



NHP Provider Newsletter INSPIRE WELLNESS

In this issue:

- **Public Health Information**
 - Vaccines for Kids Communication Tool
 - Monkey Pox Resources
 - COVID-19 Therapeutics Program for Health Care Providers
 - Public Health Emergency Information -- Planning and Renewals
 - Colorado COVID-19 Health Care Provider Vaccine Information Toolkit
 - Statewide COVID-19 Vaccine Information
 - Colorado Healthcare Respiratory Toolkit
- **Provider Resources and Information**
 - May is Mental Health Awareness Month
 - May is also High Blood Pressure Education Month
 - Member Wellness & Prevention Resources
 - Health First Colorado Member Renewal Packets
 - Member Engagement Opportunities
 - Older Adult Mental Health Awareness Day Symposium
 - National Prevention Week Registration
 - PCMP Guide for Continuous Enrollment Unwind Processes
 - #KeepCOCovered
 - Continued Coverage: Take Action Toolkit
 - CAHPS Member Survey Information
 - Changes to the Uniform Service Coding Manual Standard
 - Online PCP Toolkit for Behavioral Health Care Management
 - HCPF Provider Bulletin Index
 - Member Complaint and Appeal Information for Providers
 - Provider Handbooks
- **Focus on the Member Resources**
- **Upcoming events and webinars**

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 patients who may be eligible to receive them.

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](#).

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

MAY IS MENTAL HEALTH AWARENESS MONTH

Please visit the [Mental Health America](#) website for more information, resources, and a 2023 Mental Health Toolkit.

Please also view the National Alliance on Mental Illness's (NAMI) [Mental Health Awareness Month Partner Guide](#).

MAY IS ALSO HIGH BLOOD PRESSURE EDUCATION MONTH

High blood pressure—also known as hypertension—is a major risk factor for heart disease. Please visit the [National Heart, Lung, and Blood Institute webpage](#) for useful information you can share with your members.

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/>.

MEMBER 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/>.

OLDER ADULT MENTAL HEALTH AWARENESS DAY SYMPOSIUM

May 11, 2023

The National Council on Aging is proud to host the 6th annual Older Adult Mental Health Awareness Day Symposium. This event is co-sponsored with the U.S. Administration for Community Living, the Health Resources and Services Administration, and the Substance Abuse and Mental Health Services Administration. Registration is free and includes a full day of sessions on how to best meet the mental health needs of older adults. In partnership with Rush University's E4 Center of Excellence for Behavioral Health Disparities in Aging, NCOA anticipates offering free continuing education credit for several professions. Please visit the [National Council on Aging's webpage](#) to register.

NATIONAL PREVENTION WEEK REGISTRATION

May 7-13, 2023

National Prevention Week is a national public education platform showcasing the work of communities and organizations dedicated to raising awareness about the importance of substance misuse prevention and positive mental health. To unite dedicated individuals, communities, and organizations planning prevention initiatives with SAMHSA and its resources, this platform will showcase and elevate your ongoing work. Please visit [SAMHSA's National Prevention Week](#) webpage to register.

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.

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.

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

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: 248 266 693 579

Passcode: V8T9QU

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

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 CO Quit Line and Zero Suicide.



www.northeasthealthpartners.org

Carelon Provider Relations | 9925 Federal Drive Ste 100, Colorado Springs, CO 80921

[Unsubscribe_coprovidercommunication@beaconhealthoptions.com](mailto:unsubscribe_coprovidercommunication@beaconhealthoptions.com)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by coproviderrelations@carelon.com powered by



Try email marketing for free today!