



COLORADO
Department of Health Care
Policy & Financing

New Medicaid Substance Use Disorder Services Now Available

The Department of Health Care Policy and Financing (Department) wants to thank everyone who helped make it possible for Health First Colorado (Colorado's Medicaid Program) to cover residential, inpatient and withdrawal management substance use disorder (SUD) services as of Jan. 1, 2021. Many providers, representatives from the Regional Accountable Entities (RAEs) and Managed Service Organizations (MSOs), state agency staff, Health First Colorado members and other stakeholders have been essential to supporting this transition in services.

The Department particularly wants to thank all of the providers who worked with the RAEs and MSOs to smoothly transition care for members currently receiving inpatient and residential SUD treatment. As a result of so many people's effort and dedication, there were no major issues reported over the New Year's holiday weekend.

This issue contains:

- What members can expect.
- Provider enrollment update.
- Changes to processes under Medicaid.
- Provider Office Hours.
- How to get your questions answered.

A Message from Executive Director Bimestefer

Good news: Health and Human Services Secretary Azar has [formally extended the Public Health Emergency \(PHE\)](#). The PHE can be extended for up to 90 days at a time. This extension starts Jan. 21, 2021 and would end, unless extended again, on April 20, 2021. We will continue to keep you updated directly and via our [Public Health Emergency Planning](#) page.

The PHE designation is important as it allows the Department to extend continuous coverage, maintenance of effort (MOE) and other helpful policies and waivers approved by the federal government. It also provides additional federal funding, which is critical during this economic downturn.

Thank you for your continued partnership in serving our growing membership during this incredibly difficult chapter.

Kim Bimestefer
Executive Director

What Members Can Expect

Members should expect few, if any changes, in the ways they access SUD treatment. Members will continue to work with their existing providers and the RAEs to identify and coordinate access to the most appropriate treatment options. The primary change is that now the RAEs will offer greater support coordinating care for members receiving inpatient and residential treatment. Under Medicaid, the RAEs are responsible for administering the new services and paying providers for care delivered.

Provider Enrollment Update

The RAEs have submitted network information that include 31 provider organizations. However, only 17 of these organizations have completed their Medicaid provider enrollment. As a reminder, the RAEs cannot reimburse a provider until they are officially enrolled as a Colorado Medicaid provider with information regarding their American Society of Addiction Medicine (ASAM) level of care. For information about provider enrollment, visit the [Find Your Provider Type web page](#). To ensure continuity of care, providers can and should backdate their applications to become residential and inpatient providers to Jan. 1, 2021. This allows providers to be paid for those services even if they apply for or are approved to provide the benefit after the benefit went live.

Current Medicaid providers need to ensure their ASAM level of care has been added to their Medicaid provider enrollment record. This requires that providers:

- Ensure their National Provider Identifier (NPI) is updated. (For information, visit the [Provider Web Portal Quick Guide: Provider Maintenance - Adding a National Provider Identifier \(NPI\)](#)).
 - Add a Specialty Provider Type in the Provider Web Portal based on their ASAM level of care license.
 - Existing providers must submit a Provider Maintenance Request in the Provider Web Portal (For information, visit the [Provider Maintenance Quick Guide](#)).
 - New providers can add the Specialty Provider Type as part of provider enrollment.
 - Upload their Department of Human Services, Office of Behavioral Health License (specific to the ASAM level being enrolled) to the Provider Web Portal.
 - Contract with their RAE(s). For more information, visit the [Required Action for All Substance Use Disorder Residential, Inpatient and Withdrawal Management Providers](#) fact sheet.
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Changes to Processes Under Medicaid

With Medicaid now covering inpatient and residential SUD services, providers will need to make changes to their processes to ensure compliance with state and federal regulations.

As of Jan. 1, inpatient and residential SUD providers need to:

- Submit a continued stay authorization request to the RAE for any member who initiated treatment prior to Jan. 1, 2021. These requests must be submitted to the RAE by Jan. 15, 2021.
 - Determine a member's appropriateness for admission based on ASAM criteria and the determination of medical necessity.
 - Submit a prior authorization request to the RAE for any member that seeks to begin inpatient or residential treatment.
 - Participate in continued stay reviews by the RAE throughout a member's residency.
 - Partner with the RAEs on the discharge of members and the transition to less intensive levels of care.
 - Submit requests for reimbursement to the RAEs for all members approved for treatment.
 - For members in residential treatment, providers will also need to submit claims to their Managed Service Organization for reimbursement of room and board. Medicaid cannot cover room and board expenses for members in residential treatment.
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Provider Office Hours

The Department, in conjunction with its partners at the Colorado Office of Behavioral Health, RAEs and MSOs, will host a series of 60-minute Provider Office Hour sessions.

These sessions will enable residential and inpatient SUD treatment providers to ask questions and receive support on issues relating to the SUD benefit expansion.

Providers may submit a question by:
Using this [Question Submission Form](#), or
Joining one of the sessions listed below:

- First Wednesday of the month
 - Link: meet.google.com/ypv-vtau-kfp
 - Call-in number: (419) 812-2582 PIN: 931 626 035#
 - Jan. 6, 10:30 a.m. - 11:30 a.m.
 - Feb. 3, 2 p.m. - 3 p.m.
 - March 3, 2 p.m. - 3 p.m.
- Third Wednesday of the month
 - Link: meet.google.com/jsw-mjwf-khk
 - Call-in number: (916) 836-2601 PIN: 951 467 943#
 - Jan. 20, 2 p.m. - 3:00 p.m.
 - Feb. 17, 2 p.m.- 3:00 p.m.
 - March 17, 2 p.m. - 3:00 p.m.

How to Get More Information

Members and family members should [reach out to their RAE](#) or current provider for information about and assistance accessing the most appropriate SUD treatment.

Providers and other stakeholders can submit their questions using the following form: [SUD Waiver Question Form](#).

Featured Resources

Ensuring A Full Continuum of SUD Benefits

Overview of New Substance Use Disorder Services Beginning Jan. 1, 2021 Fact Sheet

Frequently Asked Questions: New Substance Use Disorder Services Beginning Jan. 1, 2021

Required Action for All Substance Use Disorder Residential, Inpatient and Withdrawal Management Providers fact sheet