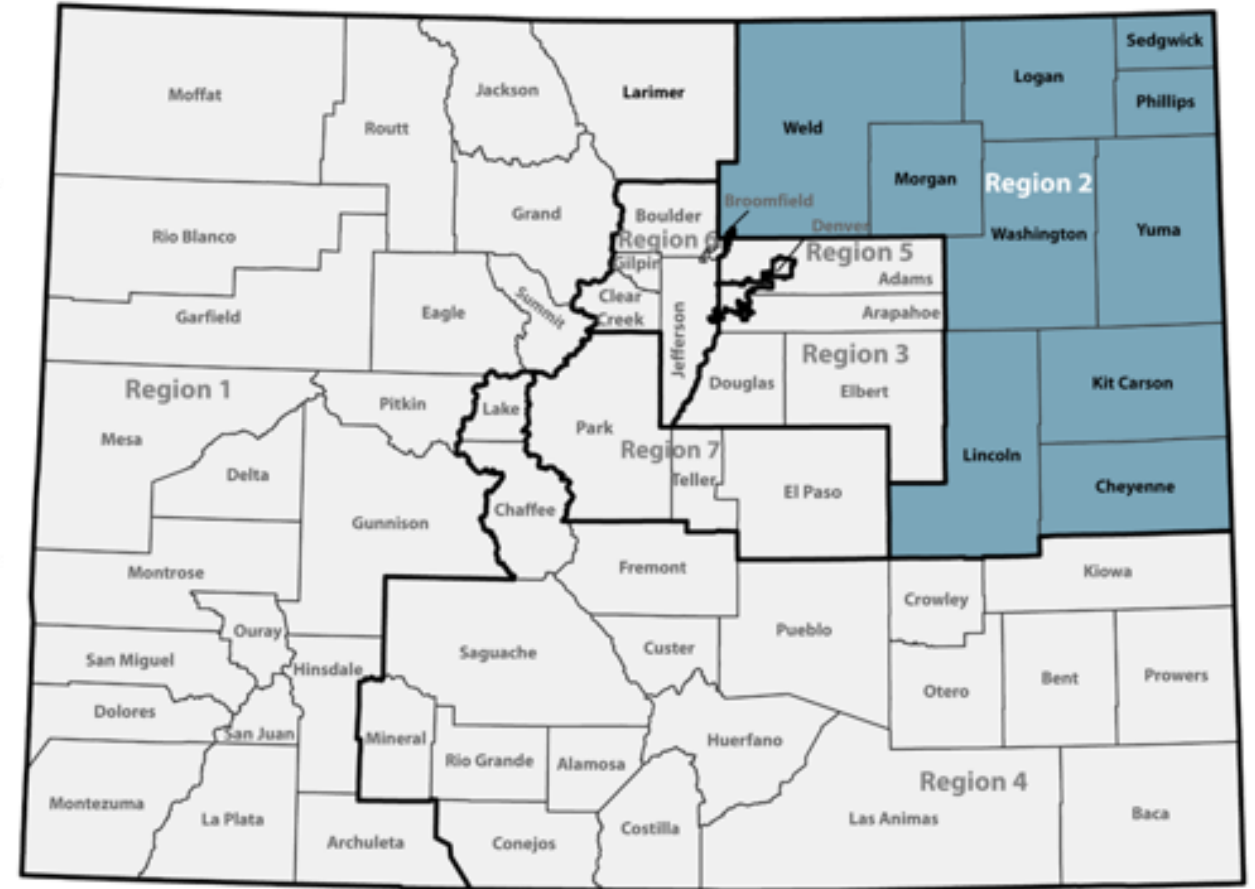
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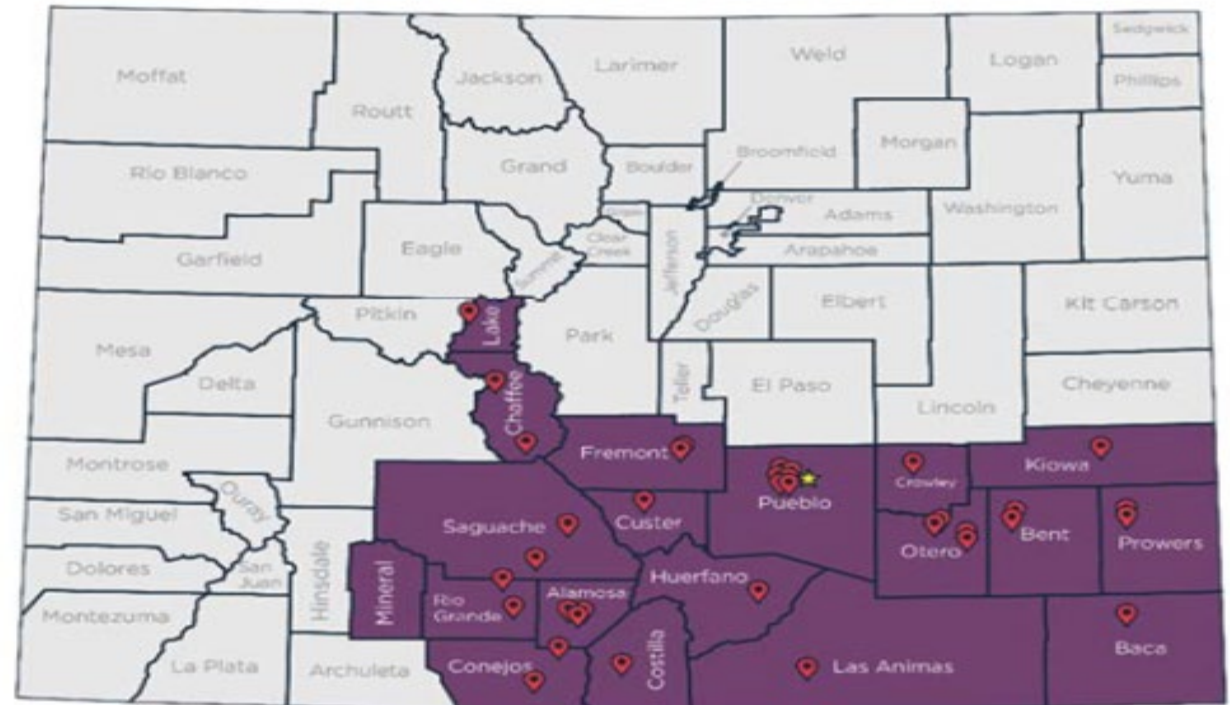


Administrative Service Organization:



Northeast Health Partners





What is a RAE Roundtable?

This is a monthly meeting where we share updates, provide information, training, and welcome your questions and discussion.

Feel free to share this invitation with colleagues who may also have an interest in attending.

Agenda

1. Welcome and Introductions
2. eConsult Platform
3. HCPF Data Analytics Portal - DAP
4. Supervisory Billing Information
5. Updates
6. Reminders, Questions & Open Discussion

Chapter 01

Welcome and Introductions

Thank you for joining the Provider Support Call

Chapter 02

eConsult Platform

eConsult Platform

- HCPF is implementing a statewide Medicaid electronic consultation platform. The platform is designed to promote their mission to improve healthcare equity, access, and outcomes for members
- The eConsult platform will allow PCPs to communicate electronically with specialty providers, allowing PCPs and specialty providers to collaborate to decide the best treatment for Health First Colorado members.
- HCPF expects the eConsult Platform to go live 2/1/2024.
- Providers will access the online platform with URL: [ColoradoMedicaideConsult.com](https://coloradomedicaideconsult.com)
- For more information please visit: https://hcpf.colorado.gov/eConsult_Platform

eConsult Platform

The screenshot shows the website for the Colorado Department of Health Care Policy & Financing (HCPF) eConsult Platform. The browser address bar shows the URL: https://hcpf.colorado.gov/eConsult_Platform. The website header includes the HCPF logo and the text "COLORADO Department of Health Care Policy & Financing". A search bar is located in the top right corner. Below the header is a navigation bar with links: Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The main content area features a breadcrumb trail: Home > For Our Stakeholders > Committees, Boards, and Collaboration > Telemedicine & eConsults Policy Development > eConsult Platform. The title "eConsult Platform" is prominently displayed. Below the title, a paragraph explains that HCPF is implementing a statewide Medicaid electronic consultation platform to improve healthcare equity, access, and outcomes. Another paragraph states that the platform will allow Primary Care Providers (PCPs) to communicate electronically with specialty providers. A note indicates that HCPF expects the platform to go live on February 1, 2024, and provides the URL: ColoradoMedicaidConsult.com. The section "Upcoming Stakeholder Meetings" lists three events: 1. Enhancing Access with eConsults: General Overview, December 6, 2023, 8:00 am - 9:30 am Mountain Time (US and Canada), with a link to register. 2. Enhancing Access: eConsult's for PCMPs, December 13, 2023, 8:00 am - 9:30 am Mountain Time (US and Canada), with a link to register. 3. Enhancing Access: eConsult's for Specialty Providers, January 10, 2024, 8:00 am - 9:30 am Mountain Time (US and Canada), with a link to register. Below the meetings list are four expandable sections: eConsult Platform Overview, Stakeholder Workgroup, Resources, and Contact Us. The footer contains three columns: "Learn More" with links to Privacy Practices, Nondiscrimination, Americans with Disabilities Act, Accessibility Statement, Website Feedback, and Contact Us; "Our Mission" with a statement on improving healthcare equity and saving money, and links to the Department Performance Plan and Health Equity; and "Resources" with HCPF Social Media links (Twitter, LinkedIn, Facebook) and a "Translate This Page" option.

https://hcpf.colorado.gov/eConsult_Platform

COLORADO
Department of Health Care
Policy & Financing

Search

Home For Our Members For Our Providers For Our Stakeholders About Us

Home > For Our Stakeholders > Committees, Boards, and Collaboration > Telemedicine & eConsults Policy Development > eConsult Platform

eConsult Platform

The Colorado Department of Health Care Policy and Financing (HCPF) is implementing a statewide Medicaid electronic consultation platform. This platform will promote HCPF's mission to improve healthcare equity, access and outcomes for the people we serve.

The eConsult platform will allow Primary Care Providers (PCPs) to communicate electronically with specialty providers. This allows PCPs and specialty providers to work together to decide the best treatment for Health First Colorado members in a way that is convenient for members.

HCPF expects the eConsult Platform to go live February 1, 2024.

Providers will access the online platform with URL: ColoradoMedicaidConsult.com.

Upcoming Stakeholder Meetings

- Enhancing Access with eConsults: General Overview: December 6, 2023 8:00 am - 9:30 am Mountain Time (US and Canada) [Register in advance for this webinar](#).
- Enhancing Access: eConsult's for PCMPs: December 13, 2023 8:00 am - 9:30 am Mountain Time (US and Canada) [Register in advance for this webinar](#).
- Enhancing Access: eConsult's for Specialty Providers: January 10, 2024 8:00 am - 9:30 am Mountain Time (US and Canada) [Register in advance for this webinar](#).

▼ eConsult Platform Overview

▼ Stakeholder Workgroup

▼ Resources

▼ Contact Us

Learn More

- [Privacy Practices](#)
- [Nondiscrimination](#)
- [Americans with Disabilities Act](#)
- [Accessibility Statement](#)
- [Website Feedback](#)
- [Contact Us](#)

Our Mission

Improve health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.

- [Department Performance Plan](#)
- [Health Equity](#)

Resources

HCPF Social Media

[Twitter](#) [LinkedIn](#) [Facebook](#)

[Translate This Page](#)

eConsult Platform

^ eConsult Platform Overview

What is the eConsult Platform?

The eConsult platform is a web-based and application-based electronic system that allows for an asynchronous (store and forward) exchange between Primary Care Providers (PCPs) and specialty providers to share health information and to discuss patient care in a secure environment.

Electronic consultations between PCPs and specialty providers, or eConsults, are a way to coordinate referrals, when appropriate. In these instances, referrals will be made to specialty providers who are proven to improve quality outcomes, add value, and reduce costs specific to the specialty care required.

- Summer/Fall 2023 - Implementation Activities
- February 1, 2024 - Anticipated Go Live

Note that the timeline is subject to change without notice and is only provided as a reference. HCPF will be providing periodic updates through the upcoming subcommittee meetings.

How can I find more information about the eConsult Platform?

Stay tuned for updates on our webpage. Questions can also be directed to: hcpf_econsult@state.co.us

eConsult Platform

^ Stakeholder Workgroup

[Provider and Community Experience Subcommittee](#)

^ Resources

- Medicaid Enterprise Solutions (MES) Procurement: <https://hcpf.colorado.gov/mes-procurement>
- [eConsult Frequently Asked Questions](#)
- [eConsult Platform Overview](#)

^ Contact Us

HCPF eConsult Inbox: hcpf_econsult@state.co.us

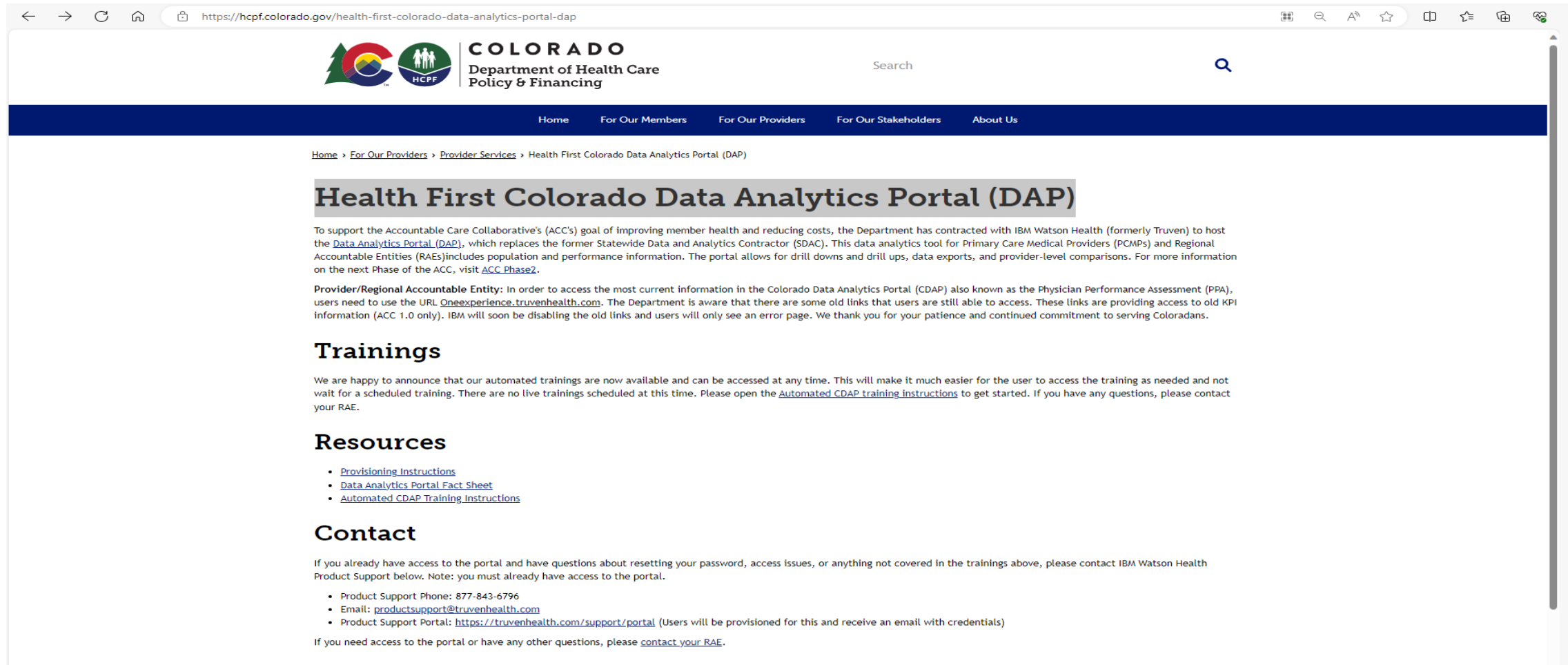
Chapter 03

Health First Colorado Data Analytics Portal - DAP

Health First Colorado Data Analytics Portal - DAP

- Available on the HCPF website at: <https://hcpf.colorado.gov/health-first-colorado-data-analytics-portal-dap>
- On this website you can find:
 - Training information
 - Additional resources
 - Contact information
- A DAP training .pdf is available directly at:
<https://hcpf.colorado.gov/sites/hcpf/files/Automated%20CDAP%20Training%20Instructions%205-30-19.pdf>

Health First Colorado Data Analytics Portal - DAP



The screenshot shows a web browser at the URL <https://hcpf.colorado.gov/health-first-colorado-data-analytics-portal-dap>. The page features the Colorado Department of Health Care Policy & Financing logo and a search bar. A navigation bar includes links for Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The breadcrumb trail reads: Home > For Our Providers > Provider Services > Health First Colorado Data Analytics Portal (DAP).

Health First Colorado Data Analytics Portal (DAP)

To support the Accountable Care Collaborative's (ACC's) goal of improving member health and reducing costs, the Department has contracted with IBM Watson Health (formerly Truven) to host the [Data Analytics Portal \(DAP\)](#), which replaces the former Statewide Data and Analytics Contractor (SDAC). This data analytics tool for Primary Care Medical Providers (PCMPs) and Regional Accountable Entities (RAEs) includes population and performance information. The portal allows for drill downs and drill ups, data exports, and provider-level comparisons. For more information on the next Phase of the ACC, visit [ACC Phase2](#).

Provider/Regional Accountable Entity: In order to access the most current information in the Colorado Data Analytics Portal (CDAP) also known as the Physician Performance Assessment (PPA), users need to use the URL [Oneexperience.truvenhealth.com](https://oneexperience.truvenhealth.com). The Department is aware that there are some old links that users are still able to access. These links are providing access to old KPI information (ACC 1.0 only). IBM will soon be disabling the old links and users will only see an error page. We thank you for your patience and continued commitment to serving Coloradans.

Trainings

We are happy to announce that our automated trainings are now available and can be accessed at any time. This will make it much easier for the user to access the training as needed and not wait for a scheduled training. There are no live trainings scheduled at this time. Please open the [Automated CDAP training instructions](#) to get started. If you have any questions, please contact your RAE.

Resources

- [Provisioning Instructions](#)
- [Data Analytics Portal Fact Sheet](#)
- [Automated CDAP Training Instructions](#)

Contact

If you already have access to the portal and have questions about resetting your password, access issues, or anything not covered in the trainings above, please contact IBM Watson Health Product Support below. Note: you must already have access to the portal.

- Product Support Phone: 877-843-6796
- Email: productsupport@truvenhealth.com
- Product Support Portal: <https://truvenhealth.com/support/portal> (Users will be provisioned for this and receive an email with credentials)

If you need access to the portal or have any other questions, please [contact your RAE](#).

Chapter 04

Supervisory Billing Information

Supervisory Billing Information

- Information on supervisory billing is available on both RAE 2 & 4 websites under Provider Resources under “Unlicensed Practitioners”:
 - RAE 2 - <https://www.northeasthealthpartners.org/providers/provider-resources/>
 - RAE4 - <https://www.healthcoloradocolorado.com/providers/provider-resources/>
- Sources available are
 - Colorado Medicaid Standards for Unlicensed Practitioners Policy
 - Colorado Medicaid Standards for Unlicensed Practitioners Policy FAQs
 - Colorado Medicaid Standards for Unlicensed Practitioners Policy Attestation
- For more information you can contact the RAEs or Carelon at:
 - RAE 2/NHP - northeasthealthpartners@carelon.com
 - RAE 4/HCI - healthcolorado@carelon.com
 - Carelon - CoProviderRelations@carelon.com

Supervisory Billing Information



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[HOME](#) / [PROVIDERS](#) / [PROVIDER RESOURCES](#)

Provider Resources

- › [Colorado Medicaid Standards for Unlicensed Practitioners Policy](#)
- › [Colorado Medicaid Standards for Unlicensed Practitioners Policy FAQs](#)
- › [Colorado Medicaid Standards for Unlicensed Practitioners Policy Attestation](#)
- › [Health First Colorado Member Complaint And Appeal Information For Providers](#)
- › [List of Services and Assistance Resources for NHP Region](#)
- › [R2 Care Coordination and Behavioral Health Providers Fact Sheet](#)
- › [Taking Care of Baby and Me® Provider Booklet](#)
- › [Access to Care Standards](#)
- › [Clinical Tools](#)
- › [Clinical Practice Guidelines](#)
- › [Beacon Utilization Management Expectations for Medicaid](#)

PROVIDERS

- [Contact Us](#)
- [Coronavirus Information](#)
- [Electronic Resources](#)
- [Forms & Templates](#)
- [Join Our Network!](#)
- [Newly Contracted Provider](#)
- [Practice Transformation](#)
- [Provider Communications](#)
- [Provider Handbook and Policies](#)
- Provider Resources**
- [Quality](#)
- [RAE Roundtables](#)
- [Substance Use Disorder Expanded Benefit](#)
- [Webinars & Trainings](#)



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Provider Resources

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- › [Family in Treatment](#)
- › [Carelton Behavioral Health Utilization Management Expectations for Medicaid](#)

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- Provider Resources**
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- [RAE Roundtables](#)
- [Substance Use Disorder Expanded Benefit](#)
- [Webinars & Trainings](#)

Supervisory Billing Information



COLORADO MEDICAID STANDARDS FOR UNLICENSED PRACTITIONERS

The Regional Accountable Entities (RAEs) have developed aligned standards to permit unlicensed/pre-licensed clinicians to render services to Health First Colorado Members. These standards are intended to safeguard the public while also maintaining the integrity of the healthcare profession. The RAEs' greatest priority is maintaining a higher clinical standard of care for our members. The new aligned standards will help ensure that unlicensed providers within mental health organizations and integrated care settings are receiving appropriate supervision and oversight, with the goal of quality member care that also supports expanding the workforce pipeline.

Unlicensed or pre-licensed practitioners (supervised by a licensed clinician) can include the following:

- Bachelor's level staff functioning as case managers, community outreach staff, and/or peers
- Master's/doctoral level interns
- Master's/doctoral level pre-licensed clinicians (registered with DORA as a licensure candidate, ie Professional Counselor Candidate (LPCC), Licensed Social Worker (LSW), Clinical Social Work Candidate (SWC), Marriage and Family Therapist Candidate (MFTC), Psychologist Candidate (PSYC), Addiction Counselor Candidate (ADDC)).
- Licensed clinicians enrolled with Medicaid and for a maximum of 90 days while completing contracting and credentialing with a RAE

Provider group will complete an initial attestation (with follow-up annually) that underscores their adherence to these below rules in conjunction with regular audit activities.

General standards for licensed clinician serving in supervisory role

Active license in Colorado in good standing. Any licensing restriction or concerns about supervision of others may be reviewed by each RAE on a case by case basis.
Enrolled with Health First Colorado (Medicaid) and serving Medicaid clients
Completed and current CAQH profile
Credentialed by the RAE or work for an institution that is credentialed at the institutional level or part of a delegated credentialing arrangement

Organizational requirements

Organizational or group NPI
Malpractice insurance with demonstration of sufficient liability coverage for supervisors' supervision activities and for the clinical work performed by trainees and unlicensed practitioners, and minimum limits of liability of \$1 million per incident and \$3 million aggregate
Policy describing how providers credential their practitioners, requiring monthly checks of federal exclusion databases (OIG and SAM) of the unlicensed providers.
Supervision policy (described below). <ul style="list-style-type: none">• Requirements may also be contained within a supervisory contract and/or employee handbook.

Supervision policy requirements

Requires that supervisee's mandatory disclosure statement clearly states they are under supervision and by whom
Requires regular evaluation of the supervisee's progress with a rubric that is tied to the responsibilities assigned
Addresses frequency of formal supervision sessions
Addresses frequency that supervisor reviews (and provides feedback on) documentation
Addresses a variety of supervisory mechanisms, including direct observation (recordings of counseling sessions, live observation), case conceptualization presentations, review of documentation, and/or individual/triadic/group supervision

6.30.22

Supervisory Billing Information



COLORADO MEDICAID STANDARDS FOR UNLICENSED PRACTITIONERS FREQUENTLY ASKED QUESTIONS

1. Why did the RAEs implement standards for unlicensed practitioners?

These standards are intended to safeguard the public while also maintaining the integrity of the healthcare profession. The RAEs' greatest priority is maintaining a higher clinical standard of care for our members. The new aligned standards will help ensure that unlicensed providers within mental health organizations and integrated care settings are receiving appropriate supervision and oversight, with the goal of quality member care that also supports expanding the workforce pipeline.

2. Are unlicensed professionals providing care coordination and collateral services (such as a behavioral health navigator) included in this process?

Yes. All unlicensed/pre-licensed staff rendering clinical services are included.

3. Does this policy require monthly background checks of the people being supervised?

The Office of Inspector General's (OIG) List of Excluded Individuals and Entities (LEIE) includes healthcare workers from around the country who have been excluded from providing services to Medicare, Medicaid, or any other government funded healthcare service. The OIG updates their list daily, therefore, healthcare facilities must be vigilant through a monthly OIG compliance checks. The LEIE list is not limited to those individuals who interact with patients. In fact, anyone who works in the healthcare industry, from volunteers, board members, providers, billers, front desk staff should be screened.

If you employ or bill services by someone on the LEIE list, your facility can suffer from a number of monetary repercussions. Firstly, individuals on the LEIE list cannot have their services covered by Medicaid, Medicare, or any other government healthcare program. This means that your excluded employee or contractor will be unable to work with many of your patients.

Additionally, the OIG can fine facilities that employ excluded individuals. Facilities can be fined up to \$10,000 PER SERVICE PROVIDED by an excluded medical worker, and may be removed from all federal medical programs permanently.

The RAEs are also required by our contract to check the LEIE monthly. RAEs are contractually required to deny payment for any services rendered by any individual or entity on the list. We therefore require this of providers who are supervising individuals providing services to our members.

Checking the LEIE list is free, and is not a "background check". Rather, it is a way to ensure that we are in compliance with federal regulations regarding excluded individuals. The LEIE list can be searched here: <https://exclusions.oig.hhs.gov/>

4. Does this policy apply to CMHC's or facilities that have been licensed through the BHA?

No. This new policy applies to independent providers who are not otherwise licensed by the BHA.

5. Does this policy override or supersede any DORA requirements for clinical supervision?

No. The intention of this policy is to align with DORA requirements.

6. Does this policy require the Supervisor to sign each note of the person being supervised?

10.24.22

Supervisory Billing Information



Attestation for Supervision of Unlicensed and/or Pre-licensed Practitioners

In accordance with the **Colorado Medicaid Standards for Unlicensed Practitioners** policy, effective February 1, 2023, licensed clinicians looking to supervise unlicensed and/or pre-licensed practitioners that fall under the guidelines of this policy must submit this attestation to each contracted Regional Accountable Entity (RAE) to engage in supervision practices outlined by this policy. Subsequent to the submission of the initial attestation, this attestation must be submitted to each contracted RAE annually, no later than January 1 of each calendar year supervision may be rendered by the attesting organization. Organizations, groups, and facilities only need to submit one attestation for their entity; individual attestations for each licensed supervising clinician are not required.

By completing and returning this attestation to the RAE, you acknowledge the following:

- You have read and understand the requirements and standards for both the licensed supervising clinician and the organization set forth in the **Colorado Medicaid Standards for Unlicensed Practitioners** policy.
- You agree to maintain records of all documents required under the **Colorado Medicaid Standards for Unlicensed Practitioners** policy.
- You agree to provide any documents or records outlined under the policy upon request to the requesting RAE within seven (7) business days of the request.
- You agree to hold the RAE and Health First Colorado members harmless for nonadherence to this policy in any form, including but not limited to disputes between the attesting organization and any employees and/or contractors of the attesting organization.
- The RAE maintains the right to report any malfeasance impacting member care and/or licensure status to the appropriate state agencies, including the Department of Health Care Policy and Financing and the Department of Regulatory Agencies, in addition to internal actions the RAE may take to monitor and ensure quality of care.
- Failure to abide by the guidelines of this policy and/or any document requests from the RAE may result in the inability of your organization to supervise unlicensed or pre-licensed practitioners indefinitely.
- You agree to implement any updates made to the **Colorado Medicaid Standards for Unlicensed Practitioners** policy within the timelines dictated by the update.
- You have signatory authority and approval to submit this attestation for your organization.

Completed attestations can be sent to each RAE's contact on the policy document. Confirmation and approval of the attestation will be provided within sixty (60) calendar days of receipt by the RAE.

Signature: _____ Date: _____

Printed Name: _____

Organization or Provider Name/TIN: _____

Organization or Provider Contact Information: _____

Chapter 05

Updates

Carelon Training Webinars

Carelon offers monthly training webinars for providers. Here are examples of webinars scheduled for this month.

You can register for any of these trainings by going to:

<https://www.carelonbehavioralhealth.com/providers/resources/trainings>

Availability Provider Portal Enhancement
Tuesday, December 12 at 4 p.m. ET &
December 19 at 12 p.m. ET

ProviderConnect Overview
Wednesday, December 13 at 2 p.m. ET

Provider Connect Authorizations
Thursday, December 14 at 12 p.m. ET

Claim Submission Guidance
Thursday, December 14 at 12 p.m. ET

Grief & Loss: Considerations for Mental Health Professionals
Tuesday, December 19 at 3 p.m. ET

October HCPF Trainings

Beginner Billing Training: Professional Claims: This training will show you how to navigate the HCPF website, understand billing prerequisites, and how to complete basic billing. Scheduled – **December 7th at 9AM** (Note: 1 week earlier due to holiday schedule)

Beginner Billing Training: Institutional Claims: This training will show you how to navigate the HCPF website, understand billing prerequisites, and how to complete basic billing. Held the 3rd Thursday of each month. Next training – **December 14th at 9 AM** (Note: 1 week earlier due to holiday schedule)

Beginner Billing Training: Professional Claims: This training will show you how to navigate the HCPF website, understand billing prerequisites, and how to complete basic billing. Scheduled – **January 11th at 9AM**

A full list of trainings, resources, and calendars of trainings please visit the HCPF website:
<https://hcpf.colorado.gov/provider-training>

Chapter 06

Reminders, Questions & Open Discussion

Carelon Resources – How to connect...

Call the National Provider Service Line (NPSL) at:
800-397-1630

Email Colorado Provider Relations at:
CoProviderRelations@carelon.com

Stay Up To Date

Every month we provide a Newsletter that has information for providers- including upcoming webinars, events, updates, and resources.

Be sure to check out the Inspire Wellness newsletter!!

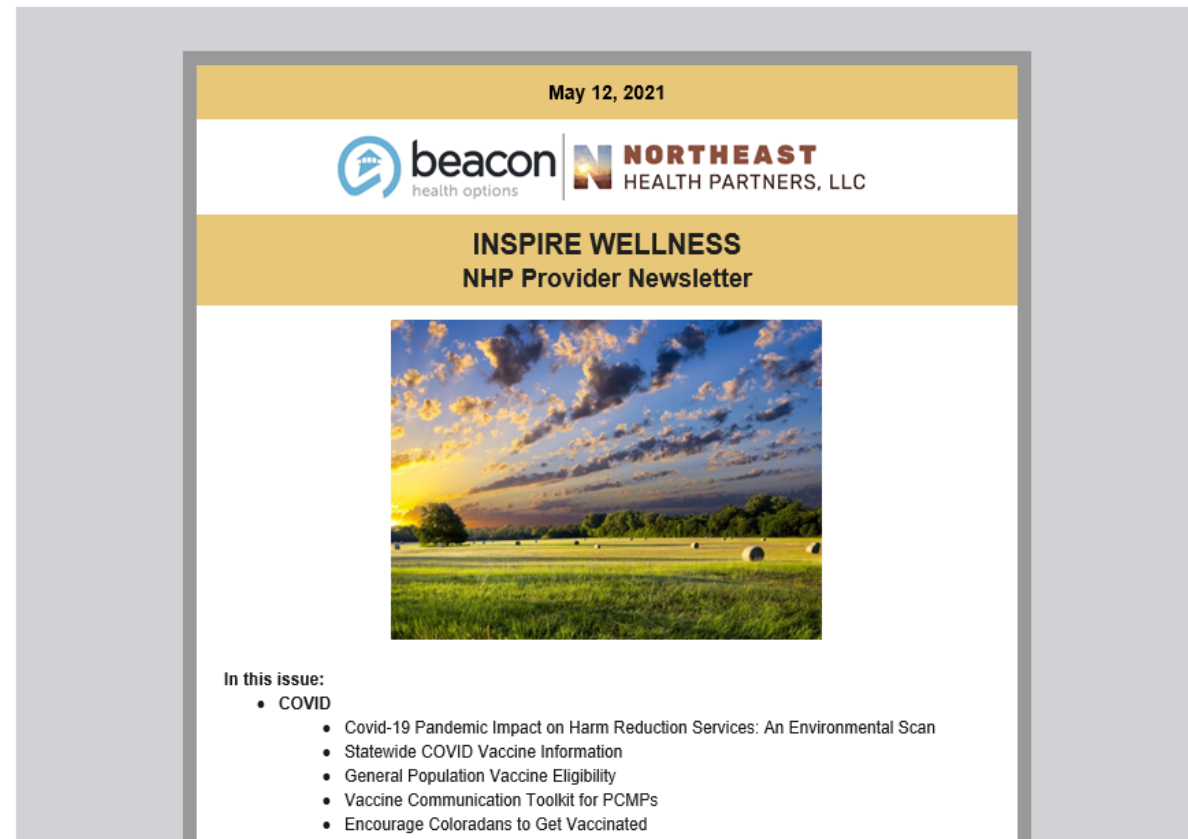
To sign up please email:

CoProviderRelations@carelon.com

Wed 5/12/2021 7:02 AM

Beacon Health Options Provider Relations <coproviderrelations@beaconhealthoptions.com>

NHP Provider Newsletter 5.12.2021



12/8/2023

December Newsletter Highlights

- HCPF Recently Updated Billing Manuals
- Member Complaint and Appeal Information for Providers
- Moratorium on New Enrollments for Non-Emergent Med Transport (MEMT)
- Public Health Information
- Upcoming Events & Webinars

Upcoming Training

The Next RAE Roundtable

The 2nd Friday of the month


January 12, 2024


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Thank you

Contact Us



 888-502-4189

 888-502-4185


 www.northeasthealthpartners.org

 www.healthcoloradora.com

 northeasthealthpartners@carelon.com

 healthcolorado@carelon.com

 <https://www.facebook.com/northeasthealthpartners.org/>

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