

July 2023



NHP Provider Newsletter INSPIRE WELLNESS

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PUBLIC HEALTH INFORMATION

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](#)

FDA AUTHORIZES CHANGES TO SIMPLIFY USE OF BIVALENT mRNA COVID-19 VACCINES

Today, the U.S. Food and Drug Administration amended the emergency use authorizations (EUAs) of the Moderna and Pfizer-BioNTech COVID-19 bivalent mRNA vaccines to simplify the vaccination schedule for most individuals. Please view the [FDA's New Release](#) for more information.

VACCINES FOR KIDS COMMUNICATIONS TOOLKIT

Encourage members to vaccinate and boost their kids against COVID-19 by utilizing this [communication](#)

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 patients who may be eligible to receive them.

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.

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](#).

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](tel:1-888-502-4190) or email at northeasthealthpartners@carelon.com

PROVIDER RESOURCES AND INFORMATION



MENTAL HEALTH IN COLORADO'S LGBTQ+ COMMUNITIES

With Pride Month among us, social acceptance of lesbian, gay, bisexual, transgender, and queer (LGBTQ+) people has expanded dramatically. Many people find love, support, and connection in the LGBTQ+ community. But being LGBTQ+ can also bring unique challenges that can have significant impacts on mental health. The Colorado Health Institute published a [report](#) on the mental health struggles the LGBTQ+ communities in Colorado face as well as the opportunity for improvement.

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.

CHANGE TO ADULT BENEFIT LIMIT COMING SOON

Starting on July 1, 2023, Health First Colorado (Colorado's Medicaid Program) has removed the limit to the amount of benefits for the [Adult and the Intellectual and Developmental Disabilities \(IDD\) state plans](#). This change does not affect the services that are covered or how often you can receive them.

HARM REDUCTION TRAINING

The Colorado Department of Public Health & Environment recently held a training meeting regarding Harm Reduction. Please view the [meeting minutes](#) to access the meeting slides and helpful links for further information.

EPSDT POLICY STATEMENT JUNE 2023

Health Care Policy and Financing (HCPF) just released an EPSDT policy statement for providers in June 2023. This policy statement has important information for you to know about working with Health First Colorado (Colorado's Medicaid Program) members who are under 21 years of age. Please review the [policy statement](#).

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/>.

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.

#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>

CONTINUED COVERAGE: TAKE ACTION TOOLKIT

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

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 / NHP 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

[Click here to join the meeting](#)

Meeting ID: 293 230 945 677

Passcode: vJd2rR

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

Join with a video conferencing device

attend@m.webex.com

Video Conference ID: 118 373 598 9

[Alternate VTC instructions](#)

Or call in (audio only)

[+1 567-249-1745,,655223992#](#) United States, Toledo

[\(866\) 202-8779,,655223992#](#) United States (Toll-free)

Phone Conference ID: 655 223 992#

[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. Julnes provider support call included information about Gender Identity.



www.northeasthealthpartners.org

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