

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

September Provider Support Call

Monthly Provider Roundtable

September 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:



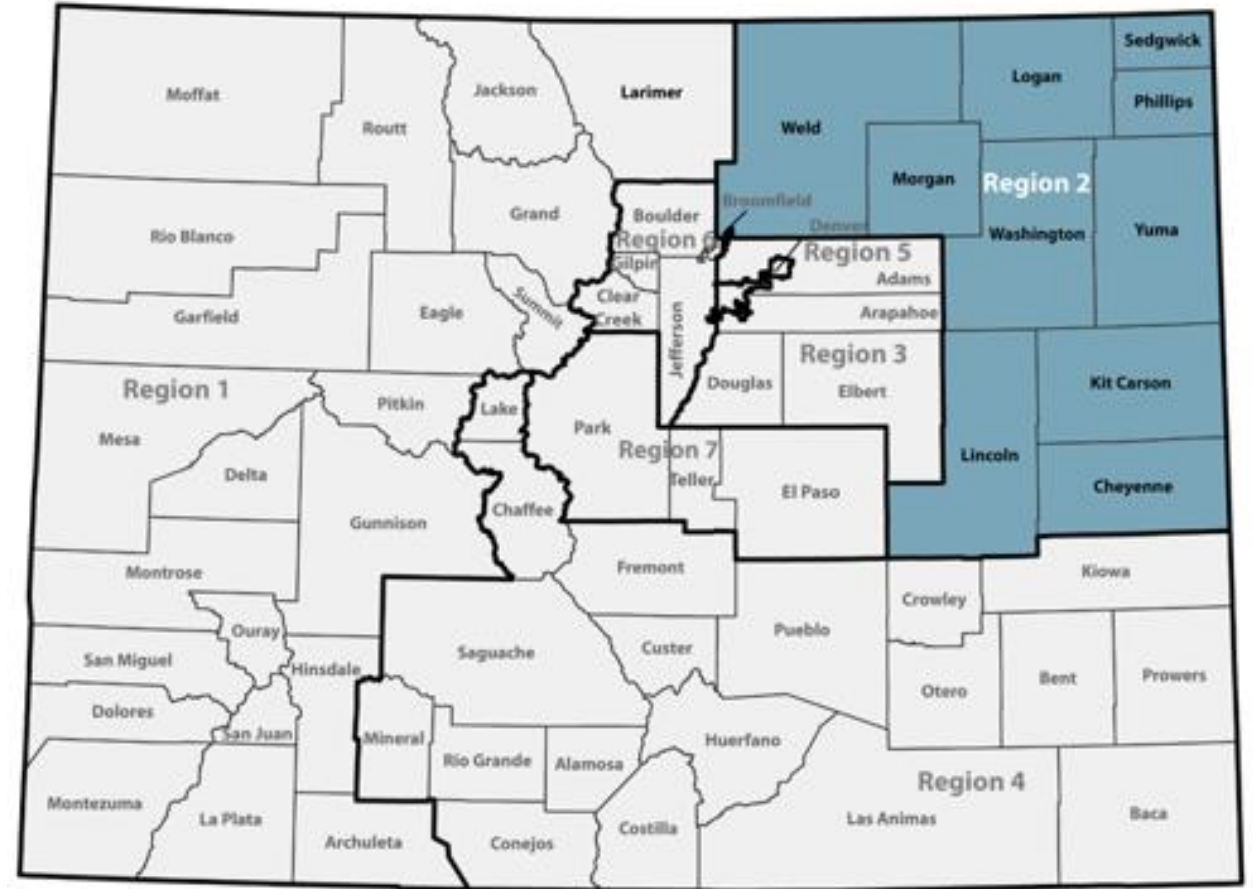
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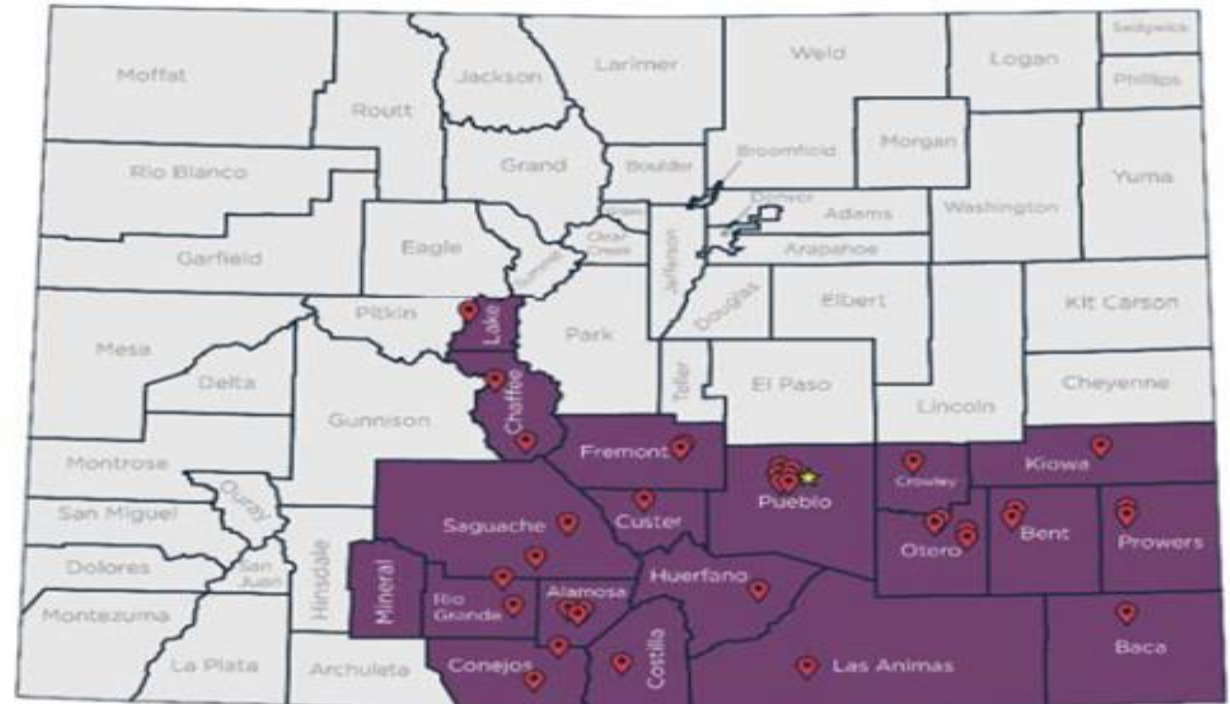


Administrative Service Organization:



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 also have an interest in attending.

Agenda

1. Welcome and Introductions
2. CO Medicaid Eligibility and Application Process
3. Access to Care Standards
4. Suicide Prevention Resources
5. Updates
6. Reminders and Questions

Chapter 01

Welcome and Introductions

Thank you for joining the Provider Support Call/Roundtable

Chapter 02

CO Medicaid Eligibility and Application Process

CO Medicaid Eligibility & Application Process

Many Coloradans have recently had life altering changes that includes losing their health care. They may not know about all their options regarding healthcare. Please help by sharing the information below

Any Coloradan who needs health care coverage should apply for Health First Colorado and CHP+.

- Applications can be submitted any time of the year--there is no enrollment period for Health First Colorado and CHP+
- No one should assume they don't qualify--there are different eligibility categories for different situations. The only way to know for sure is to apply!
- Anyone can apply online at [Co.gov/PEAK](https://www.colorado.gov/PEAK) or by phone at 1-800-221-3943 (Press "1" for phone applications)
- More information for applicants is on our website <https://www.colorado.gov/pacific/hcpf/colorado-medicaid>

Coloradans can also apply for financial help to purchase private health insurance through [Connect for Health Colorado](#). Anyone can apply within 60 days of a [life changing event](#), including loss of job-based coverage.

CO Medicaid Eligibility & Application Process

For more information, useful tools, and tips about applying for Health First Colorado and CHP+ please visit:

<https://hcpf.colorado.gov/contact-hcpf>

or email:

COProviderRelations@Carelton.com

The screenshot shows the 'Contact Us' page of the Colorado Department of Health Care Policy & Financing. The page has a blue header with the department's logo and name. Below the header is a navigation bar with links: Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The main content area is titled 'Contact Us' and features three buttons: 'Member Contacts' (blue), 'Provider Contacts' (green), and 'General Contacts' (yellow). The 'Member Contacts' section is expanded, showing a list of links for members to find information, such as 'Read about Health First Colorado (Colorado's Medicaid program) benefits', 'Learn how to request a Health First Colorado card', 'Find a nearby doctor, dentist, pharmacy, or other medical provider', and 'Get free around-the-clock medical advice by calling Health First Colorado's Nurse Advice Line'. Below this, there are sections for 'In Person' and 'By Phone' help, each with a list of services and contact information. A 'Colorado PEAK Website' sidebar on the right provides information about applying for coverage, downloading the Health First Colorado mobile app, and contacting technical support.

CO Medicaid Eligibility & Application Process

Who Qualifies for Health First Colorado?

Health First Colorado (Colorado’s Medicaid Program)		
Who’s Covered?	Requirements	Income
<ul style="list-style-type: none">- Children, pregnant women, single adults, and families- Health First Colorado	<ul style="list-style-type: none">- Individuals ages 0 – 64 years old- No disability requirement- No resource limit	<ul style="list-style-type: none">- Income limits based on household size and tax filer information. Some making more may qualify.- Income Guidelines
<ul style="list-style-type: none">- Certain parents or relatives living with a dependent child under the age of 19 who had Health First Colorado for at least 3 out of the last 6 months, may be eligible for up to 12 additional months of coverage after they exceed the income limit for your household.- Parents and children may also qualify for a 4 month coverage extension if they exceeded the income limit due to an increase in alimony or spousal maintenance.		

For more information <https://www.colorado.gov/pacific/hcpf/Colorado-medicaid>

CO Medicaid Eligibility & Application Process

There are several ways to apply:

- Online at - [Colorado.gov/PEAK](https://colorado.gov/PEAK) -- this is the fastest way to apply
- In person at your local county office or an Application Assistance Site
- By phone at 1-800-221-3943 / State Relay: 711
- By mail

For details on how to apply, visit: <https://www.healthfirstcolorado.com/apply-now/>



CO Medicaid Eligibility & Application Process

What Information Do I Need When Applying For Health First Colorado?

- The name, address, and contact information of each person applying;
- Social Security numbers of each member of your household seeking medical assistance (or document numbers for lawfully present individuals);
- The birth dates of each person applying;
- Employer information for each member of your household;
- Income information for each member of your household (for example, wage and tax statements such as pay stubs or W2 forms);
- Information about any other income you receive;
- Information and policy numbers for health insurance plans currently covering members of your household; and
- Citizenship and identity documentation

Chapter 03

Access to Care Standards

Access to Care Standards - Waiting Room Times

- A Health First Colorado member who arrives on time for their scheduled appointment shall wait no longer than fifteen (15) minutes to begin their scheduled appointment. If the appointment does not begin within fifteen (15) minutes, the member shall be offered the option of rescheduling for the next available appointment. Members shall be notified of the option to reschedule through a posted notice in the waiting area or by having the wait time policy reviewed with the member at the initiation of treatment.
- Members who were scheduled for prescriber services should be provided an appointment date that does not cause a delay or gap in their prescribed medication regimen. Members indicating urgent or emergent concerns should be provided an appointment that meets the access standards for urgent/emergency requests.



Access to Care Standards - Practice Hours

Hours of Operation: Providers who serve Health First Colorado members shall offer hours of operation that are no less than the hours of operation offered to commercial enrollees. Minimum hours of Carelon's Policy and Procedure Manual for Providers 22 provider operation shall include covered service coverage from 8 a.m. to 5 p.m. Monday through Friday and emergency coverage 24 hours a day, seven (7) days a week.

Extended Hours of Operation: Extended Hours of Operation and covered service coverage must be provided at least two (2) days per week at clinic treatment sites, which should include a combination of additional morning, evening or weekend hours, to accommodate members who are unable to attend appointments during standard business hours.

Evening and/or Weekend Support Services: Members and families should have access to clinical staff over evenings and weekends, not just an answering service or referral service staff



Access to Care Standards - Appointment & Availability Behavioral Health

Behavioral Health Providers are required to render services to Members on a timely basis, as follows:

Urgent Care – within twenty-four (24) hours after the initial identification of need.

Outpatient follow-up appointments – within seven (7) days after discharge from hospitalization.

Non-urgent Symptomatic Care Visit – within seven (7) days after the request.



Access to Care Standards - Appointment & Availability Behavioral Health (cont'd)

- **Emergency Behavioral Health Care** – by phone within fifteen (15) minutes after the initial contact, including TTY accessibility; in person within one (1) hour of contact in Urban and suburban areas, in person within two (2) hours after contact in Rural and Frontier areas.
- **Non-urgent, Symptomatic Behavioral Health Services** – within seven (7) days after a Member's request. Administrative intake appointments or group intake processes will not be considered as a treatment appointment for non-urgent symptomatic care.
- **In-person or telehealth visits** - are considered meeting the Access to Care standards.
- **The RAE will not place Members on wait lists for initial routine service requests.**



Access to Care Standards - Unavailable to see members?

Participating providers should:

- Contact their regional provider relations team via email located under Contact Us on the Providers section of the regional organization websites. Behavioral health providers may contact the Carelon National Provider Services Line (see Contact Page) to inform Carelon of any unavailability or absence.
- Upon return, participating providers should contact their regional provider relations team via email located under Contact Us on the Providers section of the regional organization



Access to Care Standards - Administrative Monitoring

Behavioral Health:

- Providers are audited for Access to Care standards annually to monitor and ensure access to care for all Medicaid members.
- Information on the access to care standards is outlined in the HCI and NHP Provider handbooks. As a reminder, this handbook is an extension of your Provider Agreement with Carelon Behavioral Health



Chapter 04

Suicide Prevention Resources

September is National Suicide Prevention Month

- Suicidal thoughts, much like mental health conditions, can affect anyone regardless of age, gender or background
- We use this month to shift public perception, spread hope and share vital information to people affected by suicide
- Our goal is ensuring that individuals, friends and families have access to the resources they need to discuss suicide prevention and to seek help

[National Alliance on Mental Illness](#)



Suicide Prevention Resources

Share the Vital 988 Mental Health Crisis Support Information:

Our RAEs ensure that our members have access to essential mental health crisis support services. We urge you to share this important information about the **988** Lifeline with your networks.

What is **988** and How Does it Work?

- 988 is a new, easy-to-remember number for mental health crisis support
- Whether you need help for yourself or are concerned about a loved one, you can call or text **988**, or chat at 988lifeline.org
- No matter where you are in the U.S., **988** connects you to a caring, trained counselor **24/7**. These counselors can assist with:
 - Thoughts of suicide
 - Mental health or substance use crises
 - Emotional distress

988 Lifeline ensures you have the support you need whenever you need it.

Help us spread the word about this critical resource. Share this information to raise awareness and ensure everyone knows about the support available through the **988** Lifeline. Together, we can make a difference!



Reflecting on Suicide Prevention Month

We would like to take this time to celebrate those who dedicate their careers to saving and improving lives. We understand that this type of work can be challenging, and we're committed to improving our workplace culture to best support our colleagues and providers.

We encourage you to participate in the [American Foundation for Suicide Prevention \(AFSP\) Out of the Darkness Walks](#) across the country to honor those impacted by suicide. Please continue to develop resources and tools to share as we come together to end the stigma around suicide and mental health crises.

To get involved, please consider [volunteering](#) in your community, sharing resources to family and friends, or just lending an ear to someone in need. **Together, we can show that no one is ever alone.**

Thank you all for your dedication to serving our members and communities.



Chapter 05

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, September 10th at 12 P.M. Eastern Standard Time

eServices Overview

Wednesday, September 11th at 1 P.M. Eastern Standard Time

ProviderConnect Overview

Wednesday, September 18th at 1 P.M. Eastern Standard Time

Claims Submission Guidance

Thursday, September 26th at 12 P.M. Eastern Standard Time

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>

Motivational Interviewing

Thursday, September 5th at 3 P.M. Eastern Standard Time

Managing Cardiovascular and Metabolic Risk for People with Serious Mental Illness

Thursday, September 12th at 3 P.M. Eastern Standard Time

Social Determinants of Health

Wednesday, September 25th at 3 P.M. Eastern Standard Time

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

Beginner Billing Training: Institutional Claims (UB-04): Thursday, September 5th at 9 AM

Beginner Billing Training: Professional Claims (CMS 1500): Thursday, September 12th 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>

Chapter 06

Reminders, Questions & Open Discussion

New Fiscal Year

The new fiscal year (FY 24/25) for Colorado Medicaid and the RAEs began **7/1/2024**

Please be sure to stay up to date on changes, Medicaid validation, and other items coming in FY 24/25.

- Visit the HCPF website - <https://hcpf.colorado.gov/our-providers>
- Contact Carelon PR at COProviderRelations@carelon.com
- Follow newsletters provided by the RAEs and HCPF

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 Avality 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](#).

9/13/2024

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 Avality 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

35

Upcoming Training

The Next RAE Roundtable

The 2nd Friday of the month


October 11, 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/>

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