



Network Management Updates

PIAC

September 17, 2025



ROCKY MOUNTAIN
HEALTH PLANS®

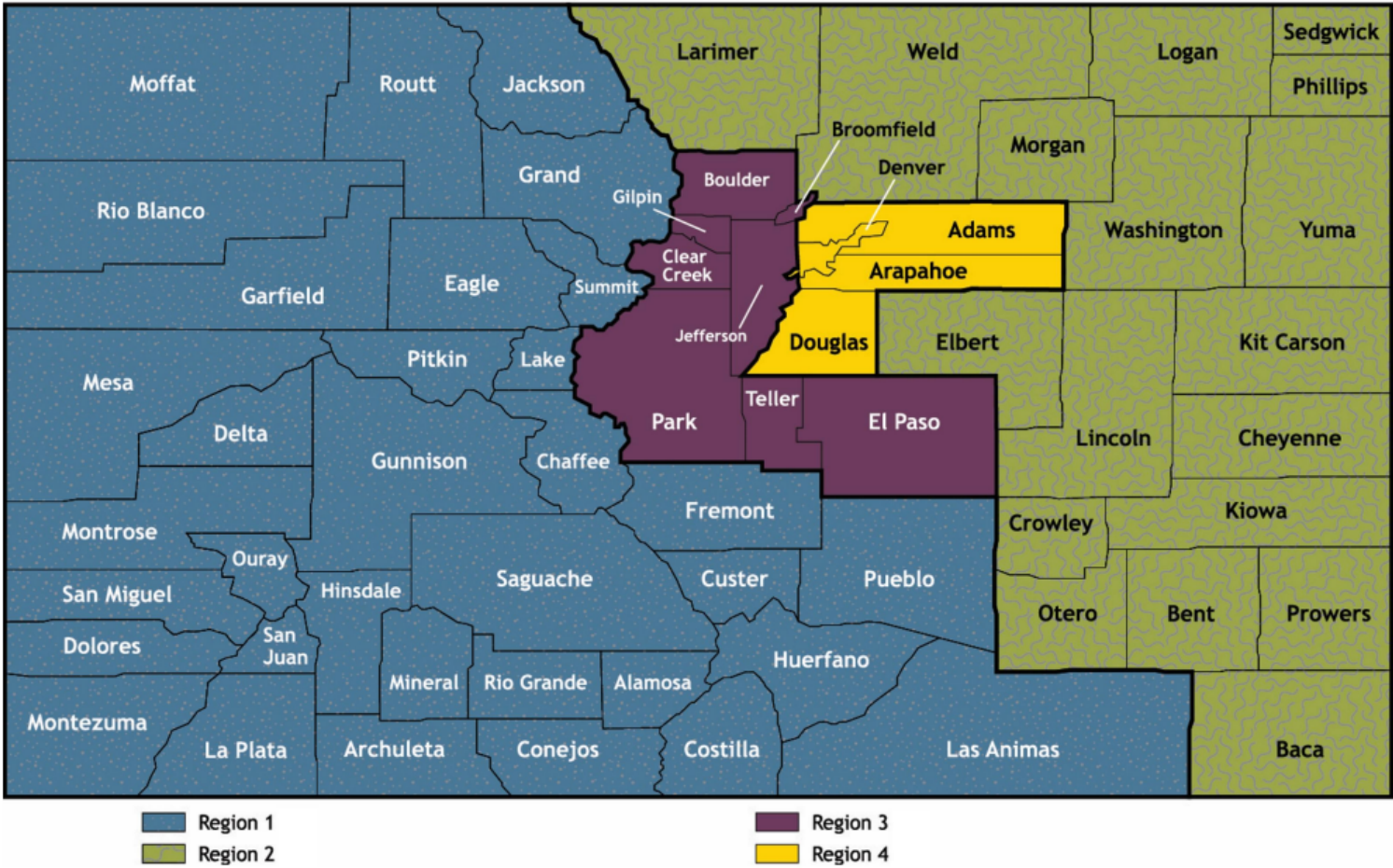
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PCMP Network

Regional Accountable Entity (RAE) 3.0

Figure 1 - ACC Phase III RAE Map



PCMP Current Status

RAE Tier	Count of PCMPs	% of Network
Tier 3 PCMP	163	74.42%
Tier 2 PCMP	14	6.39%
Tier 1 PCMP	37	16.89%
Not Participating	5	2.28%
Total PCMPs	219	

Highly Integrated PCMPs:

- 115 of the 165 Tier 3 PCMPs are currently meeting this designation marking them eligible for additional behavioral health funding passed through by their RAE.

Retention of Participating PCMPs: 182/187 = 97.32%

- Original RAE 1 Region – 98/100 (excluding Larimer) = 98% continued participation from ACC 2.0 to ACC 3.0
- Expansion Counties – 84/87 = 96.55% continued participation from ACC 2.0 to ACC 3.0



PCMP Provider Network Strategies & Supports

RMHP's network management strategy is committed to the development, implementation and maintenance of a comprehensive network of physical health and behavioral health providers equipped to meet the needs of Health First Colorado Members. Some of our network strategies include:

- Offering creative reimbursement models across multiple lines of business to provide more consistent cash flow to providers to include aligning networks across products.
- Support an e-consult platform that connects primary care providers with specialists to engage in curbside consultations.
- Maintain contracts with physical and behavioral health providers who provide telehealth services to Members across the region as another solution to both access and rural limitations of the network.
- Support access to comprehensive care coordination services throughout the region via Integrated Community Care Teams (ICCTs) who provide care coordination to Members with a focus on complex needs.



Activities to Support PCMP Network Strategy

- Roadshow events in new counties helped to begin establishing new relationships
- Building relationships in new regions through expanded care coordination (ICCT's)
- Practice Transformation Team also hit the road to host their own roadshow and meet the practices they are supporting in the quality program
- Ongoing communication via the ACC 3.0 landing page; quality program guide; monthly CQI newsroom



PCMP Next Steps

- Support & Engage PCMPs in the Quality Incentive Program
 - Individualized support via assigned clinical program manager
 - Goal setting and twice/quarter meetings are being scheduled to identify opportunities
 - Identify Provider Champion and Administrative Champion
 - Establish dedicated Quality Improvement Team
 - Monthly webinars ongoing via CQI Newsroom
 - Registration Link: [RMHP CQI Newsroom](#)
 - ACC 3.0 Landing Page: [ACC 3.0 RAE Region 1](#)



Behavioral Health Network



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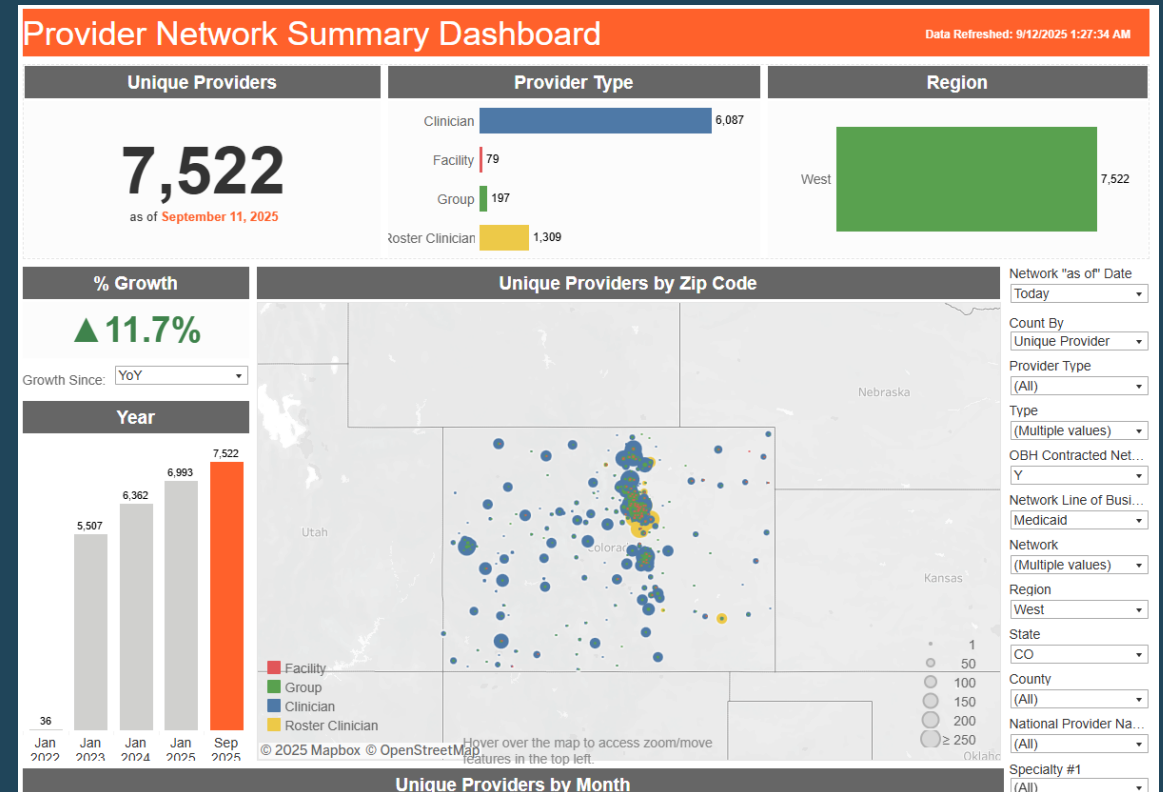
Regions 1 and 2

Behavioral Health Network - NHP

In ACC 3.0 NHP (RAE 2) and Rocky Mountain Health Plans(RAE 1) partnered for the behavioral health network under Medicaid.

Key Provider Benefits:

- ✓ Centralized credentialing and contracting
- ✓ Streamlined claims processing and payments
- ✓ Coordinated Provider Support



Behavioral Health Network: Support

Access to a team of dedicated Provider Relations advocates.

Advocates can support with:

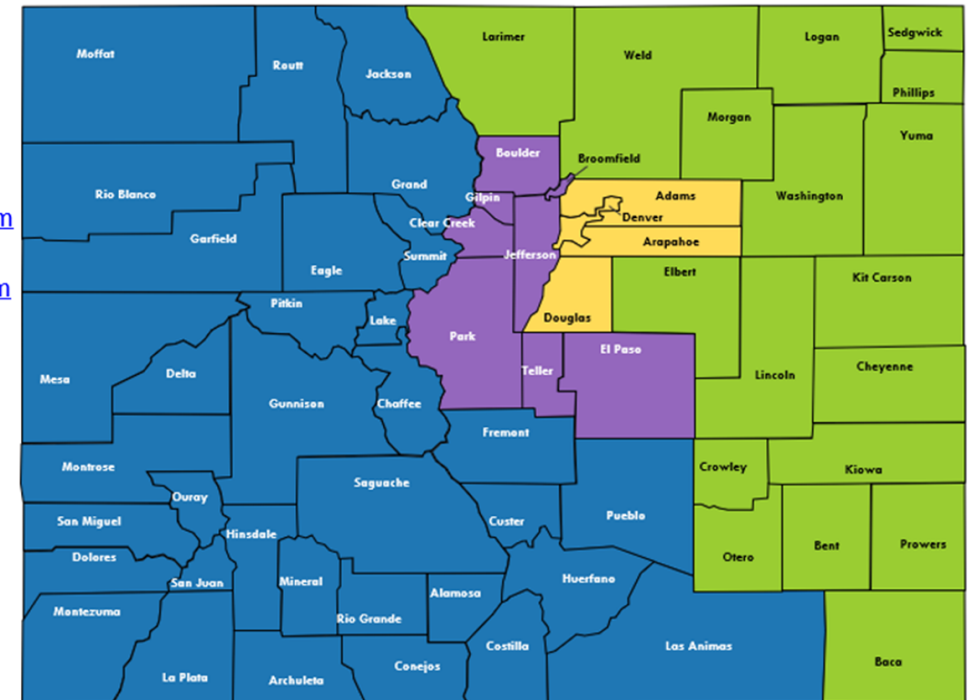
- Audit navigation support
- Documentation support
- Prior authorization process navigation
- Understanding benefits
- Claims issues
- Contracting and credentialing
- Provider directory issues and updates

Contact Us

Provider Relations Advocates (PRA) and their contact information by County

- Jessie Dorman- jessie.dorman@uhc.com
- Ryan Teenstra- ryan.teenstra@uhc.com
- Teresa Woodworth- teresa.woodworth@uhc.com
- Murrassa Chaudhri- murrassa.chaudhri@uhc.com

- Senior PRA **Carmen Overton**
carmen.overton@uhc.com Supports ■ & ■:
Hospital, Comprehensive Safety Net Providers and Large Agency provider Groups.
- Senior PRA **Tabetha Thomas**
tabetha_thomas@uhc.com Supports ■ & ■:
Hospital, Comprehensive Safety Net Providers and Large Agency provider Groups.



Opportunities to Engage



Monthly drop-in meetings: Every month on the last Wednesday of the month from 12-1P

Quarterly Office Hours: Next session November 5th from 12-1p

Behavioral Health Skills Webinar: Third Tuesday of each month

Provider Communications

Community visits

Opportunities to Engage: Contact us!

Direct contact with Provider Relations Advocates

- RMHP: RMHPRAE_BH_PR@UHC.com
- NHP: NHPRAE_BH_PR@UHC.com

A provider advocate will respond within 2 business days

Additional ways to reach NHP:

- Network Management Team: 800-599-4716 (toll-free)
- Cara Hebert, Provider and Community Relations Director
 - Cara.Hebert@nhpllc.org
- Cari Ladd, Chief Behavioral Health Officer
 - Cari.Ladd@nhpllc.org



NHP

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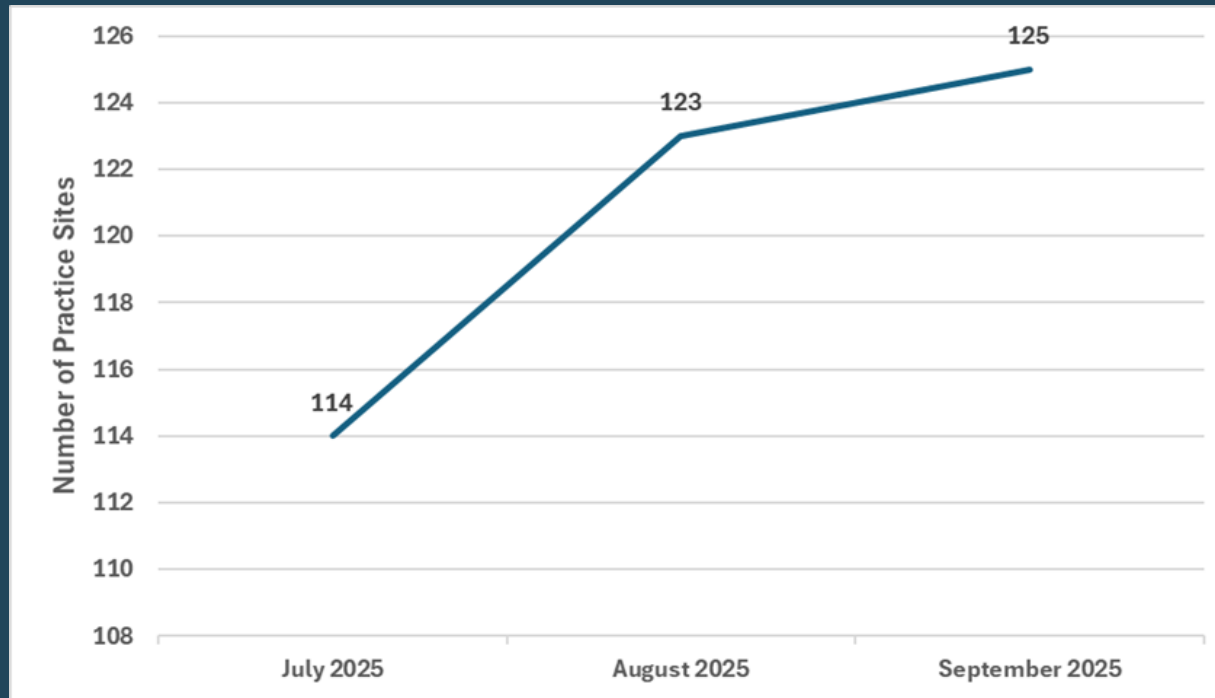
NHP Network Management

- Strategic outreach to contract with BH & PCMP providers for strong network by go-live
- Partnered with RMHP to manage the BH network
- Care Coordination performed by entities part of and know the subregion
- Active provider communication to inform and address questions
- Establishing NHP presence throughout R2 region
- Implemented post go-live workgroup to review network trends, needs & recruitment

PCMP Network - NHP

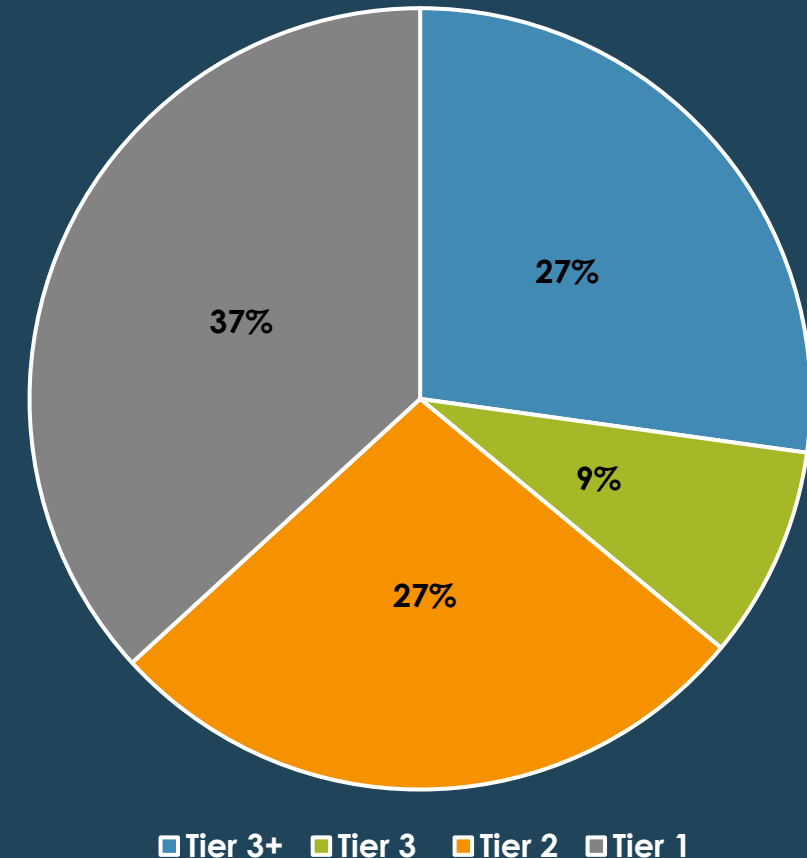
PCMP Practice Sites – Q1 Growth

NHP has at least one PCMP Practice Site in each R2 county.



PCMP Tier Levels

36% (45) PCMP Practice Sites conduct Care Coordination for their attributed members.



PCMP Network: Engagement



Assigned Practice Transformation Coaches

- 122 Practice Sites are engaged in Practice Transformation efforts
- 72 Virtual meetings
- 20 In-person meetings
- 2,000+ miles travelled to Meet with providers
- 1 Joint PCMP Learning Collaborative with CU's Practice Innovation Program

Care Coordination Team

- All Tier 1 & Tier 2 PCMP Practice Sites have Care Coordination Entity assigned
- All Tier 3+ and Tier 3 PCMP Practice Sites have completed training on Care Coordination documentation
- 2 Completed Care Coordination Subcommittee meetings with all Tier 3 and Tier 3+ practices - review outreach/engagement practices

PCMP Engagement: Future State

Quality Incentives Program

Active engagement in data sharing and trending and support to maximize incentives.

Practice Transformation Track

Ongoing support for providers to move along the PT track

Newsletters

Active communication with providers. Register to receive at NHPproviders@nhpllc.org

First Fridays

Platform to share key information and trainings. Every first Friday of the month at 11am