

# 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

# May Provider Support Call

Monthly Provider Roundtable

May 9, 2025

# 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:



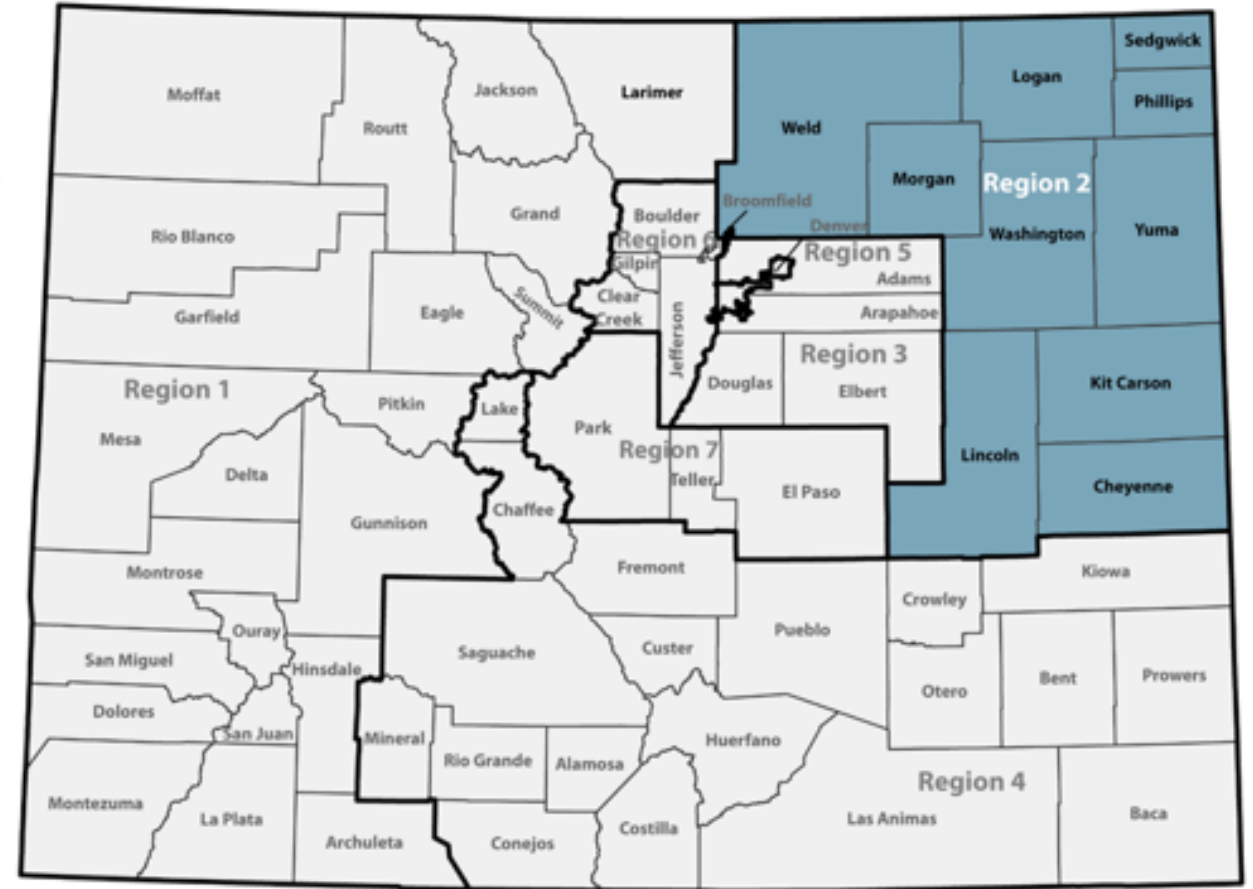
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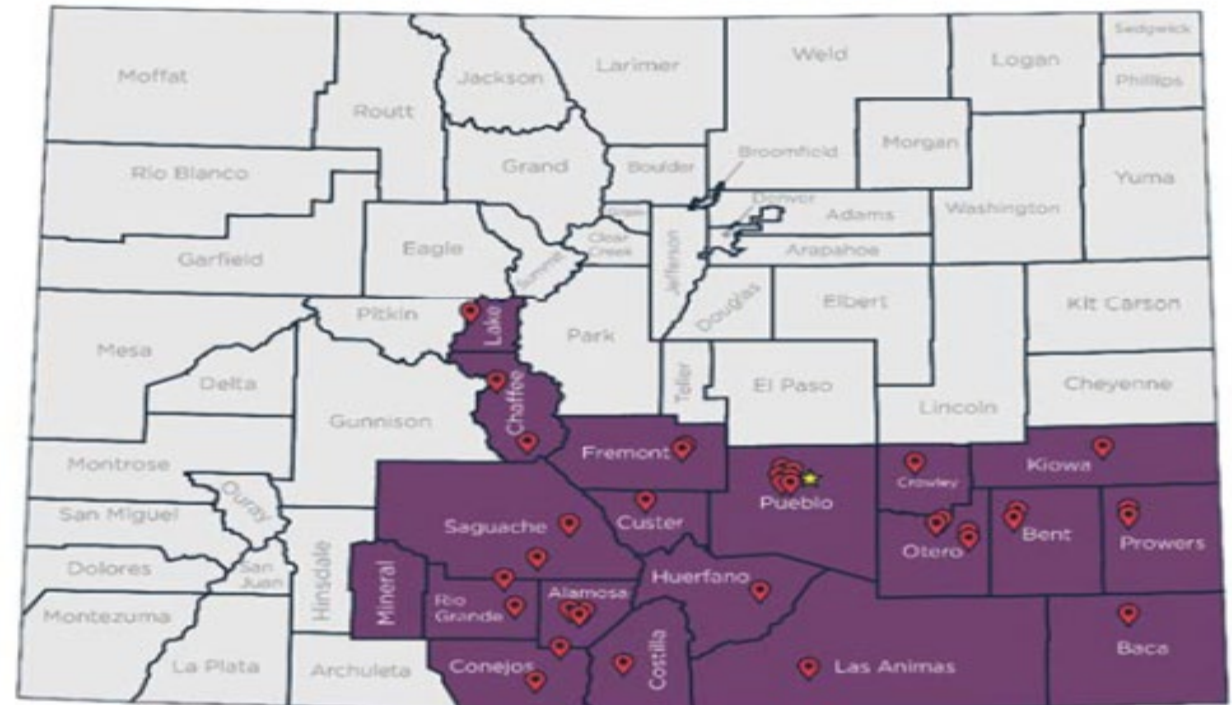


Administrative Service Organization:



Northeast Health Partners





# What is a RAE Roundtable?

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

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

# Agenda

1. Welcome and Introductions
2. Medicaid Changes- RAE 2 and 4 Providers
3. Updates
4. Reminders, Questions, and Discussion





# Chapter 01

## Welcome and Introductions

Thank you for joining the Provider Support Call/Roundtable

# Chapter 02

## Medicaid Changes



# Northeast Health Partners

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RAE 2

Alma Mejorado, MSW

May 5, 2025



# ACC Phase III

Updates & Key Changes

# NHP Key Changes for Phase III

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- New Logo

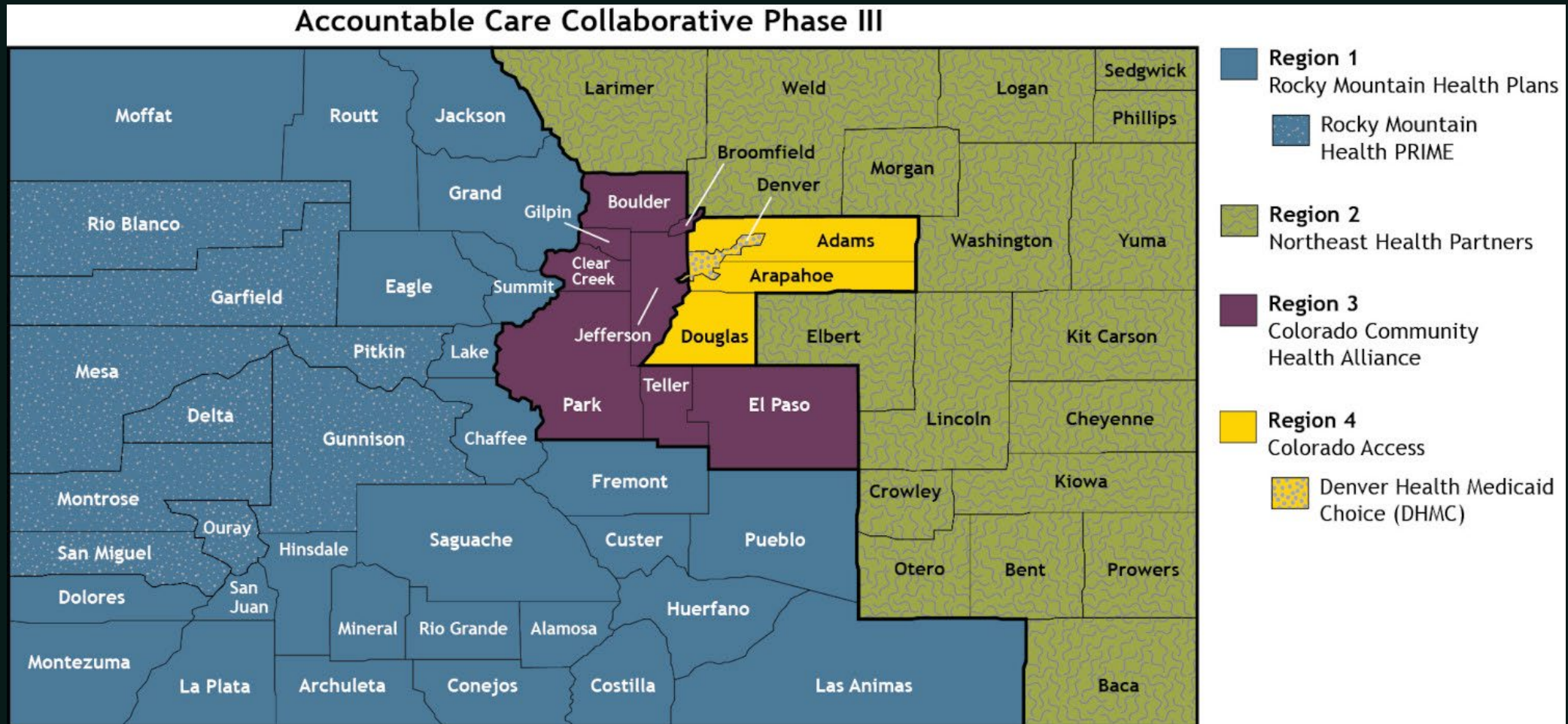


- New Counties covered by NHP!
- Expanded Office Locations
  - Greeley, Colorado: Corporate Office
  - Akron, Colorado: Regional Hub
  - Lamar, Colorado: Regional Hub

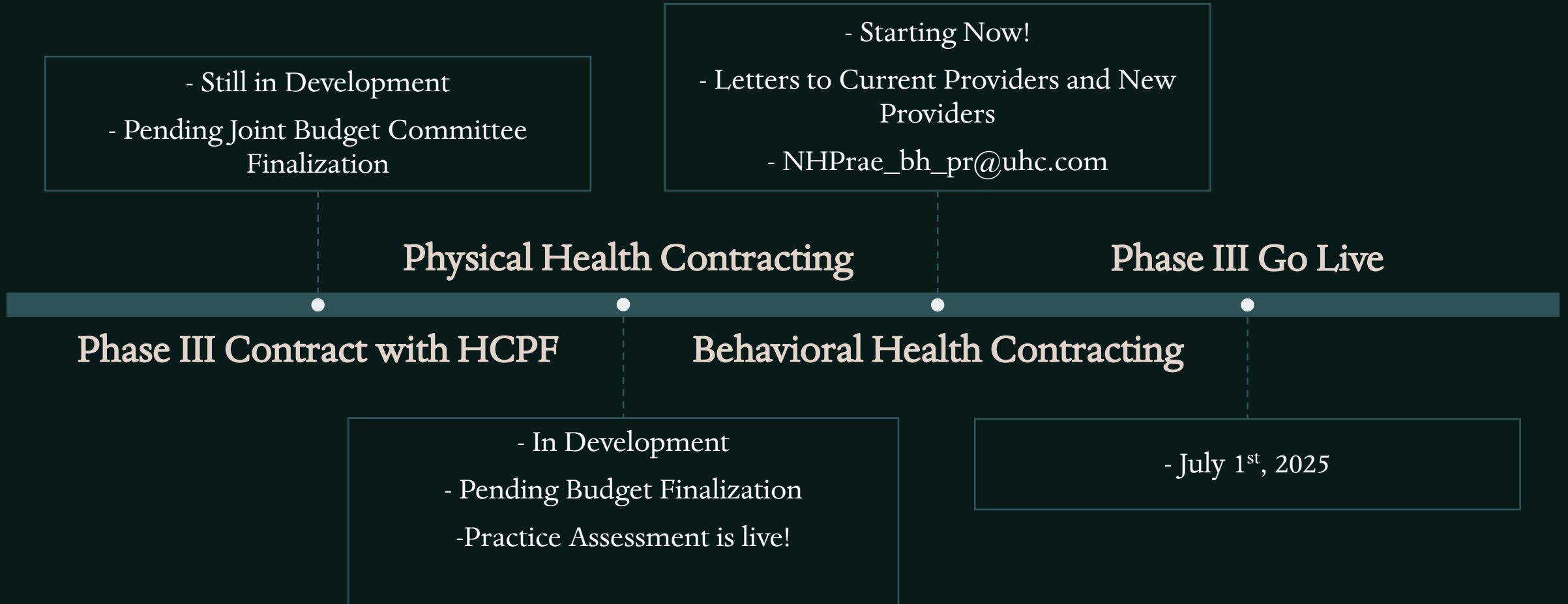
- New Behavioral Health Partnership with Rocky Mountain Health Plans (RMHP)
  - Seamless Behavioral Health Network
  - Single contract for BH Providers
- Physical Health Contracts will be managed by NHP staff
- NHP is always a point of contact!



# ACC Phase III Regional Entities and Counties



# Timeline







# Physical Health Providers

Updates & Key Changes





# Physical Health Attribution & Performance Measures

## Phase II Attribution

- Based on geography
- Uses a family-centric model
- Assigns members to clinics
- PCMPs are responsible for all assigned members
- Performance incentives are RAE-specific and depend on regional performance

## Phase III Attribution

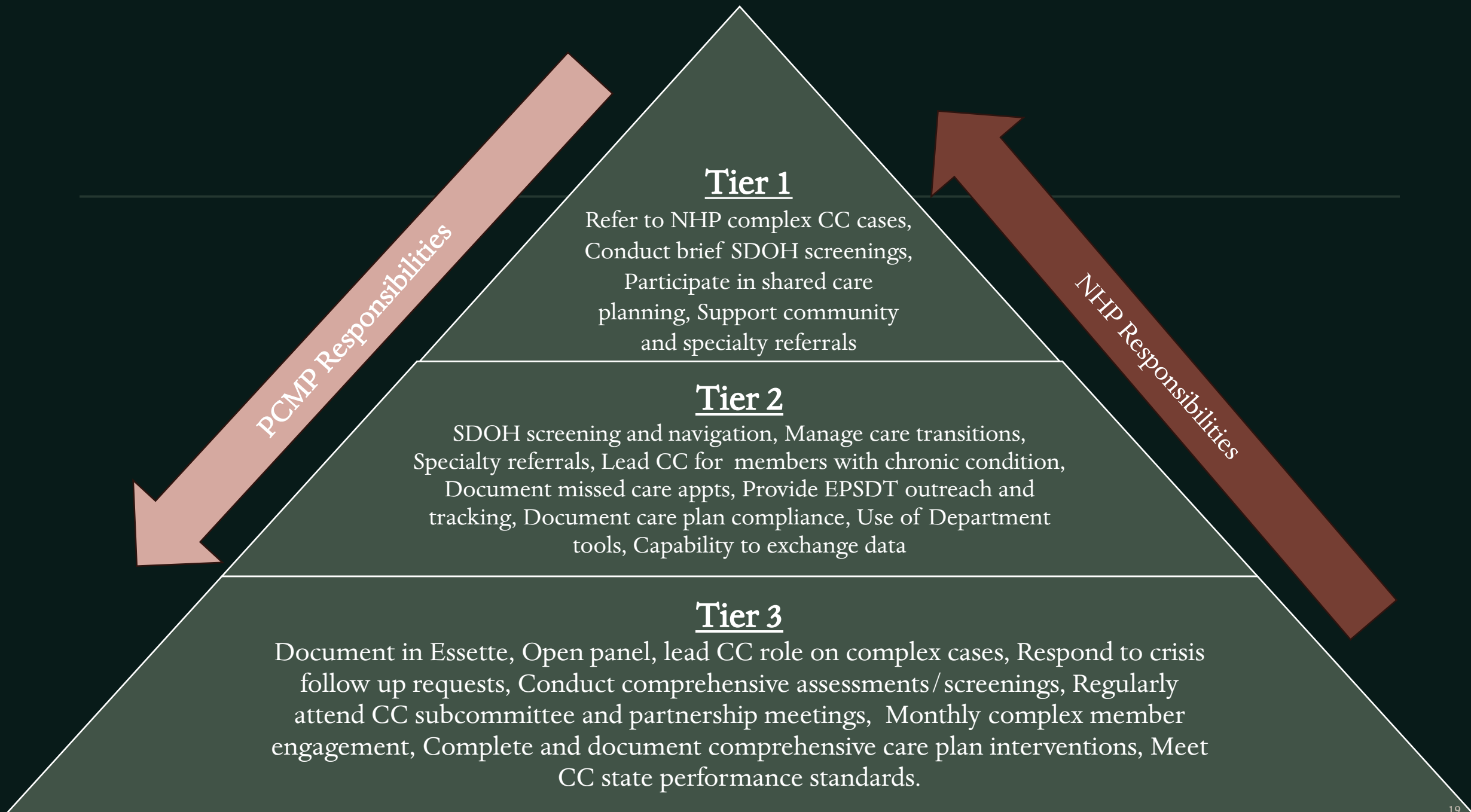
- Assigns members to clinics based on claims
- NO geographical attribution to PCMP
- NO family utilization assessment
- If the member has no claims, they will not be assigned a PCMP. The RAE will be responsible for assigning a PCMP.
- Performance measures are clinic-specific and are not dependent on regional performance

# Key Steps in the Contracting Process

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1. Ensuring enrollment in Health First Colorado (Medicaid).
2. Completing the Practice Assessment by PCMP Practice Site.
3. Submitting Supporting Documents.
4. Reviewing and signing contract via DocuSign.
5. Contact [Contracting@nhpllc.org](mailto:Contracting@nhpllc.org) with any questions.



# PMPM Maximum Payment Structure

	Tier 1	Tier 2	Tier 3
PMPM Max (up to)	\$2.00	\$4.50	\$10.00
<i>Practice Assessment (7%)</i>	<i>\$0.14 (7% of \$2.00)</i>	<i>\$0.32 (7% of \$4.50)</i>	<i>\$0.70 (7% of \$10.00)</i>
<i>CC and Acuity (70%)</i>	<i>\$1.40 (70% of \$2.00)</i>	<i>\$3.15 (70% of \$4.50)</i>	<i>\$7.00 (70% of \$10.00)</i>
<i>Integrated BH (7%)</i>	<i>\$0.14 (7% of \$2.00)</i>	<i>\$0.32 (7% of \$4.50)</i>	<i>\$0.70 (7% of \$10.00)</i>
<i>Special Programs (16%)</i>	<i>\$0.32 (16% of \$2.00)</i>	<i>\$0.72 (16% of \$4.50)</i>	<i>\$1.60 (16% of \$10.00)</i>

# PCMP Key Dates for Contracting and Attribution

NHP Conducts Provider Meet and Greet	January – June 2025
NHP initiates individual PCMP Outreach	February 10, 2025
PCMP Practice Sites Complete Practice Assessment <i>Note: must be completed prior to progressing to contracting</i>	March 4, 2025 Extension to March 14, 2025
PCMP Submits Practice Demographics	March 5 - April 7, 2025
PCMP submits completed supporting documents (i.e. W9, BAA)	March 5 – May 15, 2025
NHP Submit Final List of Contracted PCMP to HCPF	April 7, 2025 (change from 4/30)
Execute Provider Agreements	April 2 – May 15, 2025
HCPF begins member attribution process	May 1, 2025
HCPF begins member noticing of ACC Phase 3	May 15, 2025
ACC Phase III Program Launch Date	July 1, 2025





# Behavioral Health Providers

Updates & Key Changes



# Behavioral Health Network Overview

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- NHP is partnering with Rocky Mountain Health Plans (RAE 1) for the behavioral health network under Medicaid.
- Streamlines contracting, streamlines claims processing and payments
- Any current contract with NHP (via Carelon) will expire on June 30, 2025
  - **You will need a contract with RMHP if you don't have one**
  - For BHASO information, please contact your local BHASO.  
For R2 it will be Signal Behavioral Health:<https://signalbhn.org/>

# Behavioral Health Contracting

- Can Be Found on the NHP website  
<https://www.northeasthealthpartners.org/>  
under “Providers” → “Join Our Network”
  - This will link you to RMHP
- Email [NHPrae\\_bh\\_pr@uhc.com](mailto:NHPrae_bh_pr@uhc.com)
  - Can answer questions and help get you started
- Christopher Miller, RMHP Director or Provider Relations, at [Christopher\\_Miller@uhc.com](mailto:Christopher_Miller@uhc.com)



## NHP / Rocky Mountain Health Plans / Optum Application, Contracting and Credentialing Process

Hello Provider,

Below is an explanation of the NHP/ Rocky Mountain Health Plans (RMHP)/Optum application and credentialing process. Those items indicating “**Action Needed**” draw your attention to things you need to do as part of this process. If you have any other questions, please let us know!

Please make sure you are properly enrolled in [Health First Colorado \(Medicaid\)](#) as a billing individual or an individual within a group. If you have any questions about this let us know and we can get you some help.

The complete process of contracting, credentialing, and data loading will take approximately 60-90 days. You will be offered a contract before you are fully credentialed. Please note that you will not be fully in-network until both contracting and credentialing are complete. The detailed steps of the process are outlined below.

### Step 1: CAQH

**Action Needed:** Fully complete [CAQH Application](#) or Re-attestation. When you start the application, all your information will be pulled from CAQH (update required annually) and if you have not updated your Medicaid ID, you will not be offered a RMHP (NHP) contract, until the outstanding requirements are complete.

### Step 1.5: Review

**Action Needed:** Review the [First Time Registration for Provider Express](#) course to begin your application process and familiarize yourself with the [Optum - Provider Express Home](#) website as needed.

### Step 2: Participation Request

**Action Needed:** Fully complete and *submit* online form. [Join Our Network](#) using your existing One Healthcare ID (or obtain an ID [Registration | One Healthcare ID](#) and then complete).

- Note: If you are already credentialed under a different Tax ID, you'll want to complete the ADD/UPDATE Tax ID form on your Provider Express profile instead of the full application. This can be found by going to your Provider Express profile -> My Practice Info -> My Network Status -> ADD/UPDATE.

### Step 3: Contracting

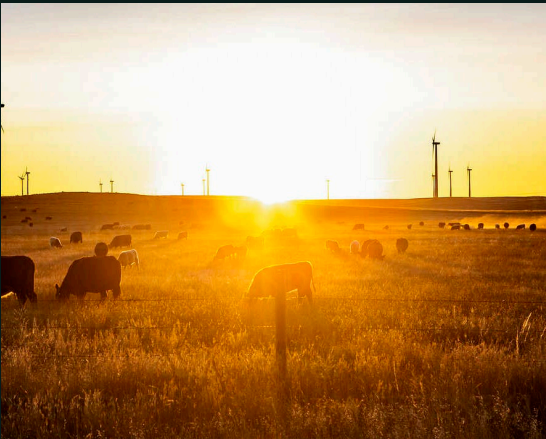
You will be offered two separate contracts, one for NHP/RMHP for Medicaid which will also include RMHP Exchange, CHP+, DSNP and Medicare Advantage lines of business





## Contact NHP

- PCMP Website: [www.nhprae2.org](http://www.nhprae2.org)
- Alma Mejorado, Provider Network Consultant:  
[alma@nhpllc.org](mailto:alma@nhpllc.org)
- Cara Hebert, Provider & Community Relations Director:  
[cara.hebert@nhpllc.org](mailto:cara.hebert@nhpllc.org)
- Raina Ali, Community Relations Manager:  
[raina@nhpllc.org](mailto:raina@nhpllc.org)
  - 970-909-4318



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Thank you!





# Open Forum

# Chapter 03

## Updates

# H0010 Updates

- The registration that was originally required for this service is no longer required and is retro to 7/1/24
- We will continue working with providers regarding denials for no authorization or registration dating back to 7/1/24

# Carelon RAE 2 and RAE 4 Provider Office Hours

Please join us for Office Hours for RAE 2 and RAE 4 Providers. This will be a time to ask any clarifying questions regarding upcoming changes and transitions. This will be a reoccurring meeting held every other Thursday, beginning May 1, 2025, at 3:30 MST. Please save this invite for the future, and forward to anyone who might be interested in joining. We look forward to seeing you there!

The next meeting will be held on May 15<sup>th</sup>.

If you would like the invite to be sent to you, please email [COProviderRelations@carelon.com](mailto:COProviderRelations@carelon.com)

[Link](#)

# 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, May 6th at 12pm EST

eServices Overview  
Wednesday, May 7th at 12pm EST

ProviderConnect Overview  
Wednesday, May 14th at 12pm EST

Claims Submission Guidance  
Wednesday, May 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>

## **Social Determinants of Health**

Wednesday, May 13th at 3pm EST

## **Misunderstood Diagnoses**

Wednesday, May 21st at 3pm EST

## **Referring Clients Between Physical and Mental Health Services**

Thursday, May 29th at 3pm EST



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

Provider Enrollment Training: Wednesday, May 14th, 9:00-11:30 am

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](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

# Reminder: Update Provider Contact Information

Please verify that all provider contact information is current to ensure you do not miss any important updates!

## Provider Connect Portal

<https://providerconnect.carelonbehavioralhealth.com/pc/eProvider/providerLogin.do>


# 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)

February 2025



**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
  - 1st Position Modifier Policy Transmittal
  - New Resource: Communications Toolkit
  - Updated SUD Standard Authorization Form
  - Provider Bulletin Update
  - 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 February 2025
  - NHP's focus for February-Dental Benefits
  - Cover All Coloradans
  - RAE Roundtable Resources

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](#).

Provider Trainings

Did you know the Department of Health Care Policy and Financing (HCPF) hosts trainings on the following topics?

- Billing Training

February 2025



**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
- 1st Position Modifier Policy Transmittal
- NEMT Fraud And How To Report It
- Did You Know? Carelon Behavioral Health Provider Toolkit is Available
- Reminder: Stay Up to Date with CAQH
- Updated SUD Standard Authorization Form

**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 February 2025
- Wellness and Prevention focus for February -Dental Benefits
- Upcoming Webinars and Archives

PROVIDER RESOURCES AND INFORMATION

PROVIDER PORTAL ENHANCEMENTS TO AVAILITY ESSENTIALS

[Availity Essentials](#) is a one-stop portal for all of your claims needs. They recently rolled out some exciting new features including several new dashboards (claims, new authorizations, and organization administration), as well as a single sign-on to existing provider portals.

The new features will allow you to:

- Submit new authorization information

# Upcoming Training

The Next RAE Roundtable

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


June 13, 2025


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# Thank you

## Contact Us



 888-502-4189

 888-502-4185


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

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