



Guide to the Health Neighborhood Key Performance Indicator

If you're a Primary Care Provider . . .

The importance of KPI's (Key Performance Indicator) to you

As a Health First Colorado (Colorado's Medicaid Program) provider, your practice is held accountable by KPI measurements. When your practice demonstrates value and outcome transformation for the Colorado Medicaid system as evidenced by these KPI's, incentive payments are attached. The Health Neighborhood KPI measure is designed to establish formal connections between primary and specialty care providers to ensure that members receive the right care at the right time, with the objective of meeting long-term health outcome goals.

Meeting the Health Neighborhood KPI entails the following

We know you already work diligently to ensure your patients are receiving outstanding, sustainable care. To reach the Health Neighborhood KPI:

- The member must see the referred specialist within 60 days of the primary care provider (PCP) visit;
- The specialist must include the referring PCP's NPI on their claim.


It's a sensible, realistic way to make sure your hard work in primary care is optimized and members' needs are met. Northeast Health Partners, LLC, is committed to expanding the provider network and enhancing the relationships between specialty and primary care providers. If you are a PCP referring members to specialty care, please help ensure they're getting appointments in an appropriate timeframe and that your efforts are recognized. Your hard work and their trust both deserve timely attention.

Submit Professional Claim: Step 1

* Indicates a required field.

Claim Type

Provider Information

Billing Provider ID	ID Type	Name
Taxonomy <input type="text"/>		
Referring Provider ID <input type="text" value="PCP NPI"/> 	ID Type <input type="text"/>	Name <input type="text"/>
Taxonomy <input type="text"/>		
Supervising Provider ID <input type="text"/>	ID Type <input type="text"/>	Name <input type="text"/>
Taxonomy <input type="text"/>		
Service Facility Location ID <input type="text"/>	ID Type <input type="text"/>	Name <input type="text"/>
Taxonomy <input type="text"/>		

Meeting the Health Neighborhood KPI is contingent on specialists documenting a Referring Provider ID (the PCP's NPI) on the claim in the Health First Colorado provider web portal. **Please include your NPI when making a referral to a specialist** so that they have this information readily available when filing the claim. Questions? Please contact our claims department: 800-888-3944 (toll free) or email at: coproviderrelations@beaconhealthoptions.com.

Need help getting members the services they need?

Northeast Health Partners, LLC, provides support and care coordination for members needing healthcare specialist visits in a timely fashion, and may also be able to assist you and your practice with other aspects of comprehensive patient care. For more information, please contact our Care Coordination line: 888-502-4190 (toll free).

If you're a Specialty Care Provider . . .

The importance of KPI's (Key Performance Indicator) to your practice

The strength of specialty care and primary care partnership is critical to the health outcomes of Health First Colorado's (Colorado's Medicaid Program) members. The Health Neighborhood KPI is a measurable framework to ensure that care coordination between primary and specialty care is occurring and that members receive the right care at the right time, every time.

Submitting compliant claims to achieve the Health Neighborhood KPI entails the following

Just make sure that every time you process a claim to Health First Colorado through the provider web portal or by batch process, **include the "Referring Provider ID" (PCP NPI)**. While the portal shows this field as "optional" it is a required step to reach the KPI measure.

- The Referring Provider ID must be an NPI.
- If the referring provider did not include their NPI with the referral, please request it from them.
- Although the field is listed as "optional" in the portal, it is mandatory for meeting the KPI and critical to understanding the needs of the members.

- Only paid claims apply to the KPI. Denials do not count towards this measure.
- Completing this step does not commit your practice to seeing additional Health First Colorado members, nor does it include you in our provider directory. We will not distribute your information to other practices or agencies.

Submit Professional Claim: Step 1

* Indicates a required field.

Claim TypeProfessional

Provider Information

Billing Provider ID	ID Type	Name
Taxonomy		
Referring Provider ID	ID Type	Name
PCP NPI		
Taxonomy		
Supervising Provider ID	ID Type	Name
Taxonomy		
Service Facility Location ID	ID Type	Name
Taxonomy		

Member Care Coordination Assistance

Northeast Health Partners, LLC, is committed to providing exceptional support to Health First Colorado members and our provider network. If you or someone in your practice needs assistance, more information about care coordination services for members, or help with issues common to Health First Colorado member care, please contact our Care Coordination line: 888-502-4190 (toll free).