Health First Colorado – Health Colorado, Region 4
Practice Support Plan
July 1, 2018 – June 30, 2019
Prepared by: Provider Relations
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Executive Summary

Health Colorado, Regional Accountable Entity for Region 4, delegates network management responsibilities to Beacon Health Options ("Beacon"). Beacon seeks to educate both providers and staff members about needs of Health First Colorado members and available resources and support tools to meet those needs with the highest quality of care.

This plan will outline the:
- Types of information and administrative support, provider trainings, and data and technology support available to network providers;
- Practice transformation strategies we offer to help practices progress along the integrated care continuum via the State Innovation Model (SIM) framework for integrated, whole-person care; and
- Administrative payment strategies the regional organization will use to financially support providers.

This practice support plan will be updated annually and submitted to the Department by July 31 of each year by the Chief Executive Officer on behalf of the Director of Provider Relations or their designee. Our Director of Provider Relations will also serve as the liaison between the Department and our partners, network providers to ensure that all provider support is coordinated, does not duplicate existing service, and keeps the Department informed of our support activities.

Provider Communication and Training
The Provider Relations Department has assigned representatives to communicate with large and small volume providers and office staff regularly to ensure they have the information and tools needed to adhere to program requirements. They conduct on-site visits to obtain demographics updates, determine if any problems exist, conduct trainings, and share any relevant information for their practice.

Provider Relations' staff uses these interactions to build trust and rapport with the provider and its practice. This will allow Provider Relations to engage with providers and their staff in a manner that the delivered information related to program goals are received, understood and implemented such as administrative support, provider trainings, data and technology support, and practice transformation framework.

Provider Training Strategy
Beacon will use a team approach to manage activities for provider training that incorporate goals of provider communication and provider network management:
- General information and administrative support
- Provider trainings
- Data and technology support
- Practice Transformation
- Key Performance Indicators (KPI) and Performance Measures

Beacon, on behalf of the regional organization, has established ==self-service tools and multiple interactive training platforms== to enhance communication with the providers and their staff. This will allow providers to select a modality that best fits their practice and ensure all providers receive the same level of training. Throughout the year, providers will receive resources to build and maintain their knowledge regarding Health First Colorado, in addition to, activities specific to the regional organization and other specialty information, as needed. Content of the various communication and training platforms includes:
- Liability of payment
- Practice guidelines
- Authorization procedures
- Documentation requirements
- Grievance and appeal system
- General information about Health First Colorado
- Health First Colorado's eligibility and application processes
- Health First benefits
- Other, as identified/needed.

Webinars
Provider Relations will continue to use webinars to educate network providers on Health First Colorado program information. Webinars will inform providers of their rights such as prohibited provider discrimination and unrestricted member-provider communication as well as their roles and responsibilities. Webinars will also be used to provider annual training to update or remind network providers of their contract responsibilities or change that impact their practice. The information presented in the webinars will be available through the website used as a self-service training module.

Town Halls
Provider Relations, in coordination with the regional organization and other departments, will establish travelling Town Halls that will be conducted every six months. The topics for training will be driven from provider assessments for practice transformation, contract requirements, quality and utilization data, and provider needs or requests.

Provider Online Services
The regional organization, through its' website, has an online, provider self-service application that contains a multidisciplinary curate library of practice support tools based on contract requirements. Materials in the library will be enhanced based on provider feedback and identified needs. It will include the Provider Handbook. It will also house recordings of webinars and town halls, as well as presented materials, as a self-paced training and resources.

Other Training Modalities
Provider Relations Department will continue to use a variety of communication tools to facilitate relationship building and interaction with providers. Provider Relations staff will use well-established methods such as the website, Provider Handbook, and newsletter to distribute the information to providers. Additionally, staff has the capacity to send network providers email communications when there is actionable information that benefits their practice through ConstantContact/provider alerts.

Table 1: Provider Training Work Plan

Task	Resources	Completion Date
Webinars		
Determine Provider Education Needs and Schedule (See Table 2: Operational Practice Support Work Plan)	Provider Relations	Complete
Create, update and maintain Curricula	All departments	Ongoing
Develop and submit Invitations	Provider Relations	Ongoing
Record and upload Completed Webinar to the Provider Website	Provider Relations	Ongoing
Town Halls		
Determine Schedule and Location	Provider Relations	7/1/18
Prepare Town Hall ideas and materials	All departments	Ongoing
Develop and submit Invitations	Provider Relations	Ongoing
Record and upload Completed Webinar to the Provider Website	Provider Relations	Ongoing
Provider Online Services - Website		
Identify Website Requirements (See Table 3: Operational Practice Support Work Plan)	IT & Provider Relations	Complete
Create and Complete Website Plan Document Outline.	IT & Provider Relations	Complete
Create Website Rollout plan with specific deliverable dates.	IT & Provider Relations	Complete
Coordinate with Communications and IT to create draft Website Content in Development Site.	IT & Provider Relations	Complete
Make ongoing day-to-day changes via standard publishing requests.	IT & Provider Relations	Ongoing
Provider Newsletter		
Create newsletter template	Provider Relations	Complete
Create newsletter distribution calendar	Provider Relations	Complete

Determine Newsletter approval process and following the regular approval process	Provider Relations	Complete
Prepare article submission ideas for the newsletter editions.	All departments	Ongoing
Develop first provider newsletter	Provider Relations	7/31/18
Provider Handbook		
Create draft provider handbook based on items outlined in the RFP for Behavioral Health and PCMP networks	Provider Relations	Complete
Send draft provider handbook to subject matter experts to incorporate detail.	Provider Relations	Complete
Post final provider handbook on the provider websites.	Provider Relations	7/1/18
Provider Alerts		
Create and maintain an email address for providers to add their email addresses to an email distribution list	Provider Relations	Ongoing
Email distribution list will serve as a list serve for provider updates and/or alerts.	Provider Relations	Ongoing
Post Provider Alerts to the Provider section of the Website with date and subject of alert in chronological order.	Provider Relations	Ongoing

Practice Support Strategy

Providers will be offered a range of information promoting Health First Colorado as part of their on-boarding to the regional organization. Additionally, periodic interactions with Provider Relations staff in-person, over the phone and electronically, will be used to understand the individual needs of the providers and their practice. Providers are encouraged to complete a practice assessment based on the level of care and services they provide to identify support opportunities. This may include operational support, sharing of clinical tools, client materials and data systems and technology that support and enhance provider capacity and quality of care. Examples of activities may include:

- Selection and dissemination of clinical screening tools
- Monitoring and aggregation of data regarding use of Achieve Solutions website
- Registry for population management
- Creation and implementation of strategic package of training and education for non-medical staff within PCP practice to contribute in the practice transformation efforts.

During the first year, the practice support activities will focus on educating practices about the requirements as a contracted provider with the regional organization and ensure they have the systems in place to meet those requirements. Once the practices are competently managing the requirements, then the practice support activities will transition to developing and implementing their practice transformation plan. Beacon anticipates that the majority of the practices will be ready for practice transformation plan on the second year of the contract.

NAAC Tool
Beacon will use the Network Assessment and Action Communication (NAAC) tool to coordinate activities with the provider to assist them in addressing practice support needs. The supports will be offered through an interdisciplinary team. The electronic system allows individuals and departments to document key interactions with providers, including tracking assessments, action or training plan, and document other related activities.

Table 2: Operational Practice Support Work Plan

Task	Resources	Completion Date
Practice Support Tools		
Identify requirements for support tools based on RFP and contract • Operational • Practice Transformation • Clinical Screening Tools • Data Systems and Technology • Training materials for non-medical staff	All departments	Complete
Create, update and maintain materials based on the requirements	All departments	Ongoing
Post final materials on the provider websites	IT and Provider Relations	Ongoing
NAAC Tool*		
Identify requirements for NAAC Tool	All departments	Complete
Create and Complete NAAC Tool Document Outline	IT & Provider Relations	4/15/18 Extension to 8/1/18
Create Rollout plan with specific deliverable dates	IT & Provider Relations	8/15/18
Conduct training on utilization of NAAC Tool for participants of the interdisciplinary team	All departments	9/1/18
Implement use of NAAC Tool	All departments	9/15/18

Note: While the NAAC Tool is developed and implemented, Provider Relations will use desktop applications to track the interactions with providers and departments. The information gathered during this time period will be transferred to NAAC Tool once fully functional.

Practice Transformation Strategy
Provider Relations will discuss with providers and their staff the importance of practice transformation and offer on-going operational support that integrate into practice transformation. Providers who progress on the continuum of integrated medical home may be eligible to increase the functions within the PCP practice, receive enhanced PMPM payment, and be eligible to receive additional earnings from the KPI bonus pool.

Some practices, based on their practice assessment, will demonstrate they are an integrated medical home or be ready to undertake practice transformation in the first year. For the majority of the practices, Beacon anticipates the first year to be a transition year for providers and their staff. They will be ready to engage in their practice transformation plan on the second year.

Practice Assessments
Providers are encouraged to complete a practice assessment based on the level of care and services they provide in order to identify opportunities to improve their practice. The goal is a more integrated medical home and progress along the Framework for Integration of Whole-Person Care using their strengths and the practices' overall operational strategy and goals.

The results of the assessment and the provider discussion will be pooled, in consultation with the interdisciplinary team, to develop a practice transformation plan that will connect provider to:
- Educational materials on the principles of practice transformation and its benefits
- Available resources, tools and data systems and technology
- Training on best practices, clinical tools, utilization of data systems and technology, and technical assistance to access when needed or requested.
- Encourage participation in State-sponsored programs such as Alternative Payment Model (APM), State Innovation Model (SIM), and Comprehensive Primary Care Plus (CPC+).

The interdisciplinary team will track the provider's progress in achieving practice transformation plan using available data and population analysis. Beacon will use the Network Assessment and Action Communication (NAAC) tool to coordinate activities with the provider to assist them in achieving their practice transformation plan. The electronic system allows individuals and departments to document key interactions with providers, including tracking transformation assessments, review the practice transformation plan, and document other related activities such as visits and trainings.

Table 3: Practice Transformation Work Plan

Task	Resources	Completion Date
Practice Assessment Tool		
Identify requirements for Practice Assessment Tool	All departments	Complete
Create and Complete Practice Assessment Plan Document Outline	IT & Provider Relations	Complete
Create Rollout plan with specific deliverable dates	IT & Provider Relations	Complete
Contact Providers and offer conduct Practice Assessment	Provider Relations	Started 5/1/18 and will be on-going
Upload Practice Assessments on NAAC Tool (or other desktop application, if NAAC Tool not fully functional)	Provider Relations	Started 5/1/18 and will be on-going
Practice Transformation Plan		
Create a multidisciplinary team schedule	All departments	Complete
Develop Practice Transformation Plan on NAAC Tool (or other desktop application, if NAAC Tool not fully functional)	All departments	Started 6/1/18 and will be on-going
Communicate with practices on transformation plan and available tools (See Table 2: Operational Practice Support Work Plan)	Provider Relations	On going
Track progress of Practice Transformation Plan on NAAC Tool	All departments	On going

Provider Network Sub-Committee

The Provider Network Sub-Committee, which will report to Quality Committee, has been designed to oversee network development functions and network management activities. They will ensure that providers receive appropriate technical support and training, as well as, drive practice transformation. The committee will meet regularly and will use available data and reports to ensure the regional organization meets or exceeds contract requirements on:

- Network Adequacy;
- Provider support and training; and
- Practice Transformation.