

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

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

May Provider Support Call

Monthly Provider Roundtable

May 10, 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:



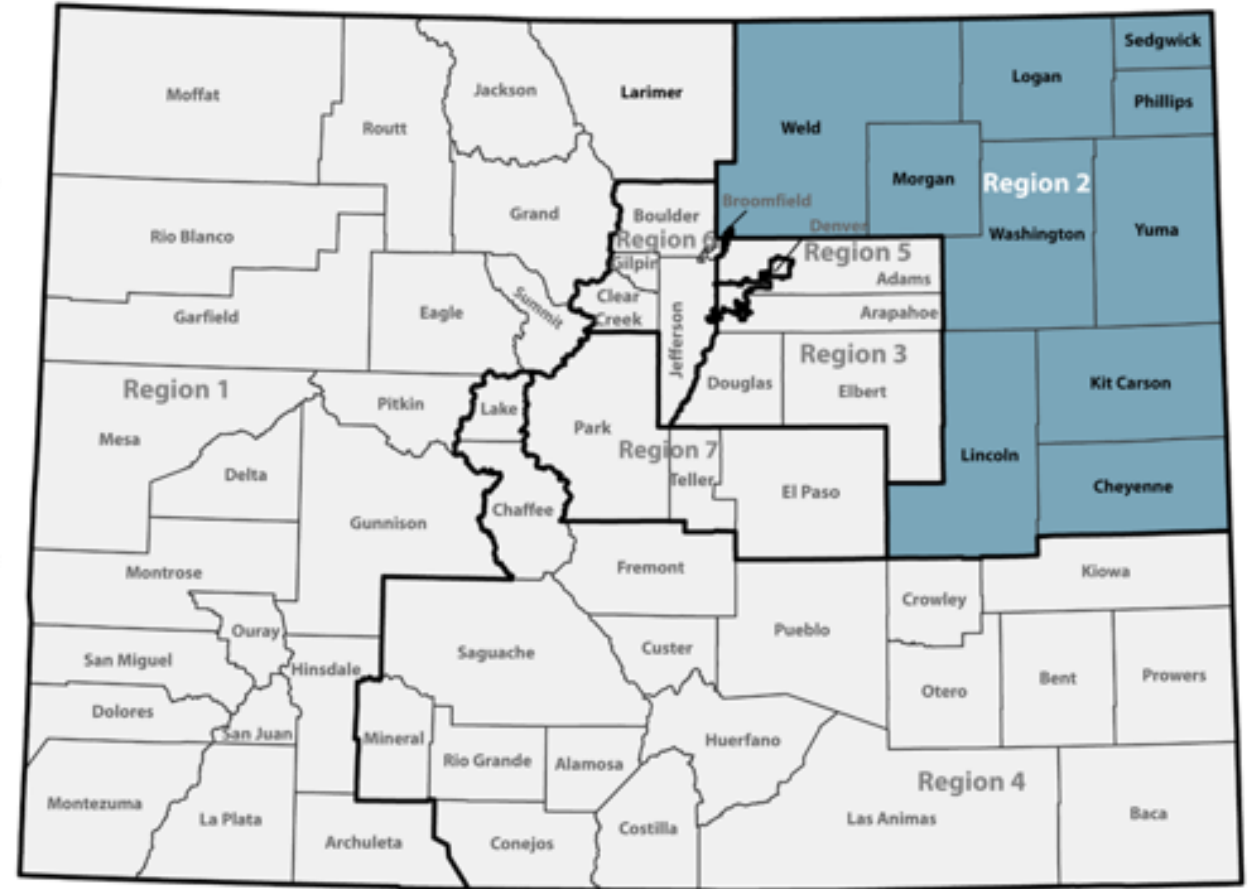
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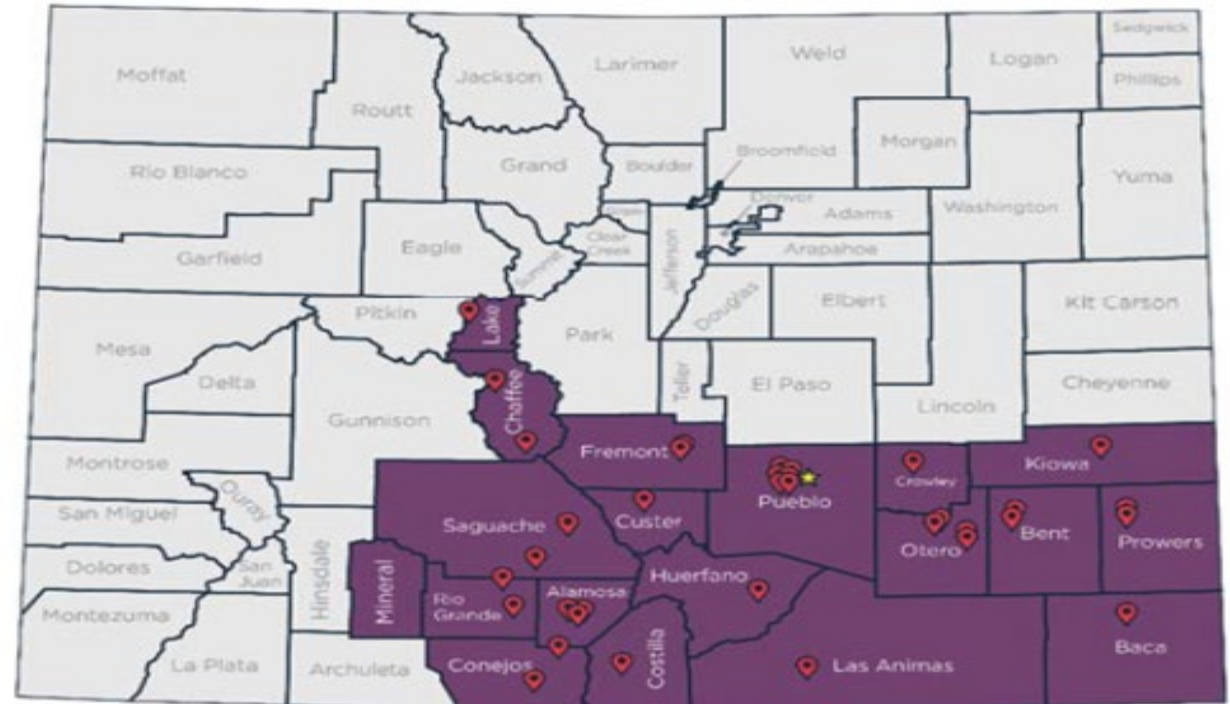


Administrative Service Organization:



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. HIOP – High Intensity Outpatient Program
3. DentaQuest Presentation
4. Updates
5. Reminders, Questions & Open Discussion

Chapter 01

Welcome and Introductions

Thank you for joining the Provider Support Call

Chapter 02

HIOP – High Intensity Outpatient Program

Presented by Tiffany Jenkins, Carelon

Chapter 03

DentaQuest Presentation

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, May 22 at 1 p.m. ET

Claim Submission Guidance

Thursday, May 30 at 12 p.m. ET

Carelon Provider Orientation

Tuesday, May 14 at 12 p.m. ET

eServices Overview

Wednesday, May 15 at 1 p.m. ET

Carelon Training Webinars - Monthly

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

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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>

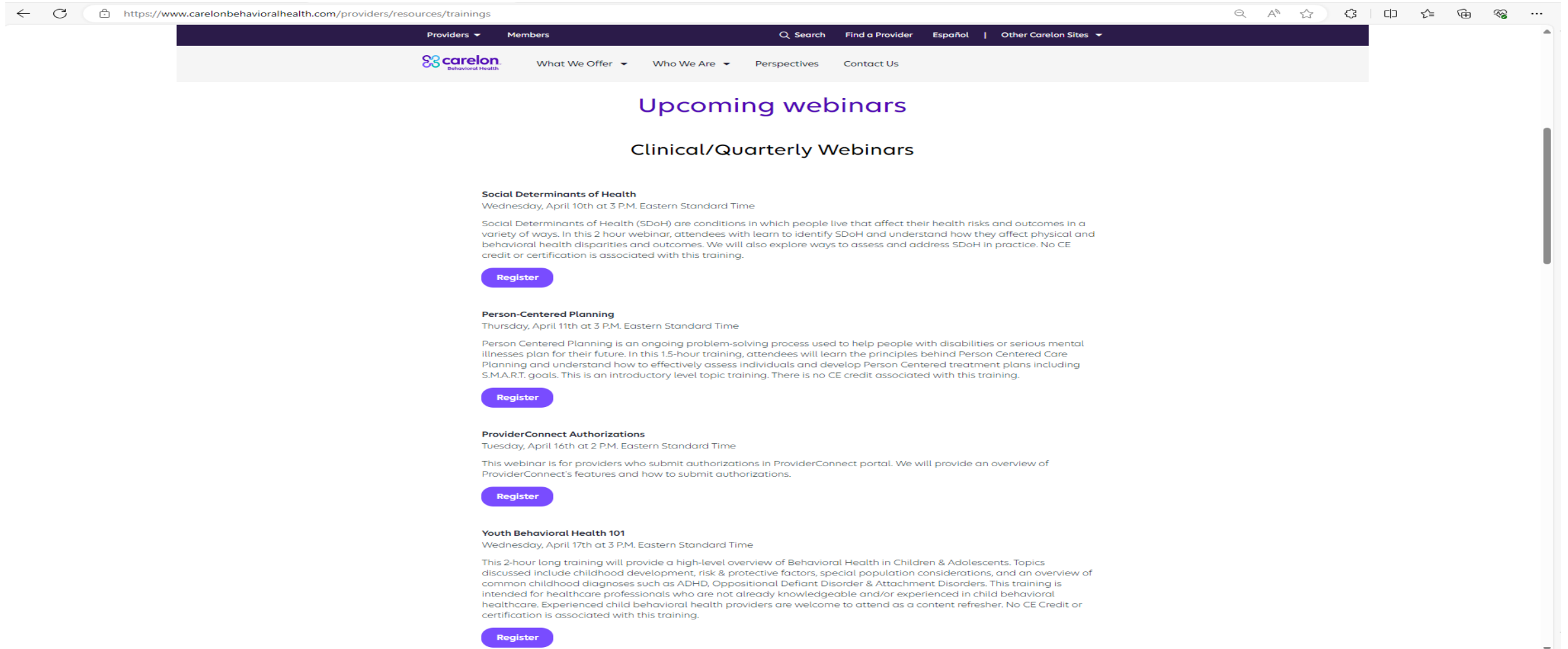
Behavioral Health 101 & Warning Signs
Wednesday, May 8 at 3 p.m. ET

Grief & Loss: Considerations for MH Professionals
Wednesday, May 15 at 3 p.m. ET

Availability Provider Portal Enhancement
Tuesday, May 21 at 12p.m. ET

Neonatal Abstinence Syndrome
Wednesday, May 22 at 3 p.m. ET

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
Social Determinants of Health	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.
Person-Centered Planning	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.
ProviderConnect Authorizations	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.
Youth Behavioral Health 101	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.

May/June HCPF Trainings

Billing Training : Pediatric Behavioral Therapy: Thursday May 23rd at 9AM

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 – **Thursday, June 13th 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, June 27th 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>

May/June HCPF Trainings

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

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

- ✓ **Billing Training - Resources**
- ✓ **Business Intelligence and Data Management**
- ✓ **Care and Case Management**
- ✓ **Disability Competent Care**
- ✓ **Early and Periodic Screening, Diagnostic and Treatment**
- ✓ **Falls Screening and Risk Reduction**
- ✓ **Long-Term Services and Supports**
- ✓ **Medicare**
- ✓ **Targeted Case-Management-Transition Coordination (TCM-TC) Services 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!!

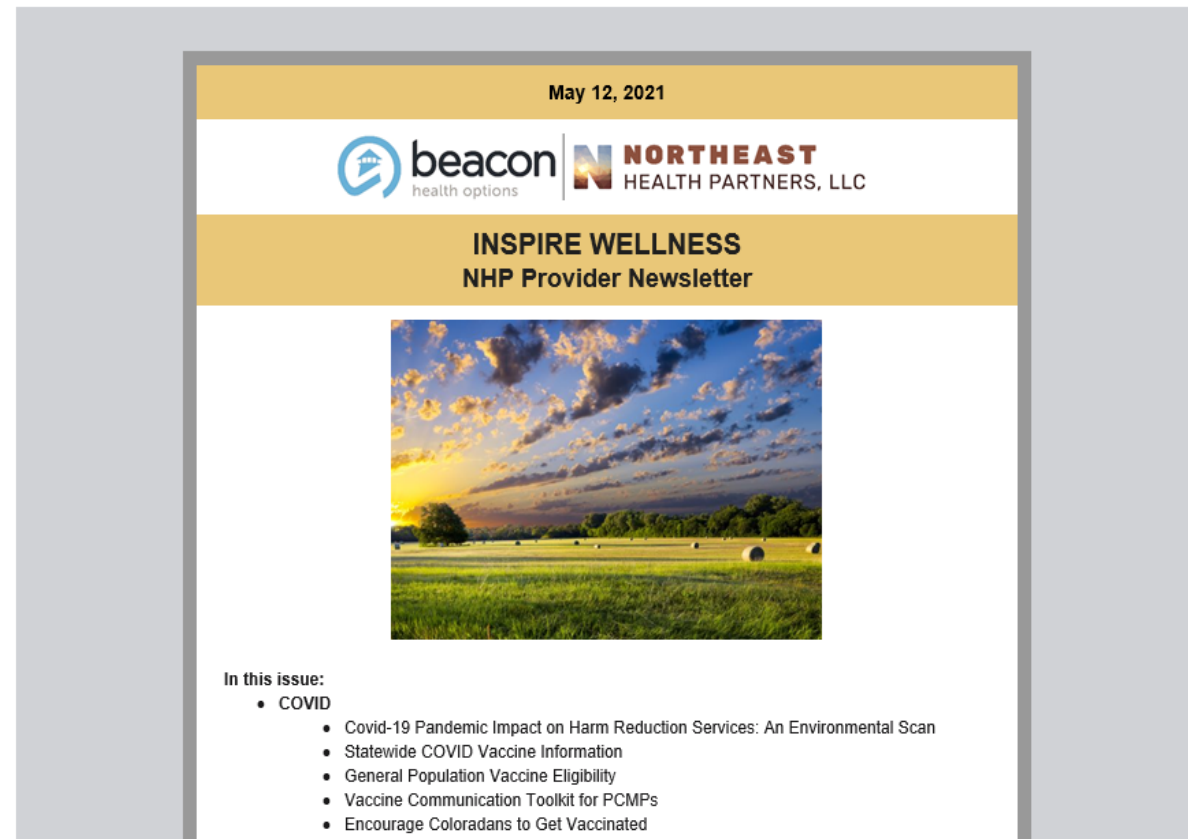
To sign up please email:

CoProviderRelations@carelon.com

Wed 5/12/2021 7:02 AM

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

NHP Provider Newsletter 5.12.2021



5/10/2024

Upcoming Training

The Next RAE Roundtable

The 2nd Friday of the month


May 10, 2024


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Thank you

Contact Us



 888-502-4189


 888-502-4185


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

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