

# 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 a m

To receive the slides shared today please email  
[COProviderRelations@Carelton.com](mailto: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

# April Provider Support Call

Monthly Provider Roundtable

April 12, 2024

# 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:



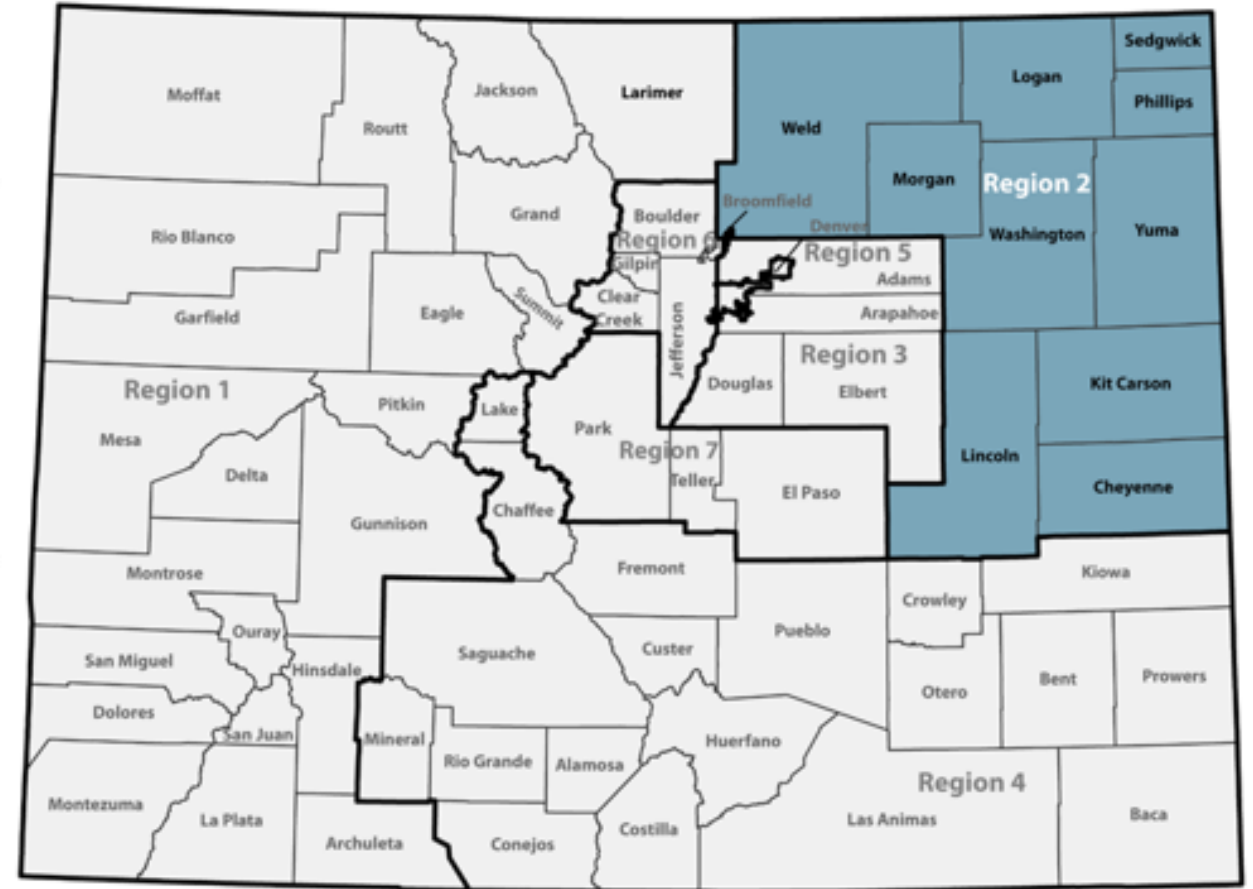
CMHCs:

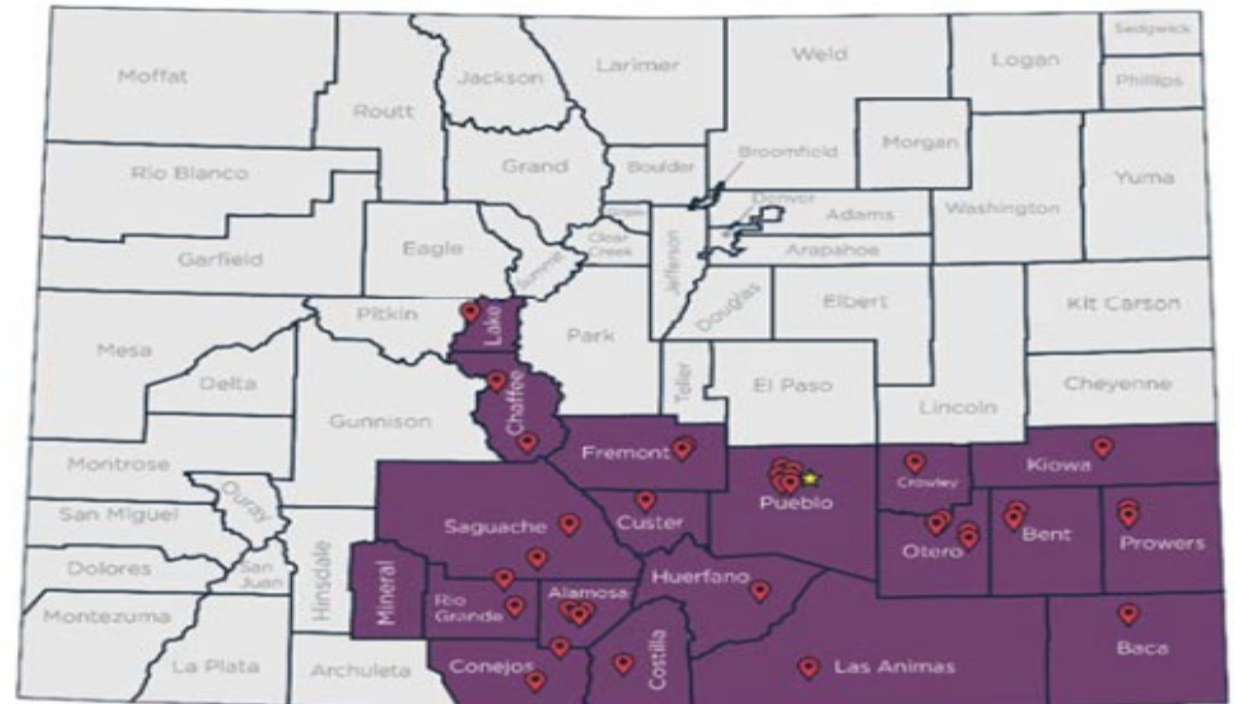


Administrative Service Organization:



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. Coordination of Care Referrals
3. Facility Billing H0010 ASAM 3.2 WM
4. Updates
5. Reminders, Questions & Open Discussion

# Chapter 01

## Welcome and Introductions

Thank you for joining the Provider Support Call

# Chapter 02

## Coordination of Care Referrals

Presented by Laqueda Bell, Carelon

# Care Coordination Referrals



Home Members Providers Community About News Resources




## Northeast Health Partners

Welcome to your regional organization. Northeast Health Partners is your regional organization in Region 4. Our role is to join your physical and behavioral health benefits into one plan. We are here to help you improve your health, wellness, and life outcomes.

[NEW MEMBER RESOURCES](#)[PREGNANT?](#)[ADDRESS & RENEWAL UPDATES](#)[WELLNESS AND PREVENTION RESOURCES](#)[WHAT WOULD MAKE MY HEALTHCARE BETTER?](#)[CARE COORDINATION](#)



Home Members Providers Community About News Resources



## Health Colorado

Welcome to your regional organization. Health Colorado is your regional organization in Region 4. Our role is to join your physical and behavioral health benefits into one plan. We are here to help you improve your health, wellness, and life outcomes.

[NEW MEMBER RESOURCES](#)[PREGNANT?](#)[ADDRESS & RENEWAL UPDATES](#)[WELLNESS AND PREVENTION RESOURCES](#)[WHAT WOULD MAKE MY HEALTHCARE BETTER?](#)[CARE COORDINATION](#)



# Chapter 03

## Facility Billing H0010 ASAM 3.2 WM

# April HCPF Trainings

- For facilities using H0010 ASAM 3.2 WM, Carelon requires a registration/initial authorization request to be completed for tracking and reporting purposes
- This can be completed in ProviderConnect via the same process as requesting an authorization for other services
- The registration/authorization request is approved immediately in ProviderConnect and does not need to go through the typical authorization approval process.
- This process was introduced in May 2021 as part of the expanded SUD Benefit.
- During the year following the roll out of the benefit, many of the trainings performed by Carelon (then Beacon) staff included this information. It was also provided in newsletters and other communications

# New Process

Beginning Monday May 17, 2021 Requests for a authorization for 3.2WM levels of care will be submitted and approved through ProviderConnect.

## What is ProviderConnect ?

ProviderConnect is Beacon Health Options provider portal which makes routine tasks such as processing claims, obtaining claims information, and verifying eligibility status easy and convenient.

## How do I get access to ProviderConnect ?

Contact our Help Desk to get set up with log in information

EDI Help Desk

1-888-247-9311 Mon – Fri 8a m-6pm ET

## How do I find ProviderConnect ?

You can access ProviderConnect from either the Health Colorado RAE or Northeast Health Partners websites as well as on the Beacon Health Options website

<https://providerconnect.beaconhealthoptions.com/pc/eProvider/providerLogin.do>





Beacon Health Options  
Service Authorization Review Form  
ASAM Levels 2.1/3.1/3.3/3.5/3.7/3.7 WM

Initial 3.7 and 3.7 WM requests MUST be called in.  
No Service Authorization Needed for ASAM Levels 0.5/1.0/3.2 WM

Fax Completed Form and Current Treatment Plan to Beacon Health Options: 719-538-1439

Email Completed Form and Current Treatment Plan to Beacon Health Options: [COMedicaidSUD@beaconhealthoptions.com](mailto:COMedicaidSUD@beaconhealthoptions.com)

PLEASE TYPE INFORMATION IN THIS FORM – MUST BE COMPLETED BY CREDENTIALLED ADDICTION TREATMENT PROFESSIONAL  
Supporting clinical information may be documented on last page or attached to this form. For adolescents criteria if additional documentation is needed please summarize in the additional clinical documentation section.

MEMBER INFORMATION				
Member Name: <input type="text"/>		DOB: <input type="text"/>		
Member Medicaid ID: <input type="text"/>		If retroactively enrolled, provide enrollment date: <input type="text"/>		
PROVIDER INFORMATION				
Provider/Facility: <input type="text"/>		Clinical Contact: <input type="text"/>		
Servicing Street Address: <input type="text"/>		Physician Contact: <input type="text"/>		
City   State   Zip: <input type="text"/>		Provider ID/NPI: <input type="text"/>		
Phone: <input type="text"/>		Fax: <input type="text"/>		
Email Address: <input type="text"/>		Utilization Review Contact: <input type="text"/>		
REQUESTED SERVICE START DATE: <input type="text"/>		<input type="checkbox"/> Initial Request <input type="checkbox"/> Concurrent Request		
ICD-10 DIAGNOSIS CODE(S)				
(Enter primary and any applicable co-occurring ICD-10 diagnosis codes)				
1. <input type="text"/>		3. <input type="text"/>		5. <input type="text"/>
2. <input type="text"/>		4. <input type="text"/>		6. <input type="text"/>
SUBSTANCE USE DISORDER TREATMENT HISTORY				
(Describe other ASAM Levels of Care utilized in past 12 months) (OR ATTACH IN CLINICAL NOTE)				
ASAM Level of Care	Name of Provider	Duration	Approximate Dates	Outcome
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEDICATION				
Please list medications, dosage, frequency and prescriber below (OR ATTACH MEDICATION LIST). N/A <input type="checkbox"/> Unable to Obtain <input type="checkbox"/>				
Name of Medication	Dosage	Frequency	Prescriber	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	



ASAM LEVEL OF CARE REQUESTED AND NUMBER OF UNITS (1 unit = 1 day)			
Code/Description Check Appropriate Code	Units	Code/Description Check Appropriate Code	Units
<input type="checkbox"/> <b>Non-hospital:</b> H0015 ASAM 2.1 Mod HE HF   Intensive Outpatient	<input type="text"/>	<input type="checkbox"/> <b>Non-hospital:</b> H2036 ASAM 3.7 MOD HF U7   Medically Monitored Intensive Inpatient Services	<input type="text"/>
<input type="checkbox"/> <b>Hospital:</b> Rev 0906 ASAM 2.1   Intensive Outpatient	<input type="text"/>	<input type="checkbox"/> <b>Hospital:</b> Rev 1000 ASAM 3.7   Medically Monitored Intensive Inpatient Services	<input type="text"/>
<input type="checkbox"/> <b>Non-hospital:</b> H2036 ASAM 3.1 Mod HF U1   Clinically Managed Low-Intensity Residential Services	<input type="text"/>	<input type="checkbox"/> <b>Non-hospital:</b> H0010 ASAM 3.2 WM Mod HF   Clinically Managed Residential Withdrawal Management	<input type="text"/>
<input type="checkbox"/> <b>Non-hospital Special Connections:</b> H2036 ASAM 3.1 Mod HF U1 HD   Clinically Managed Low-Intensity Residential Services	<input type="text"/>	<input type="checkbox"/> <b>Non-hospital:</b> H0011 ASAM 3.7 WM Mod HF   Medically Monitored Inpatient Withdrawal Management	<input type="text"/>
<input type="checkbox"/> <b>Non-hospital:</b> H2036 ASAM 3.5 Mod HF U5   Clinically Managed High-Intensity Residential Services	<input type="text"/>	<input type="checkbox"/> <b>Hospital:</b> Rev 1002 ASAM 3.7 WM   Medically Monitored Inpatient Withdrawal Management	<input type="text"/>
<input type="checkbox"/> <b>Non-hospital Special Connections:</b> H2036 ASAM 3.5 Mod HF U5 HD   Clinically Managed High-Intensity Residential Services	<input type="text"/>		
	<input type="text"/>	ESTIMATED DURATION OF THIS EPISODE OF CARE FOR REQUESTED ASAM LEVEL (days)	

Member's treatment plan is required. Please submit with your request.

ASSESSMENT AND SCORING	
DIMENSION 1   Acute Intoxication and/or Withdrawal Potential	
<input type="checkbox"/>	No withdrawal
<input type="checkbox"/>	Minimal Risk of severe withdrawal (ASAM Level 2.1)
<input type="checkbox"/>	Moderate risk of severe withdrawal (ASAM Level 2.5)
<input type="checkbox"/>	No withdrawal risk, or minimal or stable withdrawal (ASAM Level 3.1)
<input type="checkbox"/>	At minimal risk of severe withdrawal (ASAM Level 3.3 or 3.5)
<input type="checkbox"/>	<b>ASAM LEVEL 3.7 ONLY:</b> Patient has the potential for life threatening withdrawal (must meet at least two of the six dimensions, at least one of which is within dimension 1, 2, or 3)
<input type="checkbox"/>	<b>ASAM LEVEL 3.7 WM ONLY:</b> Patient has life threatening withdrawal symptoms, possible or experiencing seizures or DT's or other adverse reactions are imminent
Provide brief summary of the member's needs/strengths for Dimension 1 (OR ATTACH CLINICAL NOTE WITH ASAM ASSESSMENT): For members with an Opioid Use Disorder, please describe the plan to offer medication assisted treatment (MAT):	
<input type="text"/>	
<b>ASAM Level:</b> <input type="text"/>	
Provide all supporting clinical documentation to justify your assessment in this dimension and your recommended ASAM Level (via attachments).	



# Chapter 04

## Updates

# Carelon Training Webinars - Monthly

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>

## ProviderConnect Overview

Wednesday, April 17 at 1 p.m. ET

## Claim Submission Guidance

Thursday, April 25 at 12 p.m. ET

## Other examples of trainings:

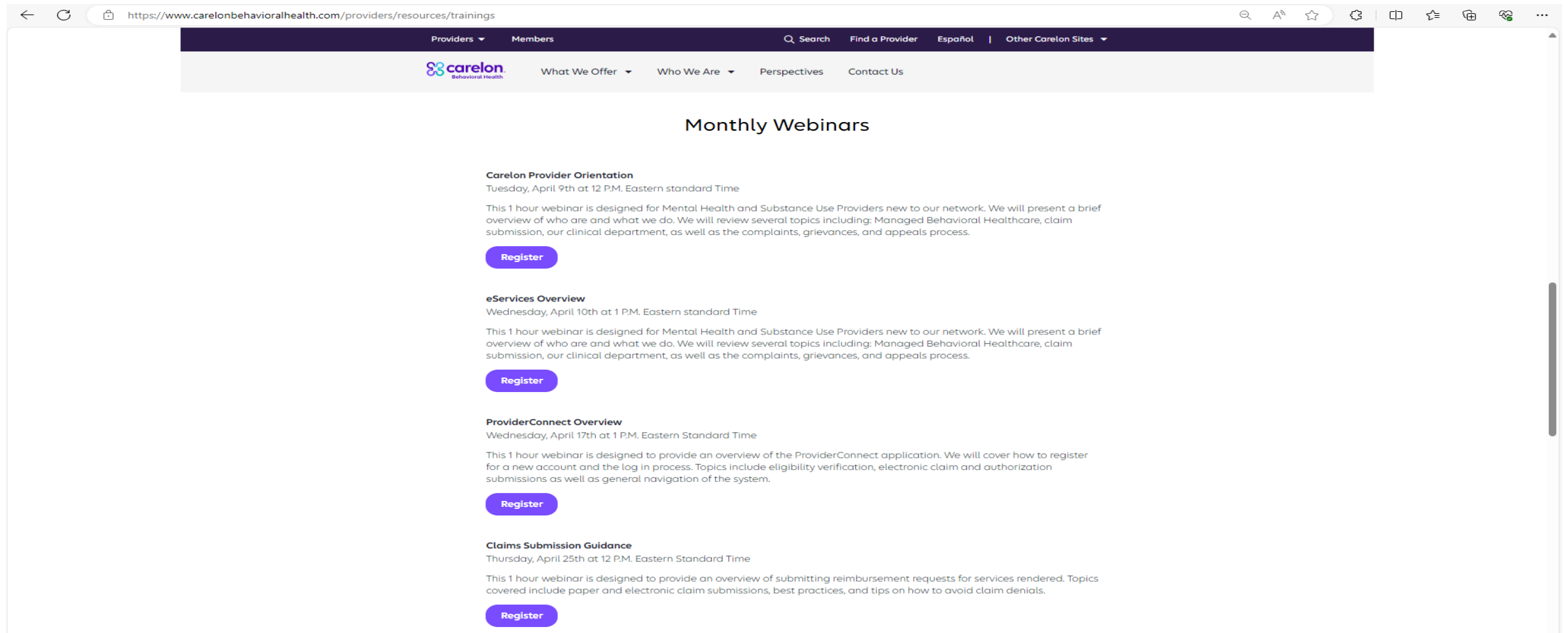
## Carelon Provider Orientation

Tuesday, April 9th

## eServices Overview

Wednesday, April 10

# Carelon Training Webinars - Monthly



The screenshot shows a web browser at the URL <https://www.carelonbehavioralhealth.com/providers/resources/trainings>. The website has a dark purple header with navigation links: Providers, Members, Search, Find a Provider, Español, and Other Carelon Sites. Below the header is a light gray bar with the Carelon logo and links: What We Offer, Who We Are, Perspectives, and Contact Us.

## Monthly Webinars

**Carelon Provider Orientation**  
Tuesday, April 9th at 12 P.M. Eastern standard Time

This 1 hour webinar is designed for Mental Health and Substance Use Providers new to our network. We will present a brief overview of who are and what we do. We will review several topics including: Managed Behavioral Healthcare, claim submission, our clinical department, as well as the complaints, grievances, and appeals process.

[Register](#)

**eServices Overview**  
Wednesday, April 10th at 1 P.M. Eastern standard Time

This 1 hour webinar is designed for Mental Health and Substance Use Providers new to our network. We will present a brief overview of who are and what we do. We will review several topics including: Managed Behavioral Healthcare, claim submission, our clinical department, as well as the complaints, grievances, and appeals process.

[Register](#)

**ProviderConnect Overview**  
Wednesday, April 17th at 1 P.M. Eastern Standard Time

This 1 hour webinar is designed to provide an overview of the ProviderConnect application. We will cover how to register for a new account and the log in process. Topics include eligibility verification, electronic claim and authorization submissions as well as general navigation of the system.

[Register](#)

**Claims Submission Guidance**  
Thursday, April 25th at 12 P.M. Eastern Standard Time

This 1 hour webinar is designed to provide an overview of submitting reimbursement requests for services rendered. Topics covered include paper and electronic claim submissions, best practices, and tips on how to avoid claim denials.

[Register](#)

# Carelon Training Webinars - Quarterly

Carelon also offers quarterly training webinars for providers. Here are examples of these webinars scheduled for this month.

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

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

**ProviderConnect Authorizations**  
**Tuesday, April 16 at 2 p.m. ET**

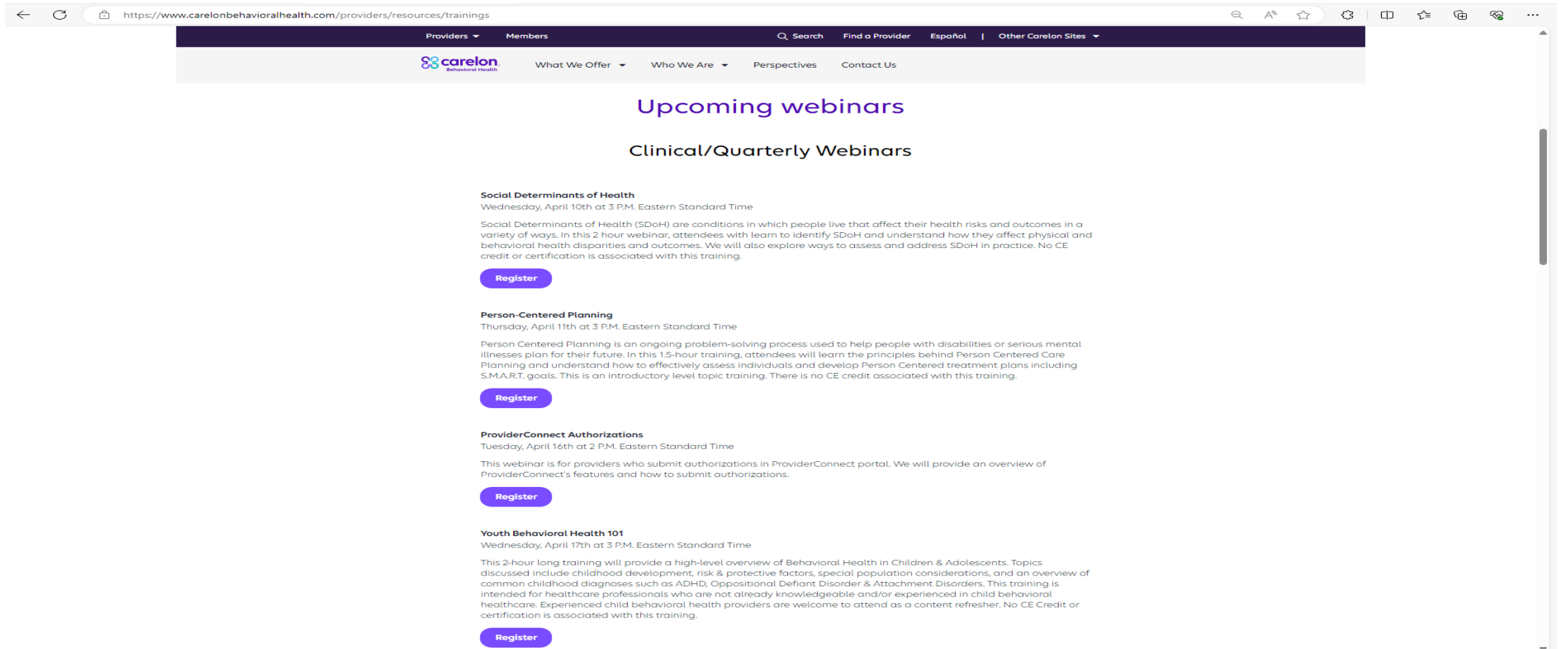
**Youth Behavioral Health 101**  
**Wednesday, April 16 at 2 p.m. ET**

[Other examples of these trainings:](#)

**Social Determinants of Health**  
**Wednesday, April 10**

**Person-Centered Planning**  
**Thursday, April 11**

# Carelon Training Webinars - Quarterly



The screenshot shows the Carelon Behavioral Health website at the URL <https://www.carelonbehavioralhealth.com/providers/resources/trainings>. The navigation bar includes links for Providers, Members, Search, Find a Provider, Español, and Other Carelon Sites. The main content area is titled "Upcoming webinars" and "Clinical/Quarterly Webinars". It lists four webinars, each with a title, date, time, description, and a "Register" button.

Webinar Title	Date	Time	Description
<b>Social Determinants of Health</b>	Wednesday, April 10th	at 3 P.M. Eastern Standard Time	Social Determinants of Health (SDoH) are conditions in which people live that affect their health risks and outcomes in a variety of ways. In this 2 hour webinar, attendees will learn to identify SDoH and understand how they affect physical and behavioral health disparities and outcomes. We will also explore ways to assess and address SDoH in practice. No CE credit or certification is associated with this training.
<b>Person-Centered Planning</b>	Thursday, April 11th	at 3 P.M. Eastern Standard Time	Person Centered Planning is an ongoing problem-solving process used to help people with disabilities or serious mental illnesses plan for their future. In this 1.5-hour training, attendees will learn the principles behind Person Centered Care Planning and understand how to effectively assess individuals and develop Person Centered treatment plans including S.M.A.R.T. goals. This is an introductory level topic training. There is no CE credit associated with this training.
<b>ProviderConnect Authorizations</b>	Tuesday, April 16th	at 2 P.M. Eastern Standard Time	This webinar is for providers who submit authorizations in ProviderConnect portal. We will provide an overview of ProviderConnect's features and how to submit authorizations.
<b>Youth Behavioral Health 101</b>	Wednesday, April 17th	at 3 P.M. Eastern Standard Time	This 2-hour long training will provide a high-level overview of Behavioral Health in Children & Adolescents. Topics discussed include childhood development, risk & protective factors, special population considerations, and an overview of common childhood diagnoses such as ADHD, Oppositional Defiant Disorder & Attachment Disorders. This training is intended for healthcare professionals who are not already knowledgeable and/or experienced in child behavioral healthcare. Experienced child behavioral health providers are welcome to attend as a content refresher. No CE Credit or certification is associated with this training.

# April HCPF Trainings

**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 3<sup>rd</sup> Thursday of each month. Next training – Thursday, April 11th at 9 AM

\*\*\*Note this training will be held again on May 2<sup>nd</sup> and 1:30 PM

**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 – Thursday, April 25th at 1 PM

**Intermediate Billing Training:** Intermediate Billing training covers claims processing and remittance advice via the Provider Web Portal and batch, secondary billing with commercial insurance and Medicare, attachment requirements, timely filing, suspended claims, adjustments and voids, reconsiderations and resubmissions and more. This training is a general training for all provider types. Scheduled – Thursday, May 9th at 9 AM

**Billing Training : Pediatric Behavioral Therapy:** Thursday May 23<sup>rd</sup> at 9AM

For a full list of trainings, resources, and calendars of trainings please visit the HCPF website:

<https://hcpf.colorado.gov/provider-training>

# Chapter 04

## 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**

# Carelon Resources – Forms and Guides

<https://www.carelonbehavioralhealth.com/providers/forms-and-guides>

## Billing and claims

- Tip Sheets for how to complete billing forms

## Change Request Forms

- Change of Address Forms, Facility Location Service Forms (LSF)

## Clinical Forms

## EAP Forms

# Stay Up To Date

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

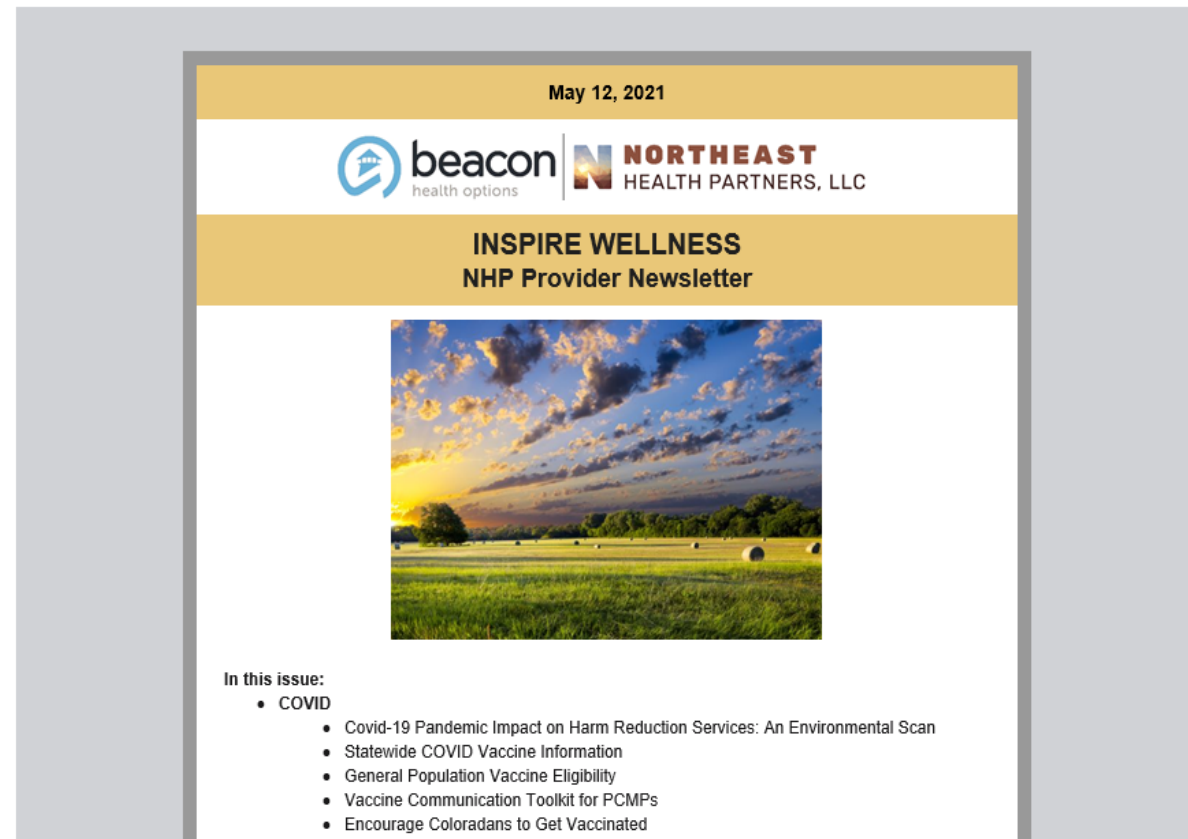
Be sure to check out the Inspire Wellness newsletter!!

To sign up please email:  
[CoProviderRelations@carelon.com](mailto:CoProviderRelations@carelon.com)

Wed 5/12/2021 7:02 AM

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

NHP Provider Newsletter 5.12.2021



# Upcoming Training

**The Next RAE Roundtable**

**The 2<sup>nd</sup> Friday of the month**


**May 10, 2024**


**11am**

# Thank you

## Contact Us



 888-502-4189

 888-502-4185

 [www.northeasthealthpartners.org](http://www.northeasthealthpartners.org)

 [www.healthcoloradoe.com](http://www.healthcoloradoe.com)

 [northeasthealthpartners@carelon.com](mailto:northeasthealthpartners@carelon.com)

 [healthcolorado@carelon.com](mailto:healthcolorado@carelon.com)

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

 <https://www.facebook.com/healthcoloradoe/>