

August 2023



NHP Provider Newsletter INSPIRE WELLNESS

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Department of Health Care Policy and Financing (HCPF)

PUBLIC HEALTH EMERGENCY ENDING INFORMATION

The Public Health Emergency has ended effective May 2023. Please visit [COVID-19 Public Health Emergency FAQs webpage](#) for more information.

[Public Health Emergency Planning Statement from HCPF](#)

ACCOUNTABLE CARE COLLABORATION: PHASE III

The mission of the Department of Health Care Policy & Financing is to improve health care equity, access, and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado. The ACC Phase III features are designed in support of achieving this mission. To learn more about the areas of focus in ACC Phase III visit <https://hcpf.colorado.gov/accphase3>

MEMBER CO-PAY REDUCTION

Most existing Health First Colorado (Colorado's Medicaid program) member co-pays are being reduced to \$0 in accordance with Senate Bill (SB) 23-222 and SB 23-214, effective July 1, 2023. This change will be effective for members eligible for Title XIX, the Alternative Benefits Plan (ABP) and the Old Age Pension (OAP) Health and Medical Care Program. Other special programs administered by the Colorado Department of Health Care Policy & Financing (the Department), such as the Child Health Plan Plus (CHP+), will continue to have co-pays as normal. *HCPF Provider Bulletin B2300496*
<https://hcpf.colorado.gov/sites/hcpf/files/Provider%20News%20%26%20Resources%20-%20Issue%2071%20%2006-26-23.pdf> page 2

PROVIDER TRAININGS

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

following topics.

- Billing Training
- Business Intelligence and Data Management
- Disability Competent are
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT)
- Falls Screening and Risk Reduction
- Long-Term Services and Support
- Medicare
- Targeted Case-Management-Transition Coordination (TCM-TC) Services Training

Please visit <https://hcpf.colorado.gov/provider-training> to for more information.

PROVIDER RESOURCES AND INFORMATION

PROVIDER REVALIDATION TIMELINES

Revalidation due dates may be delayed by the amount of time the Public Health Emergency (PHE) was in place with an additional six months for those revalidation due dates that occurred during the PHE.

Effective November 12, 2023, the flexibility that paused disenrollment for providers past their revalidation date during the COVID-19 PHE is ending. Providers with revalidation due dates of October 1, 2020, through November 11, 2023, will be given a post-PHE grace period to complete the revalidation process.

Providers will be notified of their new revalidation date. Providers will be sent another notification 6 months prior to their revalidation date. Providers with revalidation due dates between October 1, 2020, through November 11, 2023, with no claims activity in the last 3 years must revalidate by November 11, 2023.

Providers that do not complete the revalidation process by their revalidation due date will be subject to claim denials or disenrollment.

Providers with revalidation applications that are currently in process must complete the process by November 11, 2023, or by their revalidation date, whichever comes first.

Visit the [Revalidation web page](#) for more information.

CALO - RESOURCE FOR TEEN AND PRETEEN ATTACHMENT TREATMENT

Calo Programs is uniquely focused and specially equipped to treat students and families impacted by traumatic experiences which occurred in the developmental period, such as adoption, chronic stress, and inconsistent care from caregivers. For more information, please visit their [webpage](#).

MEMBER WELLNESS & PREVENTION RESOURCES

Northeast Health Partners has multiple wellness and prevention resources for you to share with the Health First Colorado members you provide care for. These resources are in both English and Spanish. Additionally, there are multiple articles on our Achieve Solutions Health Tools link, which you may find helpful. Check out these resources at: <https://www.northeasthealthpartners.org/members/my-health-matters/>.

HEALTH FIRST COLORADO MEMBER RENEWAL PACKETS

As we have discussed in previous roundtables, the state of Colorado is returning to normal renewal processes for Health First Colorado members. Please encourage members to check their email, mail, and PEAK inbox for their renewal packets. Encourage members to fill out the renewal packet, sign the renewal packet and return the packet by the due date. NHP has flyers in both English and Spanish called #KeepCoCovered on our website. You can print out copies of this flyer to have in your lobby area. See: <https://www.northeasthealthpartners.org/members/address-and-renewal-updates/>.

MEMEBER ENGAGEMENT OPPORTUNITIES

NHP hosts a “getting started” webinar on the first Thursday of each month from 11:00 – 11:30 am. This is for members, family members, and health care professionals to help understand all of benefits available for members to engage in their health care. NHP also hosts Advance Directive seminars on the last Thursday of each month for members, families, and health care professionals. For these and other member engagement opportunities, please see: <https://www.northeasthealthpartners.org/news/calendar-events/>.

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.

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](#).

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](#).

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.

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 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

ROUNDTABLES WILL NOW BE TAKING PLACE OVER MICROSOFT TEAMS
PLEASE USE THE UPDATED LINK BELOW

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.

Join on your computer, mobile app or room device

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 284 822 787 492

Passcode: UvfPzM

[Download Teams](#) | [Join on the web](#)

Join with a video conferencing device

attend@m.webex.com

Video Conference ID: 119 602 329 3

[Alternate VTC instructions](#)

Or call in (audio only)

[+1 567-249-1745,600094327#](tel:+15672491745600094327) United States, Toledo

[\(866\) 202-8779,600094327#](tel:(866)2028779600094327) United States (Toll-free)

Phone Conference ID: 600 094 327#

[Find a local number](#) | [Reset PIN](#)

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.



www.northeasthealthpartners.org

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