

# 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@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

# 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

# January Provider Support Call

Monthly Provider Roundtable

January 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:



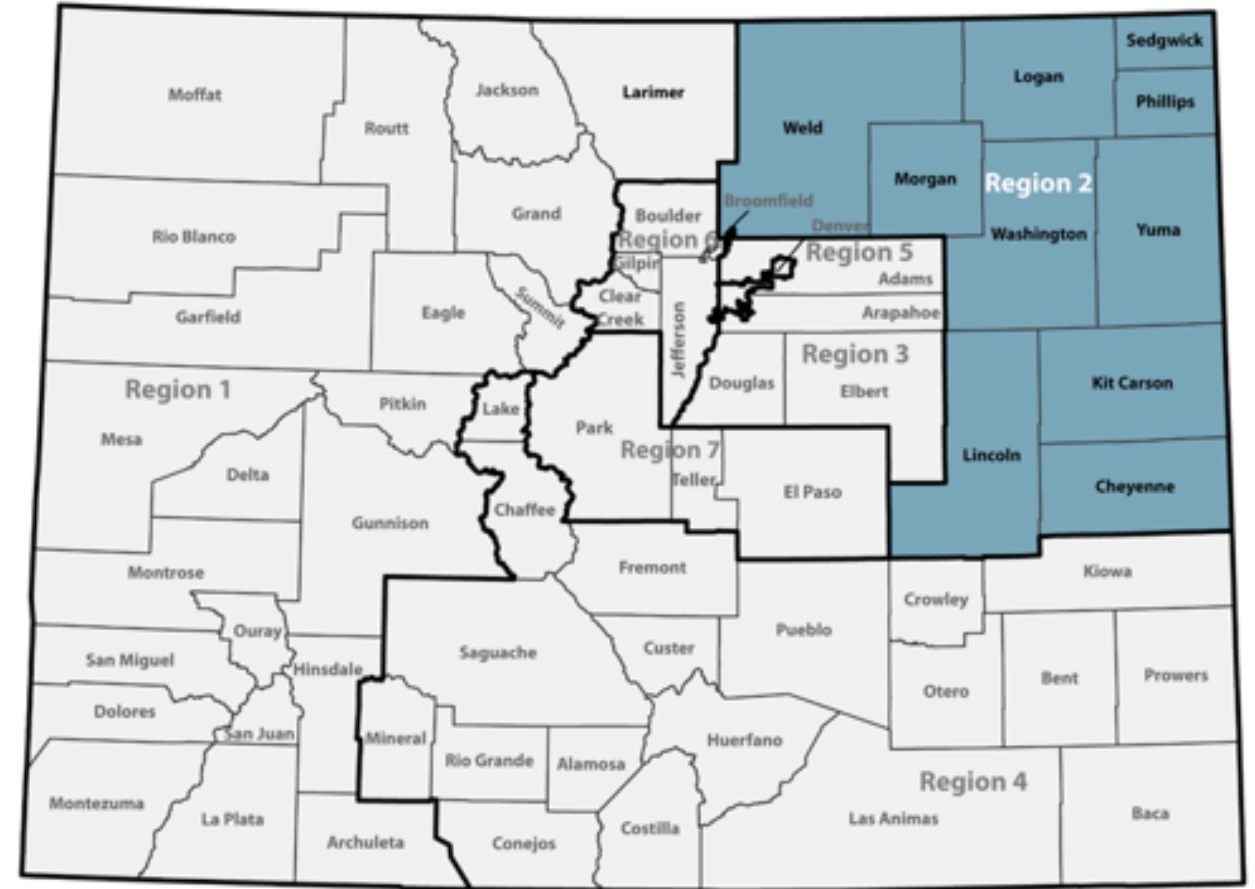
CMHCs:

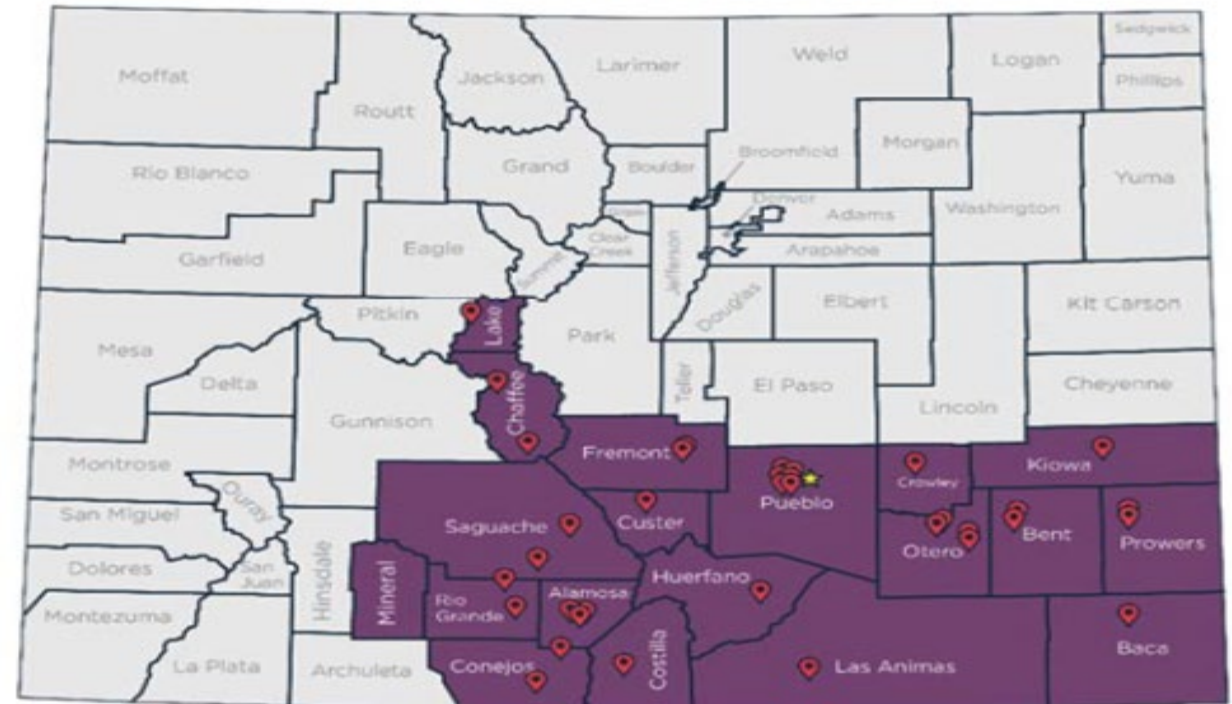


Administrative Service Organization:



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. Authorization Process and Overview
3. RAE Website Overview – Provider Resources
4. Crisis Program Overview
5. Updates
6. Reminders, Questions & Open Discussion

# Chapter 01

## Welcome and Introductions

Thank you for joining the Provider Support Call

# Chapter 02

## Authorization Process and Overview

- Tiffany Jenkins, LPC - Carelon

# 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 logo, 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 links: 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 is divided into three sections: 'AVAILITY ESSENTIALS– Starting January 1, 2022!' with a link to 'Upcoming Events / Get Involved!', a 'Newly Contracted Provider' section with a grid of links including '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'; and a 'PROVIDER ENROLLMENT (REVALIDATION)' section with links to 'NPI FAQs', 'Revalidation and NPI Fact Sheet', 'HCPF Revalidation site', and 'How to add a New NPI Number'.

https://www.northeasthealthpartners.org/providers/

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

HOME / PROVIDERS

## Providers

AVAILITY ESSENTIALS– Starting January 1, 2022!

Upcoming Events / Get Involved! +

Newly Contracted Provider

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

Contact Us

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  
Provider Communications  
Provider Handbook and Policies  
Provider Resources  
Quality  
RAE Roundtables  
Substance Use Disorder Expanded Benefit  
Webinars & Trainings




# RAE Website Overview – Provider Resources


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

Call 888-502-4185; TTY: 800-432-9553, State Relay 711

FIND A PROVIDER

Search





HomeMembersProvidersCommunityAboutNewsResourcesContact


HOME / PROVIDERS


Providers


AVAILITY ESSENTIALS — Starting January 1, 2022!


Upcoming Events / Get Involved!


Are you a newly contracted provider? Click here!


Join Our Network!


Forms & Templates


Provider Communications


Quality


RAE Roundtables


Electronic Resources


Care Coordination


Substance Use Disorder Expanded Benefit


Newly Contracted Provider


Provider Resources

Provider Handbook and Policies


Webinars & Trainings


Practice Transformation


Primary Care Provider Toolkit


Contact Us

PROVIDER ENROLLMENT (REVALIDATION)

NPI FAQs

HCPF Revalidation site

Revalidation and NPI Fact Sheet

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





HEALTH COLORADO

Your Connection to Complete Health Care

1/12/2024

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# RAE Website Overview – Provider Resources: Forms and Templates

The screenshot displays the website for Northeast Health Partners, LLC. The browser address bar shows the URL: <https://www.northeasthealthpartners.org/providers/forms-templates/>. The top navigation bar includes the phone number 888-502-4189, TTY: 800-432-9553, and a State Relay 711 button. A 'FIND A PROVIDER' search bar is also present. The main navigation menu lists: Home, Members, Providers, Community, About, News, Resources, and Contact. The page title is 'Forms & Templates', with a breadcrumb trail: HOME / PROVIDERS / FORMS & TEMPLATES. The content is organized into two main sections: 'PROVIDER TEMPLATES AND FORMS' and 'MEMBER FORMS'. The 'PROVIDER TEMPLATES AND FORMS' section lists: Carelon Behavioral Health Telehealth Provider Attestation, Facility Roster, Psychological Testing Referral Form, W-9 (Editable Version), ACH Enrollment Form PCP, and Add, Changes, Deletes PCP. The 'MEMBER FORMS' section lists: Designated Client Representative Form, Designated Client Representative Form – Spanish, Release of Information, Release of Information – Spanish, and Member Rights, Responsibilities, EPSDT, and Advance Directives. A sidebar on the right titled 'PROVIDERS' lists various resources: 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. 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 First Colorado website's 'Electronic Resources' page for providers. The browser address bar shows the URL <https://www.healthcoloradorae.com/providers/electronic-resources/>. The website header includes the Health First Colorado logo, a navigation menu (Home, Members, Providers, Community, About, News, Resources, Contact), and a 'FIND A PROVIDER' search bar. The main content area is titled 'Electronic Resources' and includes a breadcrumb trail: HOME / PROVIDERS / ELECTRONIC RESOURCES. It features a list of 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>. Below this is the 'Health First Colorado Data Analytics Portal (DAP)' section, which 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 portal's replacement of the former Statewide Data and Analytics Contractor (SDAC) and its inclusion of population and performance information. A 'How To Access The DAP Portal' section follows, with links to the 'IBM Watson Health (DAP) Portal', 'Username', and 'Password'. It also provides a 'First Time Login Guide Through IBM Watson Health Portal' and 'Training: Automated CDAP training instructions'. A final note encourages providers to reach out to Provider Relations at [Coproviderrelations@carelon.com](mailto:Coproviderrelations@carelon.com) for assistance. A right-hand sidebar titled 'PROVIDERS' lists various resources: 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, and Webinars & Trainings. The footer of the website shows the 'English' language selection.

Call 888-502-4185; TTY: 800-432-9553, State Relay 711

FIND A PROVIDER Search...

HEALTH COLORADO

Home Members Providers Community About News Resources Contact

HOME / PROVIDERS / ELECTRONIC RESOURCES

## Electronic Resources

- > Availity Essentials
- > Provider Connect

Providers can direct Medicaid members to the Health First Colorado / Peak webpage to apply for and manage their benefits, update their information, find providers and much more by clicking here: <https://coloradopeak.secure.force.com/CPLOG>

### 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.

#### How To Access The DAP Portal

- > IBM Watson Health (DAP) Portal

Once you click the link you will be prompted for:

- > Username
- > Password

Then click on Sign In

- > First Time Login Guide Through IBM Watson Health Portal
- > Training: Automated CDAP training instructions


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

### 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

English

# 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

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Forms & Templates

Join Our Network!

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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

 **HEALTH**  
COLORADO

[Home](#) [Members](#) [Providers](#) [Community](#) [About](#) [News](#) [Resources](#) [Contact](#)

## Webinars & Trainings

Town Hall Meetings +


### RECORDED TRAINING

- > Claims and Billing Training
  - > Slides
  - > Zoom Recording
- > Availity Essentials
- > ProviderConnect Overview January 2021
  - > Zoom Recording
- > ProviderConnect Overview August 2020
  - > Zoom Recording
- > Documentation Training for Substance Use and Mental Health

### OTHER RESOURCES

- > Behavioral Health Cultural Competency Training
- > Disability Cultural Competency Training
- > 411 Audit Full Tip Sheet Updated October 2020
- > 411 PowerPoint Training Updated October 2020
- > Documentation Training
- > HCPF Provider Training Page
- > 2019 CORE Provider Presentation
- > Cultural Competency- Access to Care training -Sharing medical records

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Provider Resources  
Quality  
RAE Roundtables  
Substance Use Disorder Expanded Benefit  
**Webinars & Trainings**

 English

# RAE Website Overview – Provider Resources: Provider Resources

## 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: 230 737 775 597
- > Passcode: AivxEW
- > [Download Teams | Join on the web](#)

Join with a video conferencing device:

- > [attend@m.webex.com](mailto:attend@m.webex.com)
- > Video Conference ID: 116 741 693 1
- > [Alternate VTC instructions](#)

Or call in (audio only)

- > +1 567-249-1745,,970643961# United States, Toledo
- > (866) 202-8779,,970643961# United States (Toll-free)
- > Phone Conference ID: 970 643 961#
- > [Find a local number | Reset PIN](#)

### **2023**

#### **DECEMBER**

- > [December All Provider RAE Roundtable Slides](#)
- > [December All Provider RAE Roundtable Webinar](#)
- > Topics Covered
  - eConsult Platform
  - HCPF Data Analytics Portal – DAP
  - Supervisory Billing Information
  - Online Trainings offered by HCPF and Carelon

[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

## Crisis Program Overview

- Wendy Farmer – Carelon
- Elizabeth Richards – Carelon

# 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

Thursday, January 18 at 12 p.m. ET

ProviderConnect Overview

Wednesday, January 24 at 1 p.m. ET

eServices Overview

Wednesday, January 17 at 12 p.m. ET

Claim Submission Guidance

Thursday, January 25 at 12 p.m. ET

Youth BH 101

Wednesday, January 17 at 3 p.m. ET

# January 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 – **Thursday, January 11th at 9 AM**

**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, January 25th at 9 AM**

**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, February 8th at 9 AM**

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

# State Behavioral Health Services (SBHS) Billing Manual January Update

- A new SBHS Billing Manual is available and effective 1/1/2024 at: <https://hcpf.colorado.gov/sbhs-billing-manual>
- There is a Tracking Form available outlining changes made to the manual effective 1/1/2024
- Examples of changes are:
  - Edited Appendix N to reflect new Neuro/Psych Testing reimbursement policy
  - Added POS 11, 56, and 99 to H0035
  - Edited language on H0038 Peer Services code
  - Edited language on H0046 Drop-in Services

# 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**

# Carelon Resources – Forms and Guides

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

CMS 1500 Claim Form

UB04 Claim Form

Tip Sheets for how to complete billing forms

W9 Templates

Change Request Forms

Clinical Forms

# Carelon Resources – Forms and Guides

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

Providers Members Search Find a Provider Other Carelon Sites

**carelon** Behavioral Health What We Offer Who We Are Perspectives Contact Us

## Forms, guides, and resources

Find all the forms, guides, tools, and other resources you need to support the day-to-day needs of your patients and office.

### Forms

Billing and claims	Change request	Clinical	Employee Assistance Program (EAP)
<a href="#">Claims Based Dispute Resolution Request Form</a>	<a href="#">Change of Address Packet</a>	<a href="#">ABA Authorization Request Form</a>	<a href="#">Authorization to Disclose Health Information for Formal or Mandatory Referrals to the EAP</a>
<a href="#">95-Day Waiver Request Form</a>	<a href="#">Disclosure of Ownership Form</a>	<a href="#">ABA Treatment Report Guidelines</a>	<a href="#">Authorization to Disclose Health Information for Formal or Mandatory Referrals to the EAP (Spanish)</a>
<a href="#">120-Day Waiver Request Form</a>	<a href="#">Facility Address Change Form</a>	<a href="#">Coordination of Care Authorization</a>	<a href="#">Authorization to Disclose Health Information for Formal or Mandatory Referrals to the EAP</a>
<a href="#">150-Day Waiver Request Medicaid Only</a>	<a href="#">Facility Initial Application</a>	<a href="#">Esketamine-Spravato Request Form</a>	<a href="#">CAF-1 EAP Case Activity and Billing Form</a>
<a href="#">365-Day Waiver Form</a>	<a href="#">Facility Recred Application</a>	<a href="#">ECT Authorization Request Form</a>	<a href="#">CAF-2 EAP Case Activity and Billing Form</a>
<a href="#">Adjustment Void Request Form</a>	<a href="#">Facility Roster Form</a>	<a href="#">Inpatient Treatment Report</a>	<a href="#">EAP Case Activity and Billing Form FAQ</a>
<a href="#">Claim Inquiry Form</a>	<a href="#">Group Addition Form</a>	<a href="#">Member Coordination of Care Tip Sheet</a>	<a href="#">EAP Participant Statement of Understanding</a>
<a href="#">CMS 1500 Claim Form</a>	<a href="#">Group Practice Roster</a>	<a href="#">Outpatient Medication Management Registration Form</a>	<a href="#">EAP Participant Statement of Understanding (Spanish)</a>
<a href="#">Inpatient Treatment Report Instructions</a>	<a href="#">Group Practice Tip Sheet</a>	<a href="#">Outpatient Treatment Report Form</a>	<a href="#">EAP Provider FAQ</a>
<a href="#">Medicare Waiver of Liability Form</a>	<a href="#">Leave of Absence Out of Office Notification Form</a>	<a href="#">Psych Neuropsych Evaluation Request Form</a>	<a href="#">EAP Provider Handbook</a>
<a href="#">Payment Integrity Provider Documentation Standards and Requirements</a>	<a href="#">Locations and Services Form</a>	<a href="#">Reporting a Potential Quality of Care Concern Provider Form</a>	<a href="#">EAP Statement of Understanding - Formal or Mandatory Referrals (Spanish)</a>
<a href="#">Third-Party Liability Indicator</a>	<a href="#">Roster for ABA Paraprofessional Providers</a>	<a href="#">rTMS Authorization Request Form</a>	<a href="#">Important EAP Case Activity and Billing Form Information</a>
<a href="#">Tips for Completing a CMS 1500</a>	<a href="#">Site Information Change Form</a>	<a href="#">Treatment Record Review Audit Tool</a>	
<a href="#">Tips for Completing the UB04</a>			
<a href="#">UB04</a>			
<a href="#">WV9</a>			

### Guides

# 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!!

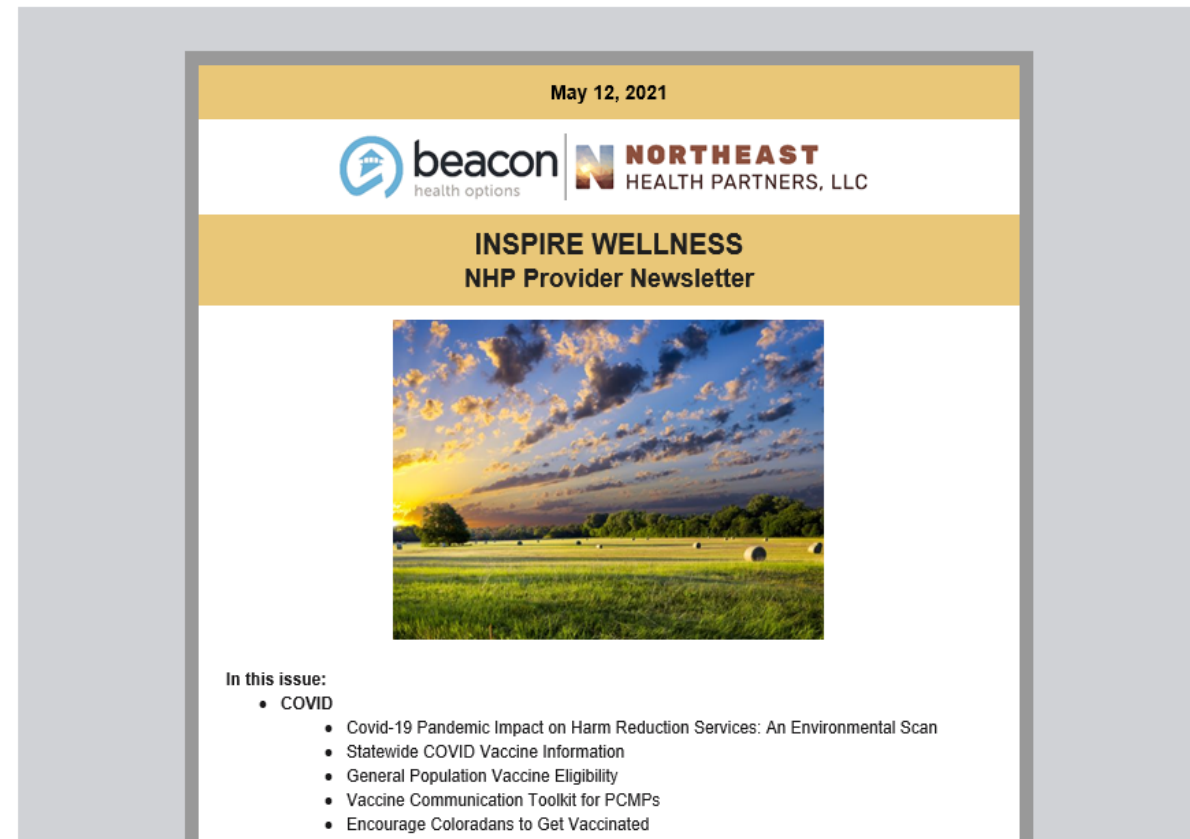
To sign up please email:

[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



1/12/2024

# Upcoming Training

The Next RAE Roundtable

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


February 9, 2024


11a m

# Thank you

## Contact Us



 888-502-4189

 888-502-4185

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

 [www.healthcoloradora.com](http://www.healthcoloradora.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/healthcoloradora/>