



## NHP Provider Newsletter

### INSPIRE WELLNESS

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## PUBLIC HEALTH INFORMATION

### VACCINES FOR KIDS COMMUNICATIONS TOOLKIT

Encourage members to vaccinate and boost their kids against COVID-19 by utilizing this [communication toolkit](#) provided by the Colorado Department of Public Health and Environment.

### MONKEY POX (M POX) RESOURCES

The Centers for Disease Control (CDC) has a [webpage](#) with Monkey Pox information, resources and vaccine information.

The Colorado Department of Public Health & Environment (CDPHE) also has a [webpage](#) with local statistics and information as well as a [social media toolkit](#) which is encouraged to be shared with the public.

### COVID-19 THERAPEUTICS PROGRAM FOR HEALTH CARE PROVIDERS

In an ongoing effort to decrease hospitalizations for at-risk Coloradans by ensuring access to COVID-19 therapeutics, we are sharing information provided by the Colorado Department of Public Health and Environment (CDPHE) for health care providers. Included here is [updated National Institutes of Health \(NIH\) recommendations](#), as well as provider eligibility and enrollment information for both the [CDPHE Therapeutics program](#) and [Health and Human Services \(HHS\) Test to Treat program](#). Health care providers are encouraged to learn more about these lifesaving treatments and talk about members with

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## **PUBLIC HEALTH EMERGENCY INFORMATION--PLANNING AND RENEWALS**

***Another extension started January 11, 2023, and if extended the full ninety (90) days, runs through May 11, 2023. HHS has confirmed that they will provide sixty (60) days advance notice before an end to the PHE. If the PHE will end on May 11, 2023, we expect to receive sixty (60) days advance notice by March 10, 2023.***

Please be sure to remind members to update their contact information to ensure they receive their renewal packets in a timely manner. For more information on what to do to help members, please visit the [PHE Planning page on the HCPF website](#).

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## **COLORADO COVID-19 HEALTH CARE PROVIDER VACCINE INFORMATION TOOLKIT**

In an effort to best organize and make readily available the wide array of health care provider vaccine resources, trainings and materials related to the COVID-19 vaccination program, the Colorado Department of Public Health and Environment (CDPHE) has created the online [Colorado COVID-19 Health Care Provider Vaccine Information Toolkit](#). The toolkit has a variety of robust elements for providers to use.

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## **STATEWIDE COVID-19 VACCINE INFORMATION**

Colorado Department of Public Health and Environment (CDPHE) provides extensive resources and up to date information regarding the COVID-19 vaccine.

- [Colorado Vaccine Providers Listed by County](#)
- [Mobile Vaccination Clinics](#)
- [Transportation to Vaccine Sites](#)
- [COVID-19 Vaccine FAQs](#)
- [Learn About COVID-19 Vaccines](#)
- [Vaccine Data Dashboard](#)
- [Omicron Doses-Talking Points](#)
- For vaccine information from the CDPHE, visit this [webpage](#).

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## **COLORADO HEALTH CARE RESPIRATORY VIRUS TOOLKIT**

The Division of Disease Control and Public Health Response at the Colorado Department of Public Health and Environment (CDPHE) created a [respiratory virus toolkit](#).

Respiratory viruses, including Respiratory Syncytial Virus (RSV), flu, and COVID-19 are spreading across Colorado and the nation. Below is some helpful information for providers to share with members:

- Getting vaccinated. Both flu and COVID-19 have effective, safe vaccines. Anyone six (6) months and older can get vaccinated for flu and COVID-19. It is safe to get the vaccines [together](#).
- Seeing or calling a health care provider or doctor before going to a busy emergency department when you or your child has respiratory symptoms. Your provider can help you determine the best ways to manage symptoms and when it is important to be seen in the clinic, urgent care, or emergency department.
- Staying home when sick, including not visiting or interacting with people who may be at higher risk, including older adults, young children, and infants. What might feel like a mild cold for one person can be very serious for another person. This is important to preventing the spread of viruses and causing outbreaks, which put additional strain on the hospital system.
- Wash your hands frequently for at least twenty (20) seconds with soap and water or use hand sanitizer with 60% alcohol.
- Covering your nose and mouth with a tissue or upper arm sleeve when you cough or sneeze, throw away the tissue after you use it, and clean hands as instructed above.
- Cleaning potentially contaminated surfaces, like doorknobs, tables, handrails, etc.
- Avoiding sharing cups, eating utensils, and touching your face with unwashed hands.
- Care coordination services are available to assist in scheduling COVID-19 testing, vaccinations, transportation, as well as care management services. For care coordination services, call [1-888-502-4190](#) or email at [northeasthealthpartners@carelon.com](mailto:northeasthealthpartners@carelon.com)

## **PROVIDER RESOURCES AND INFORMATION**

Please visit the [Prevent Child Abuse America](#) website for more information and resources.

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## **PCMP GUIDE FOR CONTINUOUS ENROLLMENT UNWIND PROCESS**

CCHA created a [Primary Care Medical Provider \(PCMP\) Guide for Continuous Enrollment Unwind Processes](#) and updated PCMP rosters to help you identify members with an upcoming redetermination date. Access your CCHA PCMP Roster via the [CCHA Provider Portal](#). Click on the **Request My CCHA Account** button to request access.

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## **#KEEPCOCOVERED**

Health care providers and others who provide support services to Medicaid members should remind their Medicaid customers to look for and complete their Medicaid renewals this year and seek other coverage options if they no longer qualify for their current coverage. HCPF requests the health care industry to work together to make sure we keep Coloradans covered by getting them [connected and enrolled into affordable health coverage options](#). For outreach resources and financial eligibility guidelines, please see: <https://hcpf.colorado.gov/keepcocoovered>

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## **MEDICAID TOBACCO BENEFIT FAQ**

Health First Colorado Medicaid provided an [FAQ sheet](#) on QuitLine and other tobacco addiction treatments.

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## **CONTINUED COVERAGE: TAKE ACTION TOOLKIT**

Please share Communications Toolkit ([English](#) | [Spanish](#)) with your members for their continued coverage.

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## **SCREENING, BRIEF INTERVENTION, REFERRAL TO TREATMENT (SBIRT) TRAINING**

View the [SBIRT Training Flyer](#) for more information and to sign up for a training.

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## **CAHPS MEMBER SURVEY INFORMATION**

Please encourage your Health First Colorado Members to complete the CG-CAHPS, if surveyed. More information about how to assist members to complete this survey can be found in the [Consumer Assessment of Healthcare Providers and Systems Clinician and Group Survey \(CG-CAHPS\) memo](#). Survey concluding on May 23rd, 2023.

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## **ONLINE PCP TOOLKIT FOR BEHAVIORAL HEALTH CARE MANAGEMENT**

Primary care providers and primary care settings can serve a critical role in the identification and treatment of behavioral health conditions in Health First Colorado members. Carelon (Beacon) has created this toolkit that can assist primary care physicians with the identification and next steps in treatment of behavioral health conditions. For more information, the [PCP toolkit](#) can be accessed online.

The Colorado Department of Public Health & Environment (CDPHE) also has a [webpage](#) with local statistics and information as well as a [social media toolkit](#) which is encouraged to be shared with the public.

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## **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](#).

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## **MEMBER COMPLAINT AND APPEAL INFORMATION FOR PROVIDERS**

Health First Colorado members have the right to file a complaint and/or appeal at any time. For information about this process, please review [this information](#) to assist members with questions. This information can also be located on the Northeast Health Partners' [website](#).

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## **PROVIDER HANDBOOKS**

As a reminder, you can access both the primary care provider and behavioral health provider handbooks on Northeast Health Partners' website under the [Provider Handbooks & Policies section](#). Please utilize these resources to answer questions in regards to member services, provider information, key performance indicators, etc.

For questions, please email [coproviderrelations@carelon.com](mailto:coproviderrelations@carelon.com).

## **NORTHEAST HEALTH PARTNERS' WEBSITE**

Northeast Health Partners' [website](#) provides many resources for members to access to keep up with their health and wellness. Please share this information as needed.

## **UPCOMING EVENTS AND WEBINARS**

### **Carelon / NHP Webinars**

#### **CARELON (BEACON) UPCOMING WEBINAR AND ARCHIVE**

Every month, Carelon hosts training webinars about various topics. To sign up for upcoming webinars, or to view recordings of previous webinars in the Carelon archive, please visit the [Carelon Behavioral Health Trainings webpage](#).

#### **RAE ROUNDTABLE ---2nd Friday of every month at 11am**

**All behavioral health and primary care medical providers are encouraged to attend! Please join the Carelon Colorado Provider Relations team every month for important updates, relevant trainings, resources, and discussion.**

[Click here](#) to join the webinar.

Or By Telephone: 1-669-900-6833---Webinar ID: 995 7438 8100---Passcode: 173943

Visit the [NHP](#) website for details on previous calls.

#### **IN CASE YOU MISSED IT: RAE ROUNDTABLE RESOURCES**

If you were unable to attend a previously hosted RAE Roundtable, please visit this [Northeast Health Partners' website](#) for information. March's provider support call included information about Brain Injury Strategies for Improved Engagement and Successful Outcomes



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

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