Independent Provider Network Collaborative

September 1, 2023

Presented by: John Laukkanen

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Housekeeping

- IPN Collaborative will be held on the 1st Friday of each quarter (Sept, Dec, March, June)

- Meeting will be recorded and posted on IPN Webpage:
  https://hcpf.colorado.gov/behavioral-health-independent-provider-network-collaborative

- Standing Agenda items:
  - IPN Working Group Updates
  - Communication Efforts
  - Policy Updates
  - Billing/Coding Updates
  - Rates
  - Legislative Update

- Share Questions/Comments in chat function

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Arrow Performance Group

- HCPF launched a partnership in 2022 with IPN providers and RAEs to improve working relationships through 2 separate phases

- In Phase I, APG engaged stakeholders to collectively improve support for providers encountering administrative challenges and barriers

- Phase II was a collaborative effort by HCPF, RAEs and the IPN to identify solutions to challenges from Phase I

- Overall, participants identified improved relationships with RAEs, and higher satisfaction with being a Medicaid Provider

- 21 Recommendations in: Billing/Coding, Communications, Credentialing/Contracting, Service Quality, Payment/Reimbursement

APG Phase II Recommendations

21 Recommendations:

1. Creating an end-to-end roadmap for IPNs to be posted on the HCPF website
2. Developing a universal credentialing process for all RAEs
3. Using CAQH to reduce redundant information entry and ensure information is always up to date
4. Including an accurate and complete record of contracted services that can be billed to the RAE in signed contracts
5. Instituting clear and specific messages or a key for claims denial messages
6. Simplifying the use of modifiers
7. Supporting billing and coding personal and provider relations staff through improved understanding of USCM
8. Continuing to include all voices at the table and creating a collaborative effort to update the Uniform Service Coding Standards Manual (USCM)
9. Ensuring billing and coding disparities between RAEs are collaboratively clarified for the IPN community
10. Authorizing more diagnosis codes as reimbursable
11. Improving navigation of the HCPF website to make information easier to find
12. Solving the family therapy service code issue regarding length of sessions
13. Clarifying and expanding circumstances that warrant use of add-on codes for services
14. Establishing a collaborative rate and fee setting process to include HCPF, RAEs, and IPN providers
15. Establishing an IPN advocate or liaison within each RAE and HCPF to focus on service quality
16. Coordinating single points of contact at each RAE to facilitate relationship development with IPN and enhance service quality
17. Creating a collaborative work team among RAEs and HCPF to drive consistency in service quality across RAEs
18. Using the work team to identify and address common systemwide service quality issues and to provide uniform answers and information across all RAEs
19. Forming a collaborative communications work group that includes various stakeholders to advise on communication practices
20. Improving problem resolution process by including metrics, quality, assurance, and accountability and ensuring information about the escalation process can be easily accessed
21. Improving proactive communication about changes made in the system that impact stakeholders

IPN Working Group Updates

- Convene IPN <u>Working Group</u> to address recommendations
- Start with participants from the Action Teams
- Meet monthly on 2nd and 3rd months of the quarter
- Intending to start by November
- Report out at IPN Collaborative

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Communications Update

- Did you receive the IPN Newsletter?

Provider Bulletins

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Policy Updates

Family Therapy Policy - effective 7/1/23

Mobile Crisis Response (MCR) - effective 7/1/23

Behavioral Health Secure Transport (BHST) - effective 7/1/23

Directed Payment Fee Schedule - effective 7/1/23

Code	Code Description	Rate
H0036 + HA Modifier	Functional Family Therapy (FFT) - 15 mins	$36.62
H0037 + HA Modifier	Functional Family Therapy (FFT) - Per Diem	$878.80
H2015	Comprehensive Community Support Services - 15 mins	$9.21
H2016	Comprehensive Community Support Services - Per Diem	$221.15
H2021	Community-Based Wrap-Around Services - 15 mins	$9.87
H2022	Community-Based Wrap-Around Services - Per Diem	$236.83
H2033	Multi-Systemic Therapy (MST) - 15 mins	$38.22

Billing and Coding Updates

Will be an October 2023 edition of the SBHS Billing Manual
Removing 1st Position Modifiers January 1, 2024

Code	Modifier	Current Position	Future Position	Descriptions
H0019	HB	Second	First	Adult MH Transitional Living
H0019	U1	Second	First	QRTP
H2036	U1	second	First	ASAM 3.1
H2036	U3	second	First	ASAM 3.3
H2036	U5	second	First	ASAM 3.5
H2036	U7	second	First	ASAM 3.7

New Drop-in Service Code, January 2024 - H0046

New Place of Service, October 2023 - POS 27 Outreach Site/Street

Rates Updates

Medicaid Provider Rate Review Advisory Committee (MPRRAC)
hcpf.colorado.gov/medicaid-provider-rate-review-advisory-committee

- Fee-for-Services (FFS) rates are reviewed - 3 year cycle

- Behavioral Health rates are being reviewed this year
(psychotherapy codes and neuro/psychological assessment codes)

- Next upcoming meeting: Friday, September 29, 2023

    Time: 9:00am-12:00pm
    Where: THIS MEETING WILL BE HELD VIRTUALLY
    Dial in: 833 548 0276, 833 548 0282, 833 928 4608
    Meeting ID: 8839 5815 9775
    Passcode: 124185
    Zoom URL:
    https://us06web.zoom.us/j/83958159775?pwd=RHJpTVFnREZyNzhGNXBCK0pzMmE4QT09

Legislative Updates

- **SB 23-002 -** Act authorizes HCPF to seek federal authorization from CMS to provide Medicaid reimbursement for community health worker services
- **SB 23-174 -** Act requires HCPF to provide certain behavioral health services for Medicaid recipients who are under 21 years of age
- **HB 23-1071 -** Allows licensed psychologists to prescribe and administer psychotropic medications if the licensed psychologist holds a prescription certificate issued by the board
- **HB 23-1200 -** MCEs are required to enter into single case agreements with willing providers of behavioral health services enrolled in Medicaid when network development and access standards are not met and a member needs access to a medically necessary behavioral health service
- **HB 23-1269 -** Act requires HCPF to analyze how directed payment authority can be used as a part of a comprehensive plan to facilitate an adequate network of services for children and youth by requiring each MCE to pay no less than state department-established fee schedule rates

FAQs

Q: What does "BHA Benefit Plan" with mental health coverage in the medicaid provider portal mean?

A: Please disregard this benefit plan. This is part of the work being done to bring BHA claims into HCPFs MMIS system at a future date.

Letters to update your licenses:

Providers must keep their state licenses up to date in the interChange system. Gainwell has been sending out notices at 90, 60 and 30-day intervals so that providers get ample notice that a license update is needed.

https://hcpf.colorado.gov/regional-provider-support

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RAE Disparity Issues

Provider Support

For billing and coding questions, providers should contact your MCE:

- RAE 1 - Rocky Mountain Health Partners (RMHP): RAEsupport@uhc.com ⬀
- RAE 2/4 - Northeast Health Partners (NHP) and Health Colorado, Inc. (HCI): coproviderrelations@carelon.com
- RAE 3/5/DH - Colorado Access (COA): providernetworkservices@coaccess.com
- RAE 6/7 - Colorado Community Health Alliance (CCHA): www.cchacares.com/for-providers/provider-assistance/

For general questions related to existing content in the billing manual, providers can send questions to hcpf_bhcoding@state.co.us ⬀.

For general questions related to BHA covered services and contracts, providers can send questions to cdhs_bha_provider_support@state.co.us ⬀.

For providers who are having challenges with claims, denials, conflicting guidance between MCEs, or other concerns, please submit your experience on this Provider Complaint Form. This form will be received by HCPF who will log your concern and then will forward it to the appropriate MCE for a response. Using this form will help HCPF identify common issues, trends, or systemic challenges that providers experience.

https://hcpf.colorado.gov/sbhs-billing-manual

Next Meeting
Friday, December 1st
1-2:30 PM

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