

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

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

November Provider Support Call

Monthly Provider Roundtable

November 8, 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.

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FQHCs:



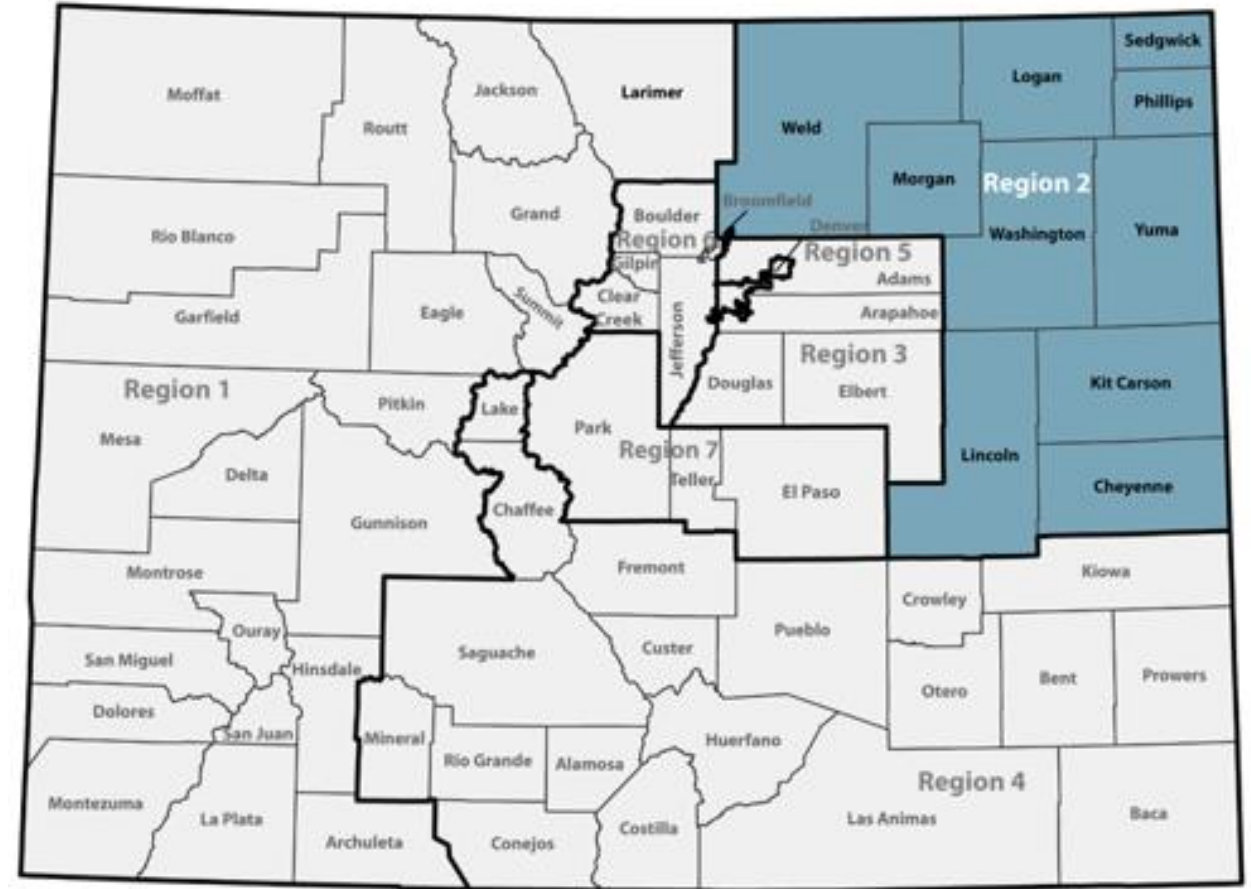
CMHCs:

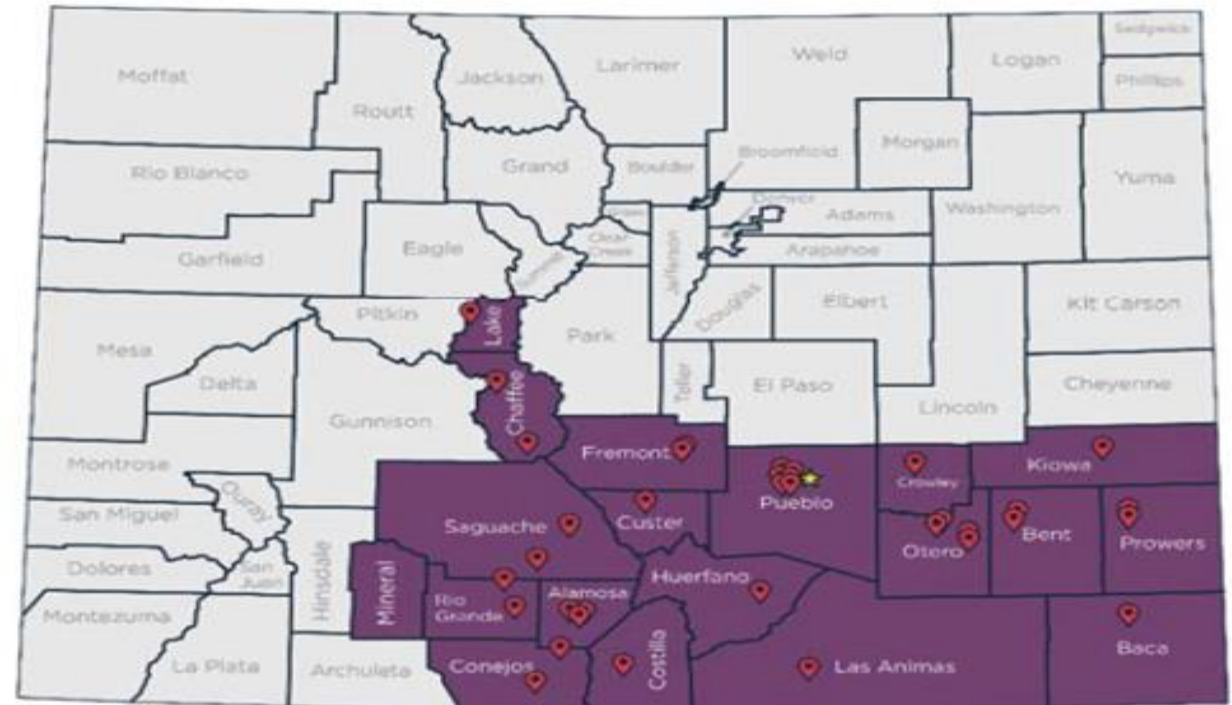


Administrative Service Organization:



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. Billing Updates and Discussion – PPS Billing, ASAM 3.2 WM requirements
3. Carelon Provider Resources – Supervisory Billing/Unlicensed Practitioner Policy, Fraud Waste and Abuse Training
4. Updates
5. Reminders and Questions



Chapter 01

Welcome and Introductions

Thank you for joining the Provider Support Call/Roundtable

Chapter 02

Billing Updates and Discussion

PPS Billing, ASAM 3.2 WM requirements

Billing Updates and Discussion

State Behavioral Health Services Billing Manual- Updated October 2024

[FINAL October 2024 SBHS Billing Manual](#)

- The majority of 1st position modifiers were removed on 1/1/24, but HCPF has required RAEs to pay if providers submit claims with said modifiers
- Providers will have until the end of the year to submit
- **1/1/25**- claims submitted with removed modifiers in 1st position will be denied

Please follow the HCPF billing manual to ensure you are submitting claims appropriately



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Billing Updates and Discussion

State Behavioral Health Services Billing Manual- Updated October 2024

[FINAL October 2024 SBHS Billing Manual](#)

- PPS billing- Bill multiple PPS services performed on the same day, on the same claim form
- This will help to prevent incorrect multiple payments for PPS services. This is related to ESNP and CSNP providers

Please follow the HCPF billing manual to ensure you are submitting claims appropriately



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Chapter 03

Carelon Provider Resources

Supervisory Billing/Unlicensed Practitioner Policy, Fraud Waste and Abuse Training

Chapter 03

Supervisory Billing Information

Supervisory Billing Information

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

Supervisory Billing Information



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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](#)

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



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Provider Resources

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

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Supervisory Billing Information



COLORADO MEDICAID STANDARDS FOR UNLICENSED PRACTITIONERS

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

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

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

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

General standards for licensed clinician serving in supervisory role

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

Organizational requirements

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

Supervision policy requirements

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

6.30.22

Supervisory Billing Information



COLORADO MEDICAID STANDARDS FOR UNLICENSED PRACTITIONERS FREQUENTLY ASKED QUESTIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

10.24.22

Supervisory Billing Information



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

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

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

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

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

Signature: _____ Date: _____

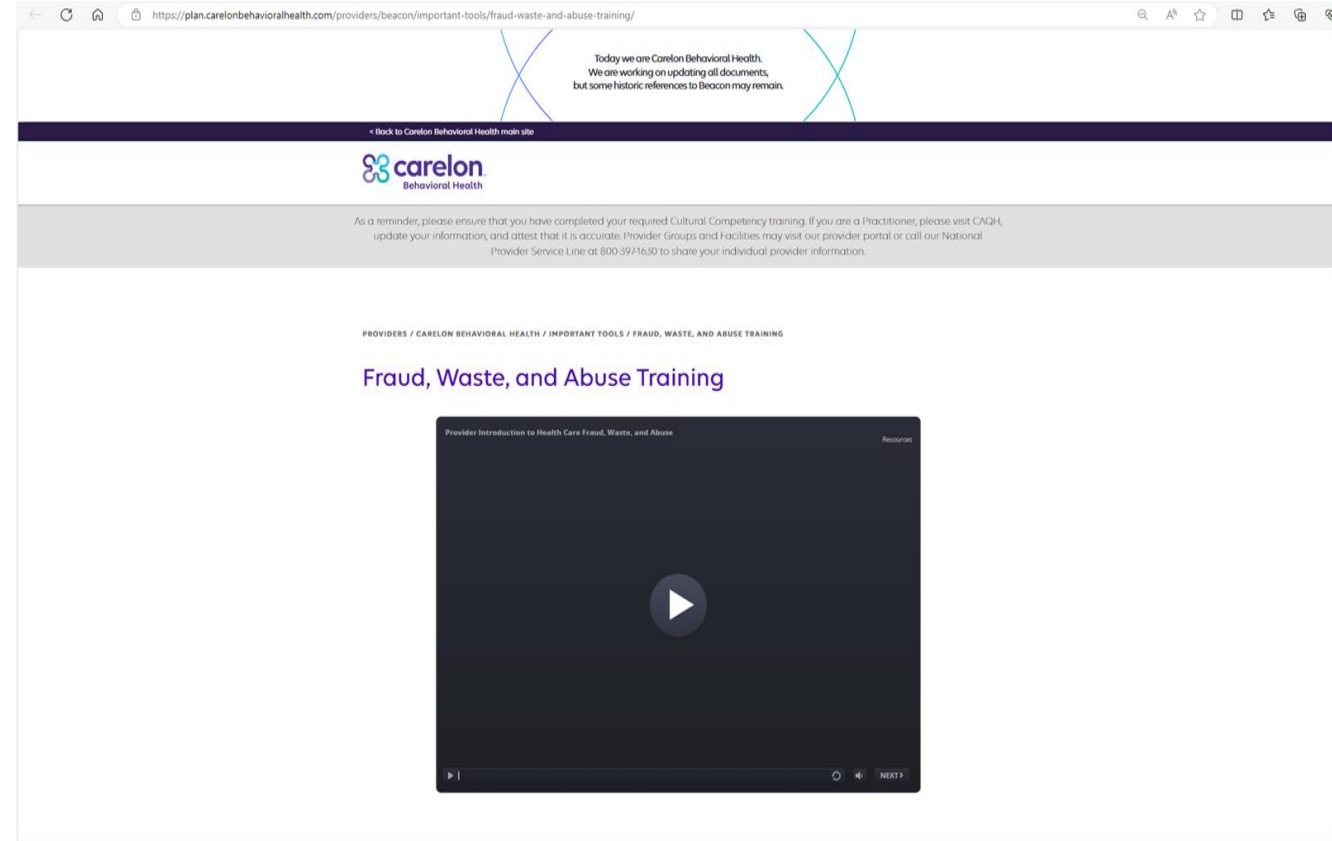
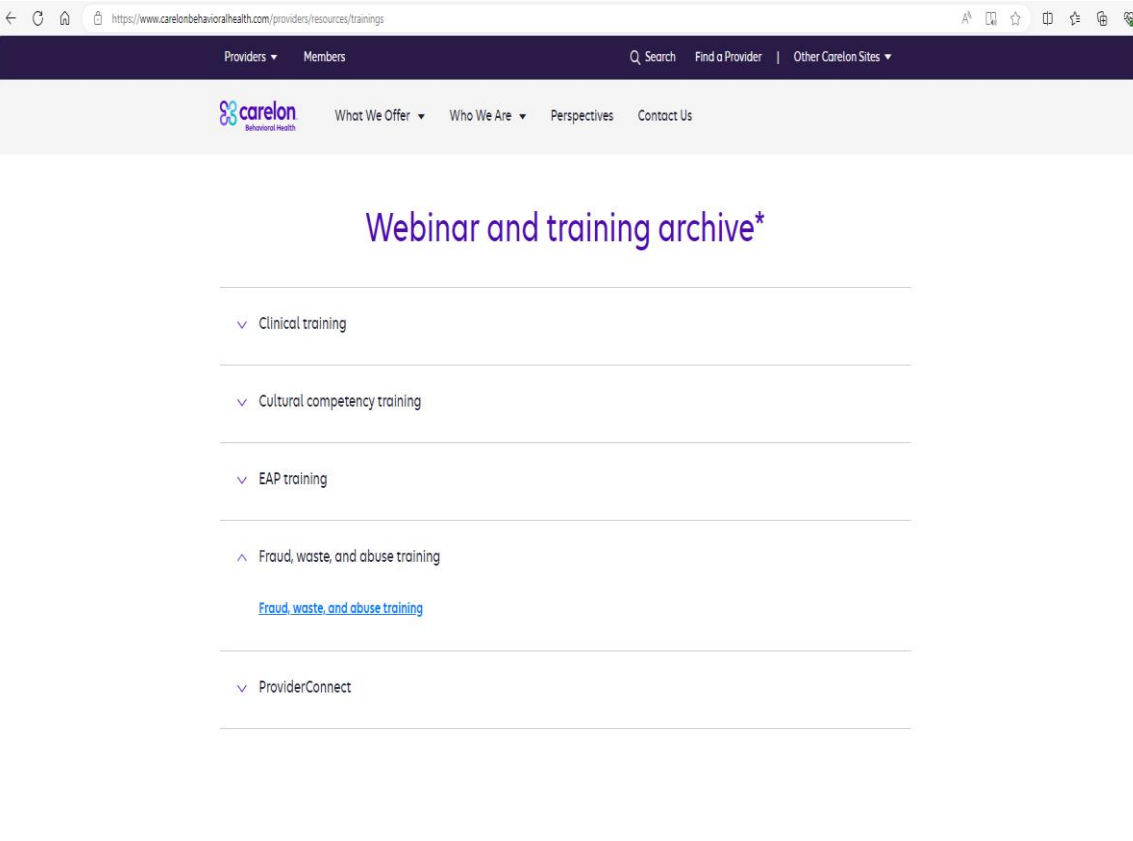
Printed Name: _____

Organization or Provider Name/TIN: _____

Organization or Provider Contact Information: _____

Carelon Resources – Fraud, Waste, and Abuse Training

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



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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>

Carelon Provider Orientation

Tuesday, November 12th at 12pm EST

eServices Overview

Wednesday, November 13th at 12pm EST

ProviderConnect Overview

Wednesday, November 20th at 12pm EST

Claims Submission Guidance

Thursday, November 21st 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>

Behavioral Health 101 & Warning Signs

Tuesday, November 5th at 3pm EST

Referring Clients Between Physical and Mental Health Services

Tuesday, November 12th at 3pm EST

Carelon's New Appointment Request Feature

Thursday, November 14th at 1pm EST

Gender-Affirming Behavioral Healthcare 101

Tuesday, November 26th at 3pm EST

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

Beginner Billing Training: Professional Claims (CMS 1500): Thursday, November 14, 2024
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 05

Reminders, Questions & Open Discussion

Carelon Resources – How to connect...

Email Colorado Provider Relations at:
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

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](#).

11/08/2024

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 2nd Friday of the month


December 13, 2024


11am

Thank you

Contact Us



 888-502-4189

 888-502-4185


 www.northeasthealthpartners.org

 www.healthcoloradora.com

 northeasthealthpartners@carelon.com

 healthcolorado@carelon.com

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

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