

# 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 11:03 am

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

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

[NHP](#)

[HCI](#)

# 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 within the chat

Everyone's line is muted during the webinar.

Thank you

# December Provider Support Call

Monthly Provider Roundtable

December 13, 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:



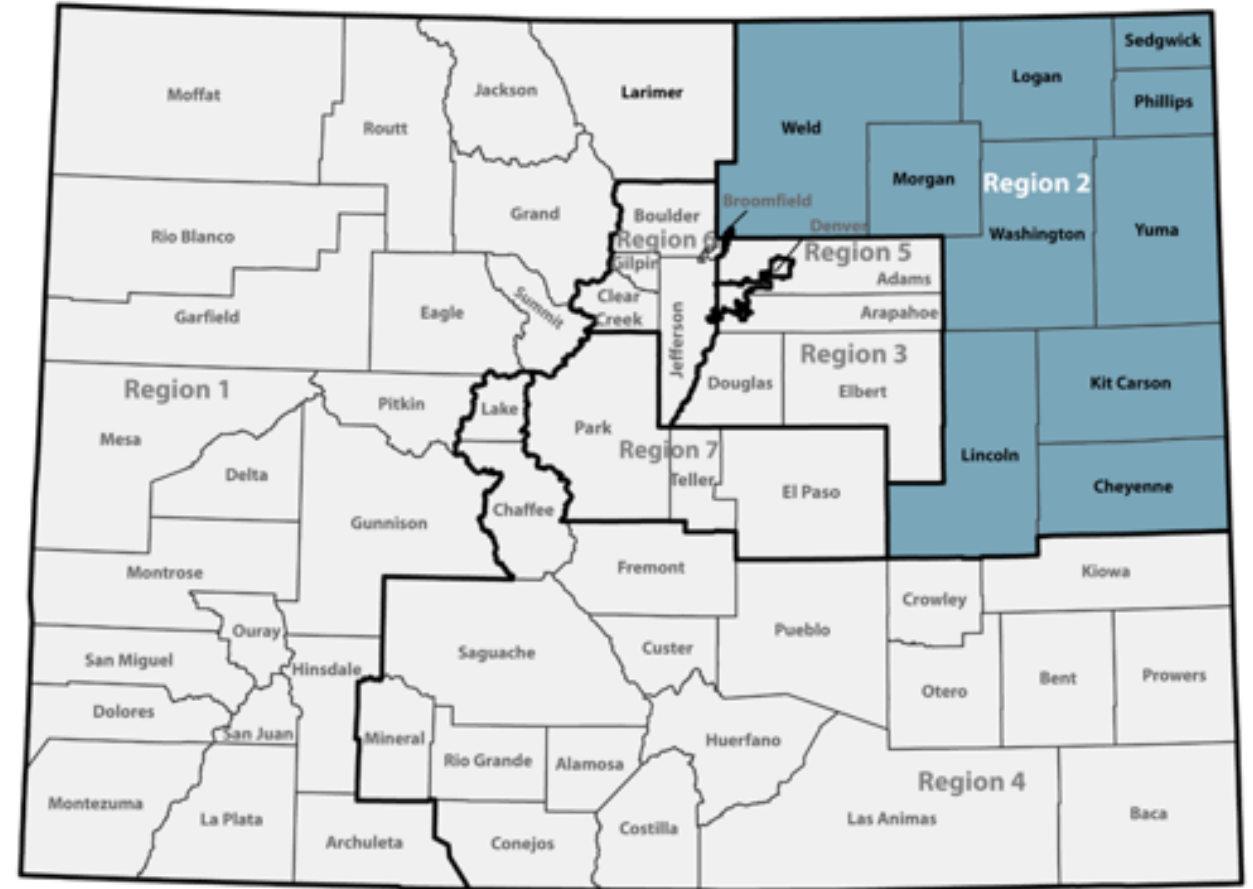
CMHCs:

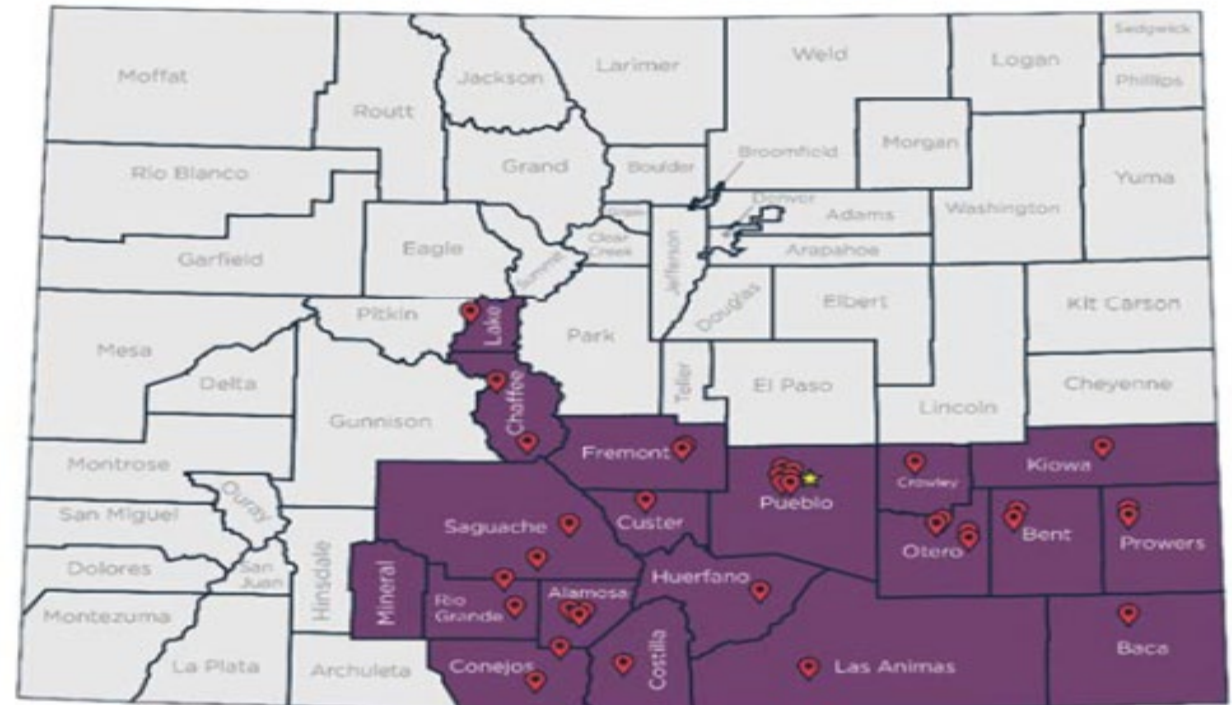


Administrative Service Organization:



Northeast Health Partners





# What is a RAE Roundtable?

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

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

# Agenda

1. Welcome and Introductions
2. HIT - High Intensity Treatment Services
3. RAE Website Overview – Provider Resources
4. eConsult Platform
5. HCPF Data Analytics Portal - DAP
6. Updates
7. Reminders, Questions, and Discussion





# Chapter 01

## Welcome and Introductions

Thank you for joining the Provider Support Call/Roundtable

# High Intensity Outpatient Program Overview

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# What are High Intensity Outpatient Programs

1. High Intensity Outpatient Programs (HIOP) also known as High Intensity Treatment (HIT) are community-based programs designed to:
  - ❖ Be a step-down option for members discharging from inpatient services
  - ❖ Offer additional support for members struggling in routine outpatient services
2. HIOPs offer treatment and support multiple times a week, which can help keep members out of higher levels of care and provide additional support to members discharging from an inpatient stay.
3. These programs include: **partial hospital program (PHP), intensive outpatient programs (IOP), high fidelity wraparound services, assertive community treatment (ACT), multi-systemic treatment (MST), functional family therapy (FFT), respite and case management**



# Authorizations for HIOP services

- ❖ FFT, community based wraparound services and case management do not require prior authorization, unless the provider is out-of-network.
- ❖ PHP, IOP, ACT, MST and respite do require prior authorization.
  - ❖ In-network providers can submit authorization requests via the ProviderConnect portal.
  - ❖ Out-of-network providers will need to complete the SCA request form.
  - ❖ Continued stay requests must include the treatment plan.
- ❖ Turn-around time for these service requests are 10 calendar days.



# How to refer members to HIOP services

- ❖ If you would like to refer a member to HIOP services:
  - ❖ Northeast Health Partners
    - ❖ Visit: <https://www.northeasthealthpartners.org/members/find-a-provider/> and search for the preferred HIOP service
    - ❖ Call: 888-502-4186 and ask for referrals to the preferred HIOP service
  - ❖ Health Colorado
    - ❖ Visit: <https://www.healthcoloradornet.com/members/find-a-provider/> and search for the preferred HIOP service
    - ❖ Call: 888-502-4190 and ask for referrals to the preferred HIOP service
- ❖ Members stepping down from inpatient services can work with their inpatient provider to connect with the recommended HIOP service for aftercare.



# What is care coordination and how is it involved

- ❖ Care coordination is a Medicaid benefit designed to help members connect to community resources and service providers and to help meet more immediate needs (food, transportation, housing, etc)
  - ❖ It can help pull providers together to ensure members are getting the treatment they need.
  - ❖ It can also help members navigate more complex systems of care, including waivers, long-term services and EPSDT benefits.
- ❖ Care coordination can work with members engaged in an HIOP to ensure members are connected to services they need and that step-down plans continue to meet the member's needs.



# How do you refer a member for care coordination

- ❖ You can refer Members to care coordination by filling out the online care coordination referral form or by calling their RAE to request care coordination services.

## Northeast Health Partners:

- Online at: <https://www.northeasthealthpartners.org/members/care-coordination/>
- Via phone at: 888-502-4186

## Health Colorado

- Online at: <https://www.healthcoloradorae.com/members/care-coordination/>
- Via phone at: 888-502-4190

Referrals can come directly from members or a current provider.



Questions??

Thank you!





# Chapter 03

## RAE Website Overview – Provider Resources

# RAE Website Overview – Provider Resources

Northeast Health Partners RAE 2: <https://www.northeasthealthpartners.org/providers/>

The screenshot displays the 'Providers' page on the Northeast Health Partners website. The header includes the company name, contact information (888-502-4189), and a navigation menu with links to Home, Members, Providers, Community, About, News, Resources, and Contact. A search bar and social media icons are also present. The main content area is titled 'Providers' and features a sidebar with a list of resources including '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', and 'Webinars & Trainings'. The main content area has a section for 'AVAILITY ESSENTIALS– Starting January 1, 2022!' with links to 'Upcoming Events / Get Involved!' and 'Newly Contracted Provider'. Below this is a grid of buttons for various services like 'Join Our Network!', 'Forms & Templates', 'Provider Communications', 'Quality', 'RAE Roundtables', 'Electronic Resources', 'Substance Use Disorder Expanded Benefit', 'Newly Contracted Provider', 'Provider Resources', 'Provider Handbook and Policies', 'Webinars & Trainings', 'Practice Transformation', and 'Contact Us'. At the bottom, there is a section for 'PROVIDER ENROLLMENT (REVALIDATION)' with links to 'NPI FAQs', 'Revalidation and NPI Fact Sheet', 'HCPF Revalidation site', and 'How to add a New NPI Number'.

# RAE Website Overview – Provider Resources

Health Colorado RAE 4: <https://www.healthcoloradorae.com/providers/>

The screenshot displays the 'Providers' page on the Health Colorado RAE 4 website. The page features a dark blue header with the Health Colorado logo, contact information (Call 888-502-4185, TTY: 800-432-9553, State Relay 711), a 'FIND A PROVIDER' button, a search bar, and social media icons. The main navigation bar includes links for Home, Members, Providers, Community, About, News, Resources, and Contact. The breadcrumb trail shows 'HOME / PROVIDERS'. The main content area is titled 'Providers' and contains a grid of resource links. A sidebar on the right lists additional provider resources. The footer includes the Northeast Health Partners, LLC logo and the Health Colorado logo with the tagline 'Your Connection to Complete Health Care'.

HOME / PROVIDERS

## Providers

AVAILITY ESSENTIALS — Starting January 1, 2022!

Upcoming Events / Get Involved!

Are you a newly contracted provider? Click here!

Join Our Network!	Newly Contracted Provider
Forms & Templates	Provider Resources
Provider Communications	Provider Handbook and Policies
Quality	Webinars & Trainings
RAE Roundtables	Practice Transformation
Electronic Resources	Primary Care Provider Toolkit
Care Coordination	Contact Us
Substance Use Disorder Expanded Benefit	

### PROVIDER ENROLLMENT (REVALIDATION)

NPI FAQs	Revalidation and NPI Fact Sheet
HCPF Revalidation site	How to add a New NPI Number

### PROVIDERS

- Contact Us
- Coronavirus Information
- Electronic Resources
- Forms & Templates
- Join Our Network!
- Newly Contracted Provider
- Practice Transformation
- Primary Care Provider Toolkit
- Provider Communications
- Provider Handbook and Policies
- Provider Resources
- Quality
- RAE Roundtables
- Substance Use Disorder Expanded Benefit
- Webinars & Trainings

# RAE Website Overview – Provider Resources: Forms and Templates

The screenshot shows the Northeast Health Partners website at the URL <https://www.northeasthealthpartners.org/providers/forms-templates/>. The page features a dark header with contact information (Call 888-502-4189; TTY: 800-432-9553, State Relay 711) and a "FIND A PROVIDER" search bar. The main navigation menu includes Home, Members, Providers, Community, About, News, Resources, and Contact. The page title is "Forms & Templates" under the breadcrumb "HOME / PROVIDERS / FORMS & TEMPLATES". The content is organized into two columns. The left column lists "PROVIDER TEMPLATES AND FORMS" and "MEMBER FORMS" with links to various documents. The right column lists "PROVIDERS" with links to various resources. A language selector at the bottom right shows "English".

Call 888-502-4189; TTY: 800-432-9553, State Relay 711

**NORTHEAST**  
HEALTH PARTNERS, LLC

Home Members Providers Community About News Resources Contact

HOME / PROVIDERS / FORMS & TEMPLATES

## Forms & Templates

**PROVIDER TEMPLATES AND FORMS**

- > Carelon Behavioral Health Telehealth Provider Attestation
- > Facility Roster
- > Psychological Testing Referral Form
- > W-9 (Editable Version)
- > ACH Enrollment Form PCP
- > Add, Changes, Deletes PCP

**MEMBER FORMS**

- > Designated Client Representative Form
- > Designated Client Representative Form – Spanish
- > Release of Information
- > Release of Information – Spanish
- > Member Rights, Responsibilities, EPSDT, and Advance Directives

**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

English

# RAE Website Overview – Provider Resources: Electronic Resources

The screenshot displays the Health Colorado website at the URL <https://www.healthcolorado.com/providers/electronic-resources/>. The page features a dark blue header with the Health Colorado logo and a navigation menu including Home, Members, Providers, Community, About, News, Resources, and Contact. A search bar and social media icons are also present in the header.

The main content area is titled "Electronic Resources" and includes a breadcrumb trail: HOME / PROVIDERS / ELECTRONIC RESOURCES. Below the title, there are two links: "Availity Essentials" and "Provider Connect". A paragraph explains that providers can direct Medicaid members to the Health First Colorado / Peak webpage to apply for and manage their benefits, with a link to <https://coloradopeak.secure.force.com/CPLOG>.

The "Health First Colorado Data Analytics Portal (DAP)" section describes the portal's purpose in supporting the Accountable Care Collaborative's (ACC's) goal of improving member health and reducing costs. It mentions the Department's contract with IBM Watson Health (formerly Truven) to host the Data Analytics Portal (DAP), which replaces the former Statewide Data and Analytics Contractor (SDAC). The portal provides data analytics for Primary Care Medical Providers (PCMPs) and Regional Accountable Entities (RAEs), including population and performance information, drill downs, drill ups, data exports, and provider-level comparisons.


The "How To Access The DAP Portal" section includes a link to the "IBM Watson Health (DAP) Portal" and a prompt for users to click the link, which will prompt for a Username and Password. It also includes a link to the "First Time Login Guide Through IBM Watson Health Portal" and a link to "Training: Automated CDAP training instructions".

A footer note states: "If you have any questions or need more assistance, please reach out to Provider Relations at [Coproviderrelations@carelon.com](mailto:Coproviderrelations@carelon.com)."

The right sidebar, titled "PROVIDERS", lists various resources: Contact Us, Coronavirus Information, Electronic Resources (highlighted), Forms & Templates, Join Our Network!, Newly Contracted Provider, Practice Transformation, Primary Care Provider Toolkit, Provider Communications, Provider Handbook and Policies, Provider Resources, Quality, RAE Roundtables, Substance Use Disorder Expanded Benefit, and Webinars & Trainings.

The bottom of the page features a dark blue footer with the Northeast Health Partners, LLC logo on the left, the Health Colorado logo and tagline "Your Connection to Complete Health Care" in the center, and a language selector set to "English" on the right.

# RAE Website Overview – Provider Resources: Provider Resources



HomeMembersProvidersCommunityAboutNewsResourcesContact

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

CLINICAL BEST PRACTICES: CONDITION MANAGEMENT SERIES

> Prenatal Care Guidelines & Resources

> Diabetes Care, Type 2 Guidelines & Resources

IMPORTANT TOOLS

> SUD SCA Form

> SCA Authorization Request Form Medicaid

> Outpatient Review Form

> Outpatient Review Form (Instructions)

> SUD Re-Authorization Form

> How to See What Community Mental Health Center a Member is Assigned to In ProviderConnect

> Utilization Management Expectations

MEDICALLY NECESSARY GUIDELINES

Behavioral Health+

Medical Health+

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

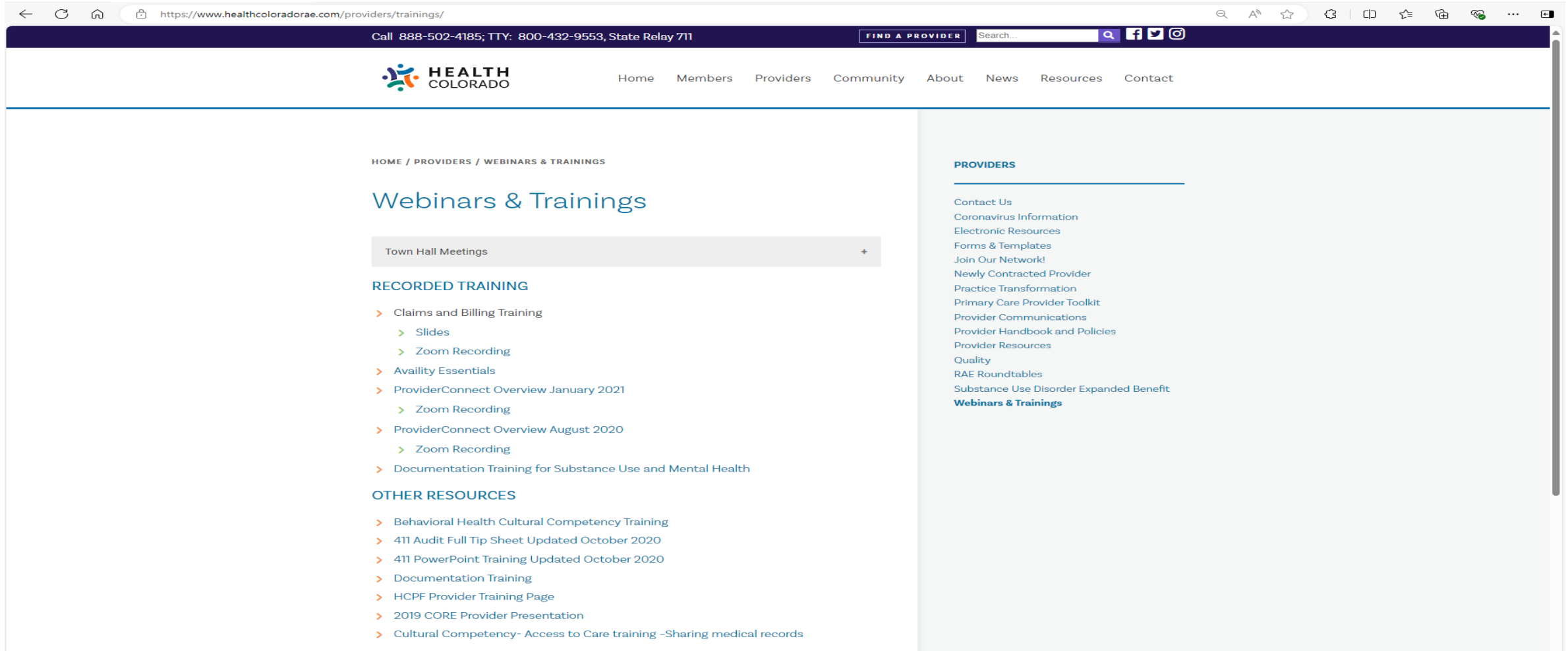
RAE Roundtables

Substance Use Disorder Expanded Benefit

Webinars & Trainings

English

# RAE Website Overview – Provider Resources: Webinars & Trainings



# RAE Website Overview – Provider Resources: Provider Resources

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Call 888-502-4189; TTY: 800-432-9553, State Relay 711 **FIND A PROVIDER** Search...

**NORTHEAST**  
HEALTH PARTNERS, LLC

Home Members Providers Community About News Resources Contact

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HOME / PROVIDERS / RAE ROUNDTABLES

## RAE Roundtables

**RAE ROUNDTABLE BEHAVIORAL HEALTH**

**Second Friday of every month 11am-12pm. Call in information:**

[Microsoft Teams meeting](#)

Join on your computer, mobile app or room device:

- > [Click here to join the meeting](#)
- > Meeting ID: 269 839 821 55  
Passcode: nr8vDp
- > [Download Teams | Join on the web](#)

Join with a video conferencing device:

- > [attend@m.webex.com](mailto:attend@m.webex.com)
- > Video Conference ID: 118 835 654 6
- > [Alternate VTC instructions](#)

**2024**

**NOVEMBER**

- > November All Provider RAE Roundtable Slides
- > November All Provider RAE Roundtable Webinar
  - Welcome and Introductions
  - Billing Updates and Discussion – PPS Billing, ASAM 3.2 WM requirements
  - Caelon Provider Resources – Supervisory Billing/Unlicensed Practitioner Policy, Fraud Waste and Abuse Training
  - Updates
  - Reminders and Questions

**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](#)



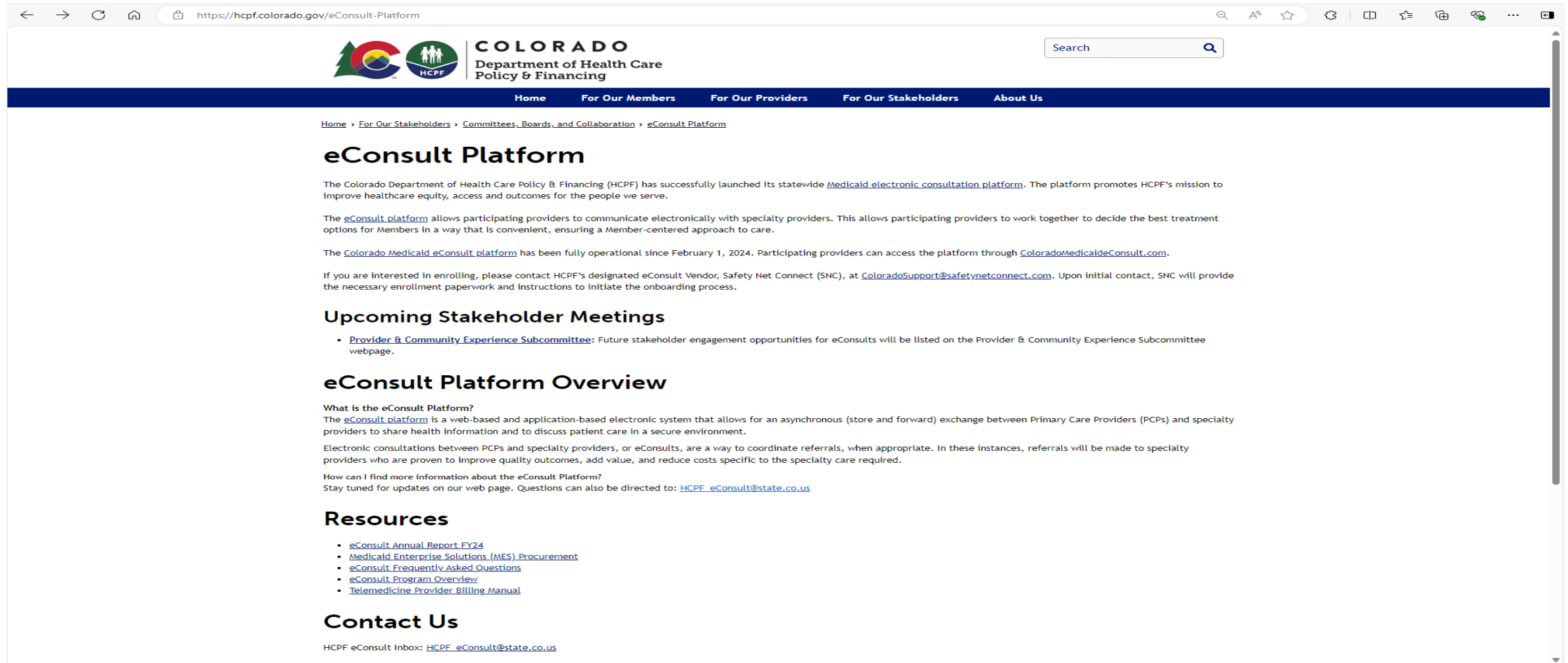
# Chapter 04

## eConsult Platform

# eConsult Platform

- HCPF implemented 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 allows PCPs to communicate electronically with specialty providers, allowing them to collaborate in order to decide the best treatment for Health First Colorado members.
- HCPF successfully launched the eConsult Platform 2/1/2024.
- Providers can access the online platform at URL: <https://www.econsultco.info/>
- For more information please visit: [https://hcpf.colorado.gov/eConsult\\_Platform](https://hcpf.colorado.gov/eConsult_Platform)

# eConsult Platform



The screenshot shows a web browser window with the URL <https://hcpf.colorado.gov/eConsult-Platform>. The page header features the Colorado Department of Health Care Policy & Financing (HCPF) logo and a search bar. The navigation menu includes links for Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The main content area has a breadcrumb trail: Home > For Our Stakeholders > Committees, Boards, and Collaboration > eConsult Platform. The title "eConsult Platform" is prominently displayed. The text explains that the platform promotes HCPF's mission to improve healthcare equity, access, and outcomes. It states that the eConsult platform allows participating providers to communicate electronically with specialty providers to decide on the best treatment options for members. The platform has been operational since February 1, 2024, and providers can access it through [ColoradoMedicaideConsult.com](https://ColoradoMedicaideConsult.com). Interested parties are directed to contact HCPF's designated eConsult Vendor, Safety Net Connect (SNC), at [ColoradoSupport@safetynetconnect.com](mailto:ColoradoSupport@safetynetconnect.com). The "Upcoming Stakeholder Meetings" section lists the "Provider & Community Experience Subcommittee" as a future engagement opportunity. The "eConsult Platform Overview" section defines the platform as a web-based and application-based electronic system for asynchronous exchange between Primary Care Providers (PCPs) and specialty providers. It notes that electronic consultations are a way to coordinate referrals, improve quality outcomes, add value, and reduce costs. For more information, users are directed to [HCPF\\_eConsult@state.co.us](mailto:HCPF_eConsult@state.co.us). The "Resources" section lists several documents: eConsult Annual Report FY24, Medicaid Enterprise Solutions (MES) Procurement, eConsult Frequently Asked Questions, eConsult Program Overview, and Telemedicine Provider Billing Manual. The "Contact Us" section provides the HCPF eConsult inbox email: [HCPF\\_eConsult@state.co.us](mailto:HCPF_eConsult@state.co.us).

Home > For Our Stakeholders > Committees, Boards, and Collaboration > eConsult Platform

## eConsult Platform

The Colorado Department of Health Care Policy & Financing (HCPF) has successfully launched its statewide [Medicaid electronic consultation platform](#). The platform promotes HCPF's mission to improve healthcare equity, access and outcomes for the people we serve.

The [eConsult platform](#) allows participating providers to communicate electronically with specialty providers. This allows participating providers to work together to decide the best treatment options for Members in a way that is convenient, ensuring a Member-centered approach to care.

The [Colorado Medicaid eConsult platform](#) has been fully operational since February 1, 2024. Participating providers can access the platform through [ColoradoMedicaideConsult.com](https://ColoradoMedicaideConsult.com).

If you are interested in enrolling, please contact HCPF's designated eConsult Vendor, Safety Net Connect (SNC), at [ColoradoSupport@safetynetconnect.com](mailto:ColoradoSupport@safetynetconnect.com). Upon initial contact, SNC will provide the necessary enrollment paperwork and instructions to initiate the onboarding process.

### Upcoming Stakeholder Meetings

- [Provider & Community Experience Subcommittee](#): Future stakeholder engagement opportunities for eConsults will be listed on the Provider & Community Experience Subcommittee webpage.

## 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.

How can I find more information about the eConsult Platform?  
Stay tuned for updates on our web page. Questions can also be directed to: [HCPF\\_eConsult@state.co.us](mailto:HCPF_eConsult@state.co.us)

## Resources

- [eConsult Annual Report FY24](#)
- [Medicaid Enterprise Solutions \(MES\) Procurement](#)
- [eConsult Frequently Asked Questions](#)
- [eConsult Program Overview](#)
- [Telemedicine Provider Billing Manual](#)

## Contact Us

HCPF eConsult Inbox: [HCPF\\_eConsult@state.co.us](mailto:HCPF_eConsult@state.co.us)

# eConsult Platform

← ↻ 🏠 <https://www.econsultco.info> 🔍 🗨️ ☆ ⚙️ | 🖨️ ☆ 📁 📧 ... 📺

## Colorado Medicaid eConsult Program

[HOME](#) [GETTING STARTED](#) [FREQUENTLY ASKED QUESTIONS](#) [NEWS & EVENTS](#) [CONTACT US](#) [PRACTICE ENROLLMENT FORM](#)

### Welcome to the Colorado Medicaid eConsult Program

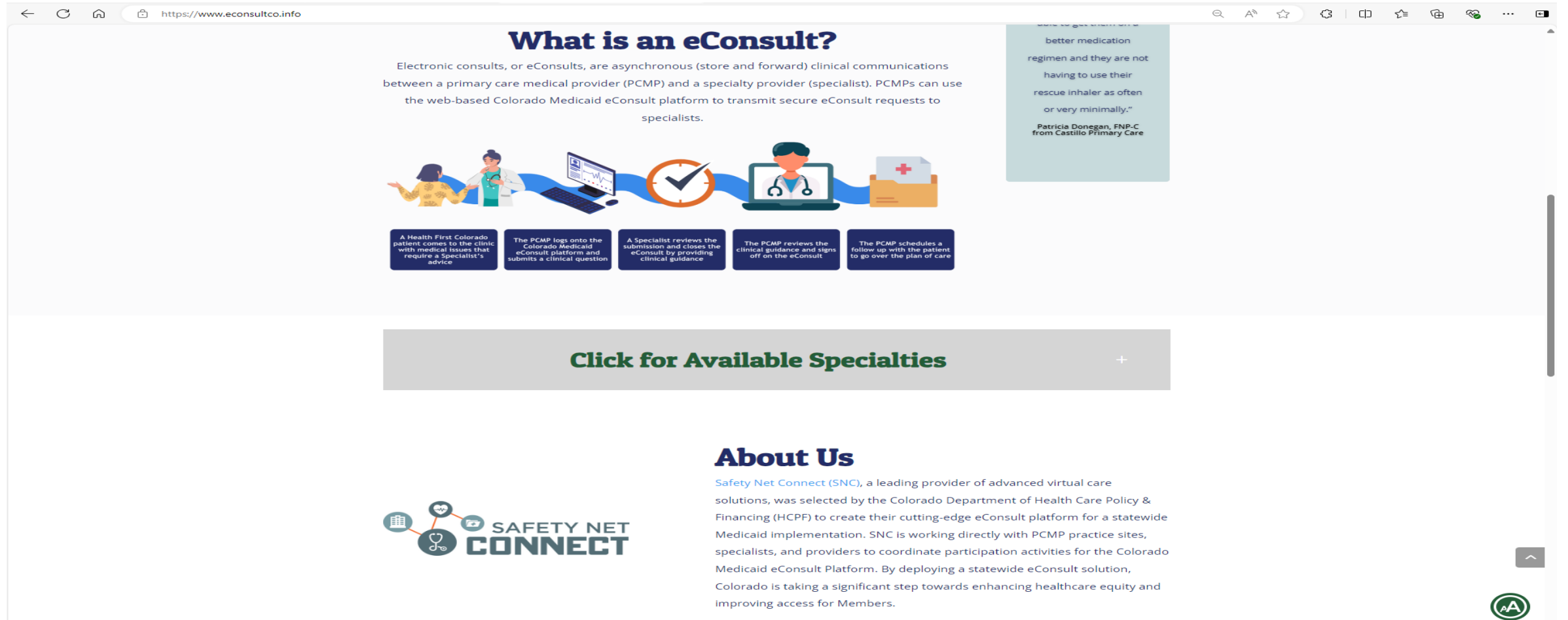
Funded by the Department of Health Care Policy & Financing (HCPF), the Colorado Medicaid eConsult Program aims to ease challenges faced from lack of access to specialty care across the state. Colorado Medicaid eConsults are free to Providers, offering high demand specialties, addressing workforce shortages and geographic barriers, and improving access to essential healthcare services for all Coloradans.

"This is very helpful since there are not any endocrine doctors taking any new Medicaid patients. This is the second eConsult that I have had to do because of this."

Shannon Fisher, NP from Fountain Valley Health Care, LLC

"My NP was very happy with the speed with which the response arrived. With the help of the Specialist, they were able to get their young patient connected to the

# eConsult Platform



# eConsult Platform

←↻🏠🔖https://www.econsultco.info🔍🗨️🌟🔧📄🔖🗺️⋮📱

Get In Touch

If you would like more information on the Colorado Medicaid eConsult program, how to participate, or to request a demo, please contact us using the form below.

\* Indicates required field

First Name \*

Last Name \*

Email \*

Phone Number \*

Organization \*

Message \*

SUBMIT

Helpful Links

Frequently Asked Questions | News & Events  
Accessibility Statement | Privacy Policy  
HCPF eConsult Information: [hcpf.colorado.gov/eConsult-Platform](https://hcpf.colorado.gov/eConsult-Platform)  
Colorado Medicaid eConsult Platform: [coloradomedicaidconsult.com](https://coloradomedicaidconsult.com)

Getting Started

How to Participate | Contact Us

# Chapter 05

## 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 main content area has a breadcrumb trail: Home > For Our Providers > Provider Services > Health First Colorado Data Analytics Portal (DAP). The title "Health First Colorado Data Analytics Portal (DAP)" is prominently displayed. The text explains that the portal supports the ACC's goal of improving member health and reducing costs by replacing the former SDAC. It mentions that the portal allows for drill downs and drill ups, data exports, and provider-level comparisons. A note about the ACC Phase 2 visit is included. The "Provider/Regional Accountable Entity" section states that users need to use the URL [Oneexperience.truvenhealth.com](https://oneexperience.truvenhealth.com) to access the portal. The "Trainings" section announces that automated trainings are now available and can be accessed at any time. The "Resources" section lists three links: [Provisioning Instructions](#), [Data Analytics Portal Fact Sheet](#), and [Automated CDAP Training Instructions](#). The "Contact" section provides information for users who already have access to the portal, including a phone number (877-843-6796), an email ([productsupport@truvenhealth.com](mailto:productsupport@truvenhealth.com)), and a portal URL (<https://truvenhealth.com/support/portal>). A final note suggests contacting the RAE for access or other questions.

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 Phase 2](#).

**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](mailto: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](#).

# Health First Colorado Data Analytics Portal - DAP

**IBM has uploaded an on demand training to the [Data Analytics Portal \(CDAP\)](#). To access the training in CDAP, please click in the 9-square menu in the top right corner of the CDAP portal and select File Share.**

The screenshot shows the Watson Health File Sharing interface. The top navigation bar includes a 'Menu' icon, the 'Watson Health' logo, and a 9-square menu icon. The 9-square menu is open, showing 'Other Applications' and 'File Sharing' (circled in red). The main content area displays a table of files:

Type	Name	Updated	Size
Folder	Health First Colorado - Public	Tue Mar 12 2019	2.7 MB
Folder	Health First Colorado - State	Thu May 02 2019	50.9 MB

The 'Health First Colorado - State' folder is circled in red. Below the table, there is a pagination control showing '1 of 1' and a blue button with the number '1'.

**In this folder there will be a PDF document entitled `CDAP_Training_PCMP_Automated.pdf` or `CDAP_Training_RAE_HCPF_Automated.pdf`**

The screenshot shows the Watson Health File Sharing interface with the 'Health First Colorado - State' folder selected. The main content area displays a table of files:

Type	Name	Updated	Size
PDF	CDAP_Training_RAE_HCPF_Automated.pdf	Thu May 02 2019	50.9 MB

Below the table, there is a pagination control showing '1 of 1' and a blue button with the number '1'.

# Health First Colorado Data Analytics Portal - DAP

**Please download the training to a local device.**

**Once the training is opened from the local device, there may be a prompt to download the latest version of Adobe Flash Player. Please select the "Learn More" option to navigate to the Adobe Flash Player website. There will be the option to download Adobe Flash to either Windows or Mac.**

**Follow the on-screen prompts to download and install Flash.**

**Once Flash is downloaded, re-open the saved CDAP training download on the local device; the training will automatically begin.**

**This training is fully automated with audio and animation. The training will help CDAP users navigate the portal & highlight key features available to CDAP users.**

# Chapter 06

## 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>

Carelon Provider Orientation

**Tuesday, December 10th at 12pm EST**

eServices Overview

**Wednesday, December 11th at 12pm EST**

ProviderConnect Overview

**Wednesday, December 18th at 12pm EST**

Claims Submission Guidance

**Thursday, December 19th at 12pm EST**

# 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>

Misunderstood Diagnoses

Thursday, December 5th at 3pm EST

Neonatal Abstinence Syndrome

Tuesday, December 10th at 3pm EST

Motivational Interviewing

Tuesday, December 17th at 3pm EST

# December Department of Health Care Policy and Financing (HCPF) Trainings Examples

Beginner Billing Training: Professional Claims (CMS 1500): Wednesday, December 11<sup>th</sup> 9-11:30 a.m.

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

# Chapter 07

## Reminders, Questions & Open Discussion



# Carelon Resources – How to connect...

Email Colorado Provider Relations at:  
[CoProviderRelations@carelon.com](mailto:CoProviderRelations@carelon.com)

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

# 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

# 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)

September 2024



## Provider Newsletter INSPIRE WELLNESS

In this issue:

- Department of Health Care Policy and Financing (HCPF)
  - HCPF Provider Bulletin Index
  - Provider Trainings
- Provider Resources and Information
  - Provider Portal Enhancements to Availity Essentials
  - New Resource: Communications Toolkit
  - September's Wellness Focus - Sexual Transmitted Infections (STI's)
  - Advance Colorado Broadband
  - Improving Intensive Behavioral Health Services for Medicaid (IBHS)
  - Stay up to date with Council for Affordable Quality Healthcare, Inc. (CAQH)
  - Northeast Health Partners website
- Upcoming Events and Webinars
  - Monthly RAE Provider Roundtable Webinar for September 2024

## DEPARTMENT OF HEALTH CARE POLICY AND FINANCING (HCPF)

### HCPF Provider Bulletin Index

The Provider Bulletin is published monthly and posted to this web page. The bulletin covers topics of interest to providers and billing professionals. For access to the Provider Bulletin Index, please visit the [HCPF website](#).

12/13/2024

September 2024



## HCI Provider Newsletter A monthly collection of must-know information and resources

In this issue:

- Provider Resources and Information
  - Provider Portal Enhancements to Availity Essentials
  - NEMT Fraud And How To Report It
  - Did You Know? Carelon Behavioral Health Provider Toolkit is Available
  - Reminder: Stay Up to Date with CAQH
- Health Colorado Member Resources
  - Member Engagement Opportunities
  - Wellness and Prevention
  - 988 Mental Health Crisis Support Information

- Public Health Information
  - Provider Trainings

- Upcoming events
  - Monthly RAE Provider Roundtable Webinar for September 2024
  - Upcoming Webinars and Archives

## PROVIDER RESOURCES AND INFORMATION



# Upcoming Training

The Next RAE Roundtable

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


January 10, 2024


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# Thank you

## Contact Us



 888-502-4189

 888-502-4185

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