

November 2023



Provider Newsletter

INSPIRE WELLNESS

World Kindness Day, November 13

Be Kind to Yourself

World Kindness Day is November 13th. We typically understand kindness from the perspective of how we treat others, but what if we flipped that and paid attention to how kind we are to ourselves?

Extending kindness to yourself can come in the form of self-forgiveness, committing to a daily walk, setting boundaries in a relationship, or celebrating how far you've come and what you've accomplished in recent months! **This month, make a commitment to focus on kindness toward others and yourself.**

[15 Ways to Be Kind to Yourself](#) offers useful and practical ideas for extending kindness to yourself:

1. Forgive Yourself Often
2. Write Yourself a Love Letter
3. Take Care of Your Physical Health
4. Nourish and Treat Yourself
5. Seek Out a Therapist
6. Buy Yourself Flowers
7. When You're in a Rut, Ask Questions
8. Surround Yourself with Like-Minded People
9. Hydrate!
10. Have a "Self-Care" Day
11. Make Time for Meditation
12. Give Yourself Recognition
13. Give Yourself a Massage
14. Stop Tolerating What/Who Doesn't Serve You Well
15. Rest and Recharge

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DEPARTMENT OF HEALTH CARE POLICY AND FINANCING (HCPF)

HCPF PRESCRIBER TOOL FOR HEALTH FIRST COLORADO

Prescriber Tool Overview

Colorado is the first in the nation to provide a cohesive Prescriber Tool that supports patients and health care providers in both Health First Colorado (Colorado's Medicaid program) and commercial health plans. This shared tool makes it easier for all stakeholders to work together to make prescription therapy more affordable and thereby improve patient health to the benefit of Coloradans, employers, payers like Medicaid, and the State.

The Prescriber Tool is a multifunctional platform accessible to prescribers through most electronic health record (EHR) systems. It provides patient-specific benefit and cost information to prescribers at the point of care, and eases administrative burden and rework for prescribers while improving service to patients as well. Please visit <https://hcpf.colorado.gov/prescriber-tool-project> for more information and resources.

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>

MORATORIUM ON NEW ENROLLMENTS FOR NON-EMERGENT MEDICAL TRANSPORTATION (NEMT)

The state has imposed a moratorium on new enrollments for Non-Emergent Medical Transportation (NEMT) due to a significant potential for fraud, waste, or abuse to the Medicaid program. The moratorium will be in place for a minimum of 6 months and may extend beyond that. Additional information will be announced as it becomes available. See website for more details <https://hcpf.colorado.gov/provider-news>

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 care
- 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> 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.

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/>. Or visit Health First Colorado for more information <https://www.healthfirstcolorado.com/renewals/>.

Members have up to 90 days to complete/return their signed renewal packet past their renewal date without having to complete a new application. It is important to remind members to still turn in their renewal packets, even if it is past their renewal date. If members need for their eligibility back-dated from when they lost coverage, they will need to contact Department of Human Services to request for eligibility to be back-dated. If members need help with filling out their renewal packet, they can contact a local Certified Application Assistance Site (CAAS) site at <https://hcpf.colorado.gov/application-assistance-sites>.

Members with Long Term Services and Support (LTSS) services have an additional 60 days to turn in their renewal packet because of the additional paperwork which is required for these members. It is still important for members to begin working on their renewal packets.

Finally, please inform parents that their children may still be eligible for Health First Colorado, even if the parents are not eligible. It is important to turn in the renewal packet on behalf of their children.

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/>.

LANGUAGE ASSISTANCE

Did you know you can contact the NHP member engagement team at 888-502-4189 (toll free)? They provide an array of support to include language resources and auxiliary aides for Health First Colorado members.

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.

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

Stay tuned for the November 10, 2023 RAE Roundtable topic

Medications for Opioid Use Disorder: Why What, How?

**Presented
by**

**Sandrine Pirard, MD, PhD, MPH
West Region Chief Medical Officer
Carelon Behavioral Health**

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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](#).

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.



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