

Welcome

We are Recording



Avoid sharing protected health information

Use Q & A



Please ask questions

Slides



Will be Shared to webpage

Listening by Phone



Press *6 to unmute your line
or *9 to raise hand

Closed Captioning



Click the Live Transcript icon
at the bottom of your screen

Safety Net Provider Forum

July 26, 2024

Presented by:

Mel Tyler, Safety Net Unit Manager - BHA

John Laukkanen, Behavioral Health Strategy Manager - HCPF

Angie Bergefurd, Health Management Associates - HMA

Meeting Purpose

The purpose of this meeting is to:

- Provide a learning space for providers highlighting the ongoing and upcoming behavioral health safety net system changes
- Provide discussion opportunities regarding new provider types through a Medicaid lens
- Ensure ongoing availability of BHA team members for discussions regarding licensing requirements and regulations



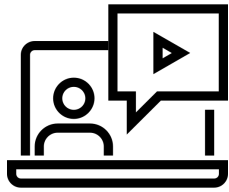
Meeting Agenda

- HMA Updates:
 - Training Library
 - Office Hours
- HCPF Updates:
 - Review: Essential Safety Net Providers
 - Q&A
 - Review: CMHC Designation Discontinued
- BHA Updates:
 - Thank you, Victoria!
 - Safety Net Application



BH Provider TTA Updates

Training & Technical Assistance Program: Webpage Highlights



Trainings

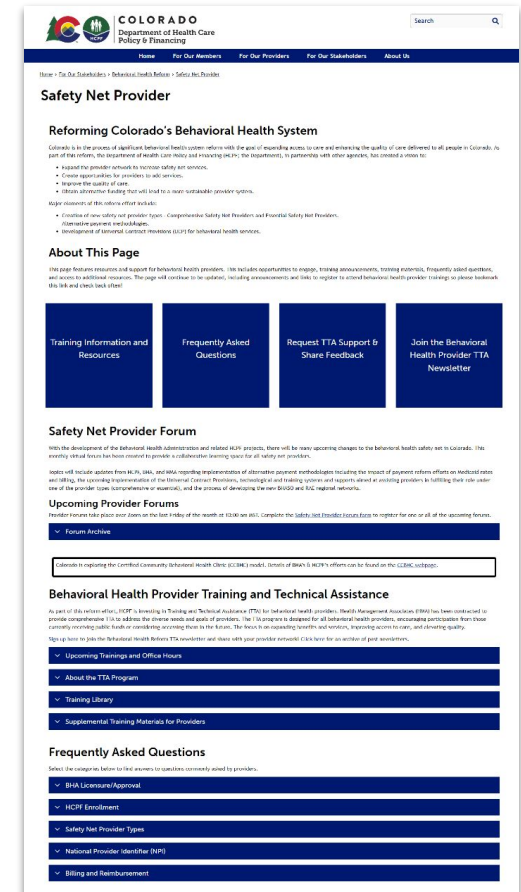
30+ live virtual & pre-recorded trainings focused on expanding benefits and services, improving access to care, and elevating quality



FAQs

35 answers to questions commonly asked by providers with more continually being added

hcpf.colorado.gov/safetynetproviders



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BH Provider TTA Updates

Newly added pre-recorded & recordings of live trainings are available now under the [Training Library](#) on the [HCPF Safety Net Providers](#) landing page include:

- Increasing Access and Expanding Organizational Capacity for Individuals With Co-Occurring Disabilities
- Spotlight on Universal and Condition Specific Screening
- Incorporating Inclusivity: Strategies for Cultural Humility in Action

BH Provider TTA Updates

Frequently Asked Questions

Most commonly asked questions from providers, **categorized by topic:**

- BHA Licensure/Approval
- HCPF Enrollment
- Safety Net Provider Types
- National Provider Identifier
- Billing and Reimbursement

Frequently Asked Questions

Select the categories below to find answers to questions commonly asked by providers.

▼ BHA Licensure/Approval

▼ HCPF Enrollment

▼ Safety Net Provider Types

▼ National Provider Identifier (NPI)

▼ Billing and Reimbursement

FAQs are based on questions shared during trainings, office hours, the online feedback form, etc. Have a question? Email info@safetynetproviders.com.

hcpf.colorado.gov/safetynetproviders

July TTA Office Hours

JULY OFFICE HOURS ARE TODAY AT NOON - IT IS NOT TOO LATE TO REGISTER!

July Office Hours will:

- Focus on Essential Providers
 - Enrollment processes & Enrollment Update Form
 - Provider types
 - Specialty types
 - Provider scenarios
 - And more!
- NPIs
- Billing and rendering provider distinctions and requirements
- Include BHA and HCPF representatives

Use the QR Code below to register now



August & September TTA Office Hours

August 30, 2024 - Register [Here](#)

Noon MST

- Focus on Essential Providers *and* Comprehensive Providers, including PPS and reform implementation topics

September 27, 2024 - Register [Here](#)

Noon MST

- Focus on Comprehensive Providers

Both dates will include BHA and HCPF representatives

Provider Communication Toolkit

Provider Communication Toolkit

- Created to assist providers in sharing information about the TTA program among the provider network to help expand awareness and utilization of the program's resources
- Providers can reference this toolkit when crafting communication efforts to incorporate the TTA program's messaging and creative assets
- Contains links to images and messages and to find content to simply copy and paste into provider communication channels
- The resources are organized by communication channel:
 - Key Message
 - FAQs
 - Social Media
 - E-newsletter
 - Webpage
 - Presentation Slide
 - Assistance

**RESOURCE
REMINDER!**



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BH Provider TTA Updates

Office Hours

Last Friday of the month @ 12pm MST - See Previous Slide For Links to August & September Registration

Listserv

Join the Listserv to receive notifications of trainings, technical assistance, and other stakeholder engagement opportunities:

[Register Here](#)

HCPF Safety Net
Provider Website

Visit the website for details on upcoming training topics and announcements, training recordings and presentation decks, FAQs and more: <https://hcpf.colorado.gov/safetynetproviders>

TTA Request Form
and E-Mail

Request TTA support or share your ideas, questions and concerns about this effort using the [TTA Request Form](#) or e-mail questions and comments to: info@safetynetproviders.com



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Questions?



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HCPF Enrolled Safety Net Providers

Congratulations!

29 Essential Providers approved

Comprehensive Provider Type 78 completed enrollments -
5 providers across 28 enrollment locations!

Essential Providers

- 1) A Provider gets BHA Approval as an Essential Provider
- 2) A Provider enrolls (or updates enrollment) with HCPF - **PROCESS IS LIVE NOW (7/26/24)**
There is not a distinct Provider Type or Specialty Type for this - it will be a “box” you select in the enrollment portal under the appropriate existing provider types
 - a) New Providers - Enroll as the appropriate provider type and select “Essential” in the enrollment portal at the time of enrollment. Must upload BHA Approval Letter
 - b) Current Providers - Submit a maintenance request and select “Essential” in the enrollment portal. Must upload BHA Approval Letter
- 3) A Provider must be contracted with an MCE as a safety net provider to receive the enhanced payment.
 - a) MCEs are required to re-contract with existing providers who have secured Essential status.
 - b) MCEs may choose not to contract with new providers based on network needs.
- 4) A Provider will receive the Essential enhanced payment rate based on the effective date of the MCE contract.
- 5) HCPF sends a weekly provider file and a quarterly file to the MCEs. The weekly file includes any changes that were made from the previous weekly file.



Essential Providers

This screenshot shows the 'Home' page of a provider portal. At the top, there is a navigation bar with links for Home, Eligibility, Claims, Care Management, and Resources. Below the navigation bar, the page displays the user's name, Provider ID, Location, and Taxonomy. A 'Welcome Health Care Professional!' message is followed by a photo of two healthcare professionals. To the right of the photo are links for Contact Us, Notify Me, Alerts, and Security. On the left side, there is a sidebar with sections for User Details (Welcome, My Profile, Manage Accounts) and Provider (Name, Provider ID, Location ID, Revalidation Date). The 'Provider Maintenance' link in the sidebar is highlighted with a red box.

This screenshot shows the 'Provider Maintenance' page. The navigation bar is the same as in the Home page. Below the navigation bar, the page displays the user's name, Provider ID, Location, and Taxonomy. A 'Provider Maintenance' section is highlighted with a green bar, and the 'Provider Maintenance' link is highlighted with a red box. Below this, there is a link for 'Provider Maintenance Status'.



Essential Providers

Essential Safety Net Provider (ESNP)

Essential Safety Net Provider (ESNP) providers receive an Approval letter from the Department of Health Care Policy & Financing which must be attached to this request when adding or changing an ESNP Approval record. All other providers may leave the ESNP grid blank.

Fields marked required in this section are only required if any information is entered in this section.

Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

They will click to add ESNP approval and enter in their information

Click to collapse.

*ESNP Approval #

*Effective Date *Expiration Date

Click the **Remove** link to remove the entire row.

#	Transmission Method	File	Attachment Type	Action
Click to collapse.				
*Transmission Method	FT-File Transfer			
*Upload File	Choose File	No file chosen		
*Attachment Type				
			Clinical Laboratory Improvement Amendments (CLIA) certificate	
			License	
			TIN Match Verification Document	
			Other	
			ESNP Approval	
Application Fee				No Application Fee Required

They will then finish the maintenance request and submit it for processing.



HCPF Q & A

- Enrollment Questions
 - BHA will include your legal name and DBA on Essential Approval and Comprehensive Approval
 - “Telehealth Only” on BHA Approval Letter means the provider has no brick and mortar location, will not need to match location in HCPF enrollment
 - Essential approval must align with your HCPF provider type.
- Billing Manual/Essential Fee Schedule



Provider Enrollment

Provider Services Call Center

1-844-235-2387

Provider Enrollment Support

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

[Colorado NPI Law Fact Sheet](#)

[NPI Law FAQs](#)



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Essential Fee Schedule

The rates for all Safety Net Providers will be published in the [SBHS Billing Manual](#), APPENDIX D: MEDICAID DIRECTED PAYMENTS

Also posted on our [BH Rates Reform website](#)

There are four (4) categories of services that an Essential provider can offer that are also included in the Comprehensive provider service array: Care Coordination, Emergency and Crisis, Outpatient, and High Intensity Outpatient. For these services a Comprehensive provider will be reimbursed at their distinct daily encounter rate. An Essential provider will be reimbursed based on the rate listed in the fee schedule.

Essential and Targeted Directed Payment Fee Schedule

Code	BHA Leg Category	Included in the PPS	Essential Provider Rate	Targeted Directed Payment Rate
90785	OP	X	\$10.72	
90791	SA	X	\$168.16	
90792	SA	X	\$181.90	
90832	OP	X	\$84.42	
90833	OP	X	\$66.09	
90834	OP	X	\$118.11	
90836	OP	X	\$83.63	
90837	OP	X	\$156.61	
90838	OP	X	\$115.85	
90839	EC	X	\$173.24	
90839+ET	EC	X	\$217.44	
90840	EC	X	\$72.58	
90846	OP	X	\$110.76	
90847	OP	X	\$123.13	
90849	OP	X	\$46.73	
90853	OP	X	\$39.08	
90870	IP		\$110.25	
00104	IP		\$55.25	
90875	OP	X	\$70.42	
90876	OP	X	\$123.13	
90887	SA	X		

PT 64/477

Effective August 1, 2024, no new enrollments are allowed for Substance Use Disorder-Clinics Provider 64/477

Existing PT 64/477 can upload their essential approval letters, but HCPF will be discontinuing PT 64/477 in FY 24-25 to ensure all providers are enrolled with appropriate specialty types.

Change to Rendering Provider Policy for CMHCs

- CMHC designation will be discontinued at the end of December 2024
- As the CMHC provider type is end-dated, these providers must enroll as new provider types (Comprehensive, Essential, BH Group, etc.)
- Comprehensive Safety Net Providers will be billing providers and will not be able to bill as the rendering provider (as current CMHCs are allowed).

Question: How will this impact signing/co-signing clinical notes?

Answer: HCPF does not require a supervising clinician to co-sign documentation. HCPF and the SBHS Billing Manual do not address that level of detail. The only guidance/requirement we have is in Section VIII. Service Documentation Standards. This section requires a clinical note includes the “...provider’s dated signature and relevant qualifying credential. A title should be included where no credential is held.”

Why the Change?

HCPF is working to come into compliance with the 837 encounter requirements that are part of federal HIPAA requirements.

Per HIPAA, Medicaid is not allowed to vary our billing standards from what other payers require as established in the 837 Implementation Guide.

Per the Technical Report Type 3 (TR3), when the rendering provider is different from the billing provider, the rendering provider is required. If the rendering provider is not different, then you do not send the rendering provider information (only the billing provider details).

Additionally, [42 CFR 455 Subpart E 455.410 \(b\)](#) stipulates: The State Medicaid agency must require all ordering or referring physicians or other professionals providing services under the State plan or under a waiver of the plan to be enrolled as participating providers.

[HCPF General Provider Information Manual](#): Non-enrolled providers

- Services by non-enrolled providers must be ordered by an enrolled provider that can order services
- Services by a non-enrolled provider require Direct Supervision by an on-site enrolled provider during the rendering of services who is immediately available to give assistance and direction throughout the performance of the service
- Services must identify the enrolled provider as the rendering provider.

[Behavioral Health Fee-for-Service \(FFS\) Billing Manual](#):

- Instructions for Box 24J require: “In the shaded portion of the field, enter the NPI of the Health First Colorado provider assigned to the individual who actually performed or rendered the billed service. This number cannot be assigned to a group or clinic.”

Questions?

hcpf_safetynetforum@state.co.us



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Update on Safety Net Approvals

As of 07/26:

- Received 327 total applications
- Issued 18 Comprehensive approvals
- Issued 61 Essential approvals

*Farewell to Victoria Laskey, Associate Director of Safety Net Unit for BHA, last day 07/31/2024

Safety Net BHA Application

- Application for Safety Net Approval is [now available](#).
- First step is to submit a Letter of Intent to BHA.
- This can be done along with renewal/application for another license (e.g. BHE) or separate.
- Policies and Procedures for Safety Net Approval required to process the application.
- Need help? [Technical assistance appointments available!](#)



Safety Net Policies & Procedures

- For already BHA licensed agencies P&P needs for Provisional approval are:
 - 12.3.3 - Both Essential and Comprehensive
 - 12.4.4 - Essential
 - 12.5.5 - Comprehensive
 - During Provisional period we will work with the agency on the rest of their P&P, all Ch 12 must be submitted to move to Full Approval
- For Brand New agencies, all Ch 12 P&P are required before approval

P&P Tips:

1. Make sure all points in rule are covered
2. We're looking for the *HOW*
3. If using P&P from another section of rule, reference it if it is in another chapter
4. Not all Essential P&Ps cover Comprehensive P&P requirements, and vice versa



Questions?



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Resources

- Next meeting: June 28 10:00am-11:00am [Register in advance](#)
- [BHA Laws and Rules Webpage](#)
 - SNP regulation resources, licensing and safety net approval info, [book a support session](#)
 - General questions: cdhs_bharulefeedback@state.co.us
 - Individual support: [book a support session](#) or contact your safety net licensing manager
- [HCPF SNP Webpage](#)
 - SNP forum archive and training resources
 - HCPF Enrollment/Billing Questions - hcpf_safetynetforum@state.co.us or contact your field representative
 - Training or technical assistance questions - safetynetta@healthmanagement.com

