

Welcome

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Use Q & A



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Slides



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Safety Net Provider Forum

September 27, 2024

Presented by:

Mel Tyler, Safety Net Unit Manager - BHA

Meghan Morrissey, Safety Net and Acute Care Unit Supervisor - HCPF

Angie Bergefurd, Health Management Associates - HMA

Meeting Purpose

Behavioral health safety net providers serve **priority populations** and comply with the safety net **no refusal requirements**, ensuring that priority populations receive access to the care that they need to achieve whole person health through **care and coordination**. [Safety Net Fact Sheet December 2023](#)

The purpose of this meeting is to:

- Review current state behavioral health safety net system
- Support Safety Net Providers with information and resources to participate in the Safety Net system successfully
- Facilitate information sharing and discussion between CO state staff and stakeholders

Behavioral Health Safety Net Providers

Essential Provider

Provides care coordination and one or more of the following:

- Emergency/Crisis
- Outpatient
- Intensive Outpatient
- Residential
- Withdrawal Management
- Inpatient
- Integrated Care
- Hospital Alternatives

Comprehensive Provider

Provides care coordination and all of the following:

- Emergency/Crisis
- Outpatient
- Intensive Outpatient
- Care Management
- Outreach, Engagement, Education
- Recovery Supports
- Outpatient Competency Restoration



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Meeting Agenda

- BHA Updates:
 - Safety Net Applications
 - Policy and Procedure Updates
- Spotlight: Crisis Services
- HCPF Updates:
 - Comprehensive Providers
 - Essential Providers
 - Known Issues
- HMA Provider TTA Updates:
 - THANK YOU HMA!



BHA

Update on Safety Net Approvals

As of 09/27:

- Received 387 total applications
- Issued 19 Comprehensive approvals
- Issued 120 Essential approvals



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Safety Net BHA Application

- Application for Safety Net Approval is still [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.
- Need help? [Technical assistance appointments available!](#)



Moving from Provisional to Full Approval

- Different requirements
 - Existing BHE/Designated provider vs Brand New provider
- Full approval is for two years
- Don't forget to update your approval certificate with HCPF!

Questions

- General questions: cdhs_bharulefeedback@state.co.us
- Individual support: [book a support session](#) or contact your safety net licensing manager



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HCPF

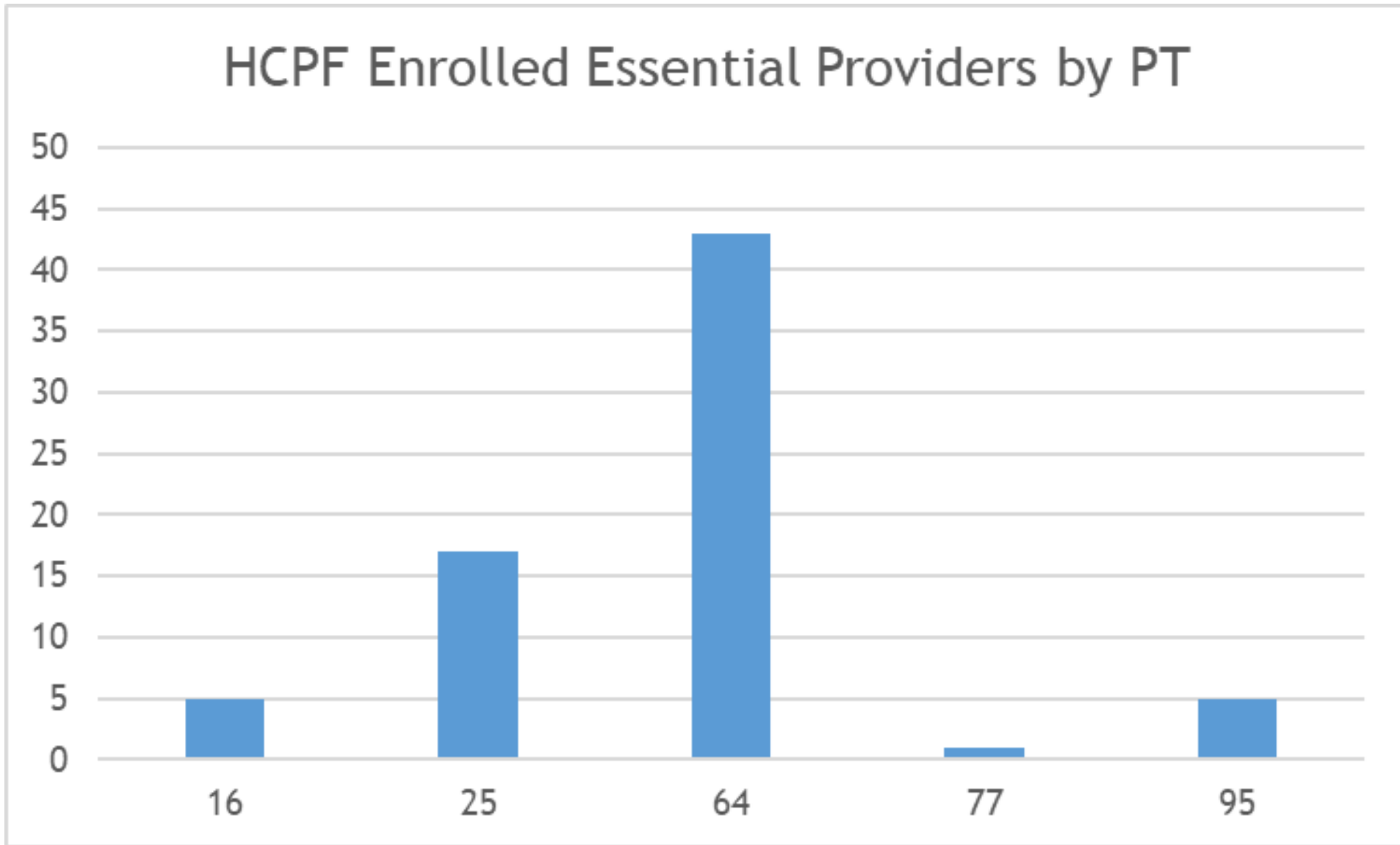


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n = 71 Providers total



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PTs Eligible for Essential Approval

[State Behavioral Health Services Billing Manual Appendix L \(page 215-216\)](#)

Provider Type	Code
Hospital - Mental	2
Physician	5
Clinic - Practitioner	16
Non-Physician Practitioner - Individual	24
Non-Physician Practitioner - Group	25
Osteopath	26
Psychiatric Residential Treatment Facility	30
Licensed Psychologist	37
Licensed Behavioral Health Clinician	38
Physician Assistant	39
Nurse Practitioner	41
Rural Health Clinic	45
Residential Childcare Facility	52
Substance Use Continuum	64
Qualified Residential Treatment Program	68
Behavioral Health Group	77
Crisis Provider	95
Adult Mental Health Residential	96

Comprehensive Providers

Anticipated Comprehensive Providers w/Published Rates

A.R.T.S.
AllHealth Network
Aurora
Centennial
Community Reach Center
Crossroads
Diversus Health - AspenPointe
Eagle Valley
Health Solutions
Jefferson Center for Mental Health
Mental Health Partners
Mile High Behavioral Health
Mind Springs
North Range Behavioral Health
Paragon Behavioral Health Connections
San Luis
Sobriety House
Solvista Health
Southwest CO Mental Health Center - Axis
SummitStone Health Partners
WellPower

Congratulations!

9 Comprehensive Provider Type 78 HCPF completed enrollments across 81 locations

ARAPAHOE MENTAL HEALTH CENTERS, INC
AURORA COMPREHENSIVE COMMUNITY MENTAL HEALTH CENTER
HEALTH SOLUTIONS
JEFFERSON CENTER FOR MENTAL HEALTH
NORTH RANGE BEHAVIORAL HEALTH
PARAGON BEHAVIORAL HEALTH CONNECTIONS
SUMMITSTONE HEALTH PARTNERS
VALLEY-WIDE HEALTH SYSTEMS, INC.
WEST CENTRAL MENTAL HEALTH CENTER, INC

*Comprehensive Providers are expected to complete their HCPF PT 78 enrollment by 12/31/24



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Essential Providers

- 1) A Provider gets BHA Approval as an Essential Provider
- 2) A Provider enrolls (or updates enrollment) with HCPF

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 then submit a maintenance request and select “Essential” in the enrollment portal. Must upload BHA Approval Letter
 - b) Current Providers - Submit a maintenance request and select “Essential” in the enrollment portal. Must upload BHA Approval Letter
 - c) *BHA Essential Approval services must align with your HCPF provider type.
- 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 to the MCEs. The weekly file includes any changes that were made from the previous weekly file.



Essential Providers

This screenshot shows the main dashboard for a health care professional. At the top, there is a navigation bar with links for Home, Eligibility, Claims, Care Management, and Resources. Below this, the user is logged in as 'Home' on Thursday 07/25/2024 at 07:15 AM MST. A header section displays the provider's information: Provider Name, Provider ID, Location, and Taxonomy, all of which are redacted with black boxes. On the left, there are two main menu sections: 'User Details' with links for 'Welcome', 'My Profile', and 'Manage Accounts'; and 'Provider' with links for 'Name', 'Provider ID', 'Location ID', 'Revalidation Date', and 'Provider Maintenance' (the last one is highlighted with a red box). The main content area features a 'Welcome Health Care Professional!' message, a photo of two medical professionals, and a paragraph of text: 'We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to benefits, answers to frequently asked questions, and the ability to search for providers.' On the right side, there are links for 'Contact Us', 'Notify Me', 'Alerts', and 'Secure'.

This screenshot shows the 'Provider Maintenance' sub-page. The navigation bar is identical to the main dashboard. The breadcrumb trail is 'Home > Provider Maintenance'. The user is logged in as 'Home' on Thursday 07/25/2024 at 07:15 AM MST. The provider information header (Provider Name, Provider ID, Location, Taxonomy) is redacted. Below this, there is a 'Provider Maintenance' section with two links: 'Provider Maintenance' (highlighted with a red box) and 'Provider Maintenance Status'.



Essential Providers

Essential Safety Net Provider (ESNP)

Essential Safety Net Provider (ESNP) providers receive an Approval letter from Behavioral Health Administration (BHA) 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.

ESNP Approval #	Effective Date	Expiration Date
Click to collapse.		
*ESNP Approval #		
*Effective Date		*Expiration Date
<input type="button" value="Add"/> <input type="button" value="Reset"/>		

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				
<input type="button" value="Add"/> <input type="button" value="Cancel"/>				
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.



Known Issues

- BHA will include your legal name and DBA on Essential Approval and Comprehensive Approval. One of these names must match the name you are enrolled with HCPF as to be approved in HCPF's system.
- “Telehealth Only” on BHA Approval Letter means the provider has no brick and mortar location, will not need to match location in HCPF enrollment
- Issue with Application fee for PT 78 has been resolved



PT 64 SUD Continuum

- Effective August 1, 2024, no new enrollments are allowed for Substance Use Disorder-Clinics PT 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.
- Known Issue: PT 64 unable to add a “unique taxonomy” when they are adding “additional specialties” to a provider profile.
 - **WORKAROUND**
 1. Enter a Maintenance request that includes the following attachments:
 - a. A document that lists the specialties they would like to add. Add the document as an “Other Attachment.”
 - b. All required attachments for the new specialty.
Provider does not need to add a new specialty to the Maintenance request.
 1. Submit the ATN, then provide the ATN number to your department contact.
 2. You will receive a letter of acceptance or denial after the ATN review is concluded.



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Essential Provider Rates

Q: As an Essential Safety Net Provider, when will I be able to begin receiving the Essential reimbursement rate?

A: A provider will receive the Essential reimbursement rate based on the effective date of the MCE contract.

Q: My provider organization is seeking approval as an Essential Safety Net Provider. Must I contract with a Managed Care Entity (MCE) to bill and receive payment under the Essential Fee Schedule?

A: Yes. A provider must be contracted with a MCE to be reimbursed the Essential Fee Schedule rates. MCEs are required to re-contract with existing providers who are approved as Essential Safety Net Providers. MCEs may choose not to contract with new provider even if they are approved Essential safety net provider based on network needs.

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](#)

[Provider Escalation Form](#) - For providers who are having challenges with claims, denials, conflicting guidance between MCEs, or other concerns, please submit your experience on this. 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.

Questions

- [HCPF SNP Webpage](#)

SNP forum archive and training resources

HCPF Enrollment/Billing Questions - hcpf_safetynetforum@state.co.us or contact your field representative



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HMA



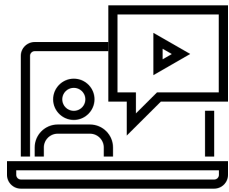
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BH Provider TTA Updates

Training & Technical Assistance Program: Webpage Highlights



Trainings

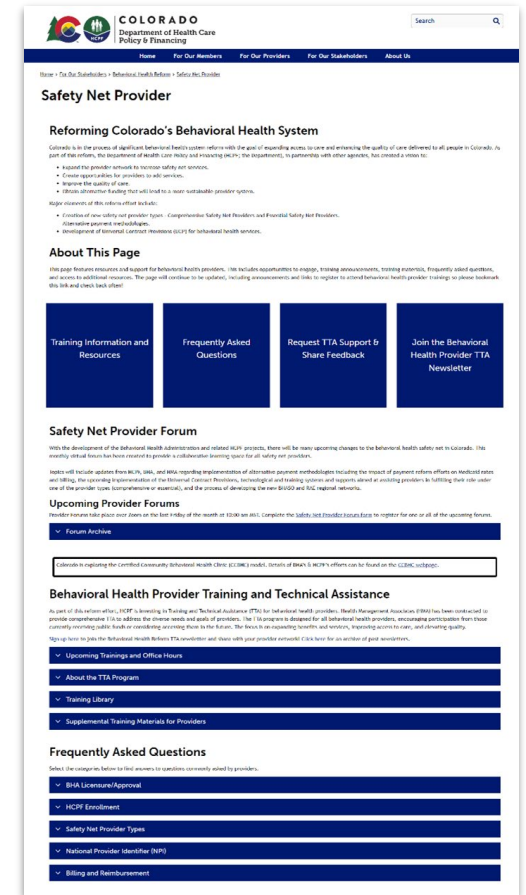
35+ live virtual & pre-recorded trainings focused on expanding benefits and services, improving access to care, and elevating quality



FAQs

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

hcpf.colorado.gov/safetynetproviders



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:

- Understanding Opioid Treatment Programs (OTPs)
- Introduction to Alternative Payment Models (APMs) for Behavioral Health Providers
- Breaking it Down: How to Navigate the BHA Provider Rules and Regulations
- The Intersection of Behavioral Health and Child Welfare - Working Together to Improve Outcomes for Children, Youth and Families
- Medicaid Billing for Evidence-Based Practices and Intensive Services

BH Provider TTA Updates

Coming Soon:

- Safety Net Providers: Reaching Those That Need Your Help
- Introduction to Value Based Payment (VBP) for Behavioral Health Providers
- Paying Differently in Colorado
- Introduction to Behavioral Health Entity Licensure: On your Mark, Get Set... Go!
- The Intersection Between Behavioral Health and Law Enforcement: Building Strong Relationships to Support the Community
- The Foundations in Equity, Diversity & Inclusion
- Equity Diversity & Inclusion within Organizational Leadership
- Home and Community Based Services: The What, Who, How and Why of HCBS for those living with Behavioral Health Conditions
- CCBHC: Federal Designation Requirements
- CCBHC: Federal Designation Requirements, Lessons Learned
- Models for Engaging Transgender Youth
- PPS Reconciliation
- Opening the Door to Residential Addiction Treatment



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TTA Trainings Now Linked on the OwnPath Learning Hub

BHA's OwnPath Learning Hub is a comprehensive online resource that provides free educational courses for behavioral health professionals, crisis and peer professionals, and interested individuals

The Learning Hub now includes links to the trainings on the HCPF Training Library page

This provides another opportunity for providers to find trainings that best meet their needs while exploring the Learning Hub

September TTA Office Hours

OFFICE HOURS ARE TODAY AT NOON - IT IS NOT TOO LATE TO REGISTER FOR THIS FINAL SESSION!

September Office Hours will:

- Focus on Essential Providers *and* Comprehensive Providers
- Include topics such as the HCPF enrollment portal, the Essential Fee Schedule, the Prospective Payment System, and other reform topics
- Address implementation questions
- Include BHA and HCPF representatives

Use the QR Code below to register now



Training & Technical Assistance Program: That's a Wrap!

Thank you to all who took part in HCPF's training and technical assistance (TTA) program over the last year.

We appreciate the shared dedication to transforming the state's behavioral health system for all people in Colorado.

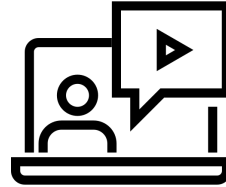


Training & Technical Assistance Program: Sep 2023 - Sep 2024



280+ individuals

Attended live trainings (12)
and/or office hours (7)
focused on expanding
benefits and services,
improving access to care, and
elevating quality



25+ pre-recorded trainings

Added to the Training
Library on topics such as
payment, quality
improvement & capacity
building, serving specific
populations, and more



45+ FAQs

Shared on the safety net
provider web page featuring
answers to questions about
BHA licensure/approval,
HCPF enrollment, billing and
reimbursement, and more



Training & Technical Assistance Program: Continued Support

HCPF is committed to continuing to provide support to behavioral health providers

- HMA's project management concludes September 30, 2024
- The latest information will continue to be posted to: hcpf.colorado.gov/safetynetproviders
- Training recordings and slides will continue to be available: hcpf.colorado.gov/training-library
- Questions/comments: hcpf_safetynetforum@state.co.us

The screenshot shows the Colorado Department of Health Care Policy & Financing Training Library. The page features a navigation menu with links for Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The main content area is titled "Training Library" and includes a section for "Trainings for Behavioral Health Providers". Below this, there are several blue buttons representing different training categories: Behavioral Health Basics, BHA Licensure and Approval, Payment, Quality Improvement and Capacity Building, Serving Specific Populations, and Workforce. A yellow banner below the buttons encourages users to check out the OwnPath Learning Hub. At the bottom, there is a "Training Titles" section with a list of various training topics.

The screenshot shows the "Frequently Asked Questions" section. It includes a heading "Frequently Asked Questions" and a sub-heading "Select the categories below to find answers to questions commonly asked by providers." Below this, there are five blue buttons with white text, each representing a category of questions: BHA Licensure/Approval, HCPF Enrollment, Safety Net Provider Types, National Provider Identifier (NPI), and Billing and Reimbursement.

