

## Executive Summary

### Project Background

Colorado is in the process of significant behavioral health system reform with the goal of expanding access to care and enhancing the quality of care delivered to all people in Colorado. As part of this reform, the Department of Health Care Policy and Financing (HCPF; the Department), in partnership with other agencies, has created a vision to:

- Expand the provider network to increase safety net services
- Create opportunities for providers to add services
- Improve the quality of care
- Obtain alternative funding that will lead to a more sustainable provider system

Since 2019, the Department has worked closely with the Behavioral Health Administration (BHA)<sup>1</sup> on significant reform of the provider network delivering services to the safety net population in the state. Many of these reforms stem from the [“Comprehensive Plan to Strengthen and Expand the Behavioral Health Safety Net System \(SB-19-222\)”](#), and align with the Department’s larger reform efforts including the development of the Accountable Care Collaborative Phase 3, and the continuum of care benefit design and expansion. Major elements of this reform effort include:



#### Creation of new safety net provider types

- Introduction of Comprehensive Safety Net Providers and Essential Safety Net Providers.
- Removal of the Community Mental Health Centers designation.
- Aim to expand access to core safety net services.
- Standardization of services and elevation of quality expectations.



#### Alternative payment methodologies

- Implementation of alternative payment methods and value-based payments.
- Goal to enhance sustainability for behavioral health safety net providers.
- Increased payment levels for those meeting new quality care standards.
- Incentives for providers to participate in the approval process for new provider types.



#### Development of Universal Contract Provisions (UCP) for behavioral health services

- Development of UCP for behavioral health services in the state.
- Funding across state agencies, Regional Accountable Entities, and Behavioral Health Administrative Service Organizations (BHASOs).
- Streamlining of contract requirements and expectations.
- Standardization to increase quality expectations and reduce administrative burden.

<sup>1</sup>Previously the Office of Behavioral Health within the Department of Human Services (CDHS)

## Technical Assistance and Training

As part of this reform effort, the Department is investing in Training and Technical Assistance (TTA) for behavioral health providers. Health Management Associates (HMA) has been contracted to provide comprehensive TTA to address the diverse needs and goals of providers. The TTA program is designed for all behavioral health providers, encouraging participation from those currently receiving public funds or considering accessing them in the future. The focus is on expanding services, improving care quality, and preparing for safety net designations.

The TTA program includes live virtual and pre-recorded trainings, covering a range of topics tailored to providers' specific needs and feedback received from the October 2023 Provider Survey. TTA will be facilitated by a team of Subject Matter Experts (SMEs), in partnership with state agencies, local and national experts to share tailored knowledge and best practices by topic.

The planned training topics fall into two major categories:

### **Behavioral Health Reform Awareness and Readiness:**

Pre-recorded trainings for current and future providers to build awareness and readiness for significant reform efforts. Topics include:

- Understanding State Agency Roles in Colorado Behavioral Health Services
- Roles and Responsibilities of the RAEs & BHASOs
- Medicaid Basics for New Providers
- Introduction to Financial Cost Reports
- Safety Net Licensure Transitions

### **Safety Net Competency:**

Live virtual trainings to elevate quality and improve capacity across the behavioral health provider community. Topics include:

- Medication Assisted Treatment
- Wraparound Services
- Serving populations with multiple, complex needs
- Innovations in transitions from institutional care to community care
- Removing structural and organizational barriers to access and more!

In addition to the live virtual trainings described above, several trainings in this category will be pre-recorded and made available. Topics include:

- Evidence-based practices
- Harm reduction
- Working with other system partners and more!

To assist providers in implementing changes, additional supports will be created including supplemental resource materials, Frequently Asked Questions (FAQs), an [online TTA request form](#), and office hours. Supports aim to foster meaningful connections among behavioral health providers to encourage sharing of questions, challenges, ideas, and experiences as part of peer teaching.

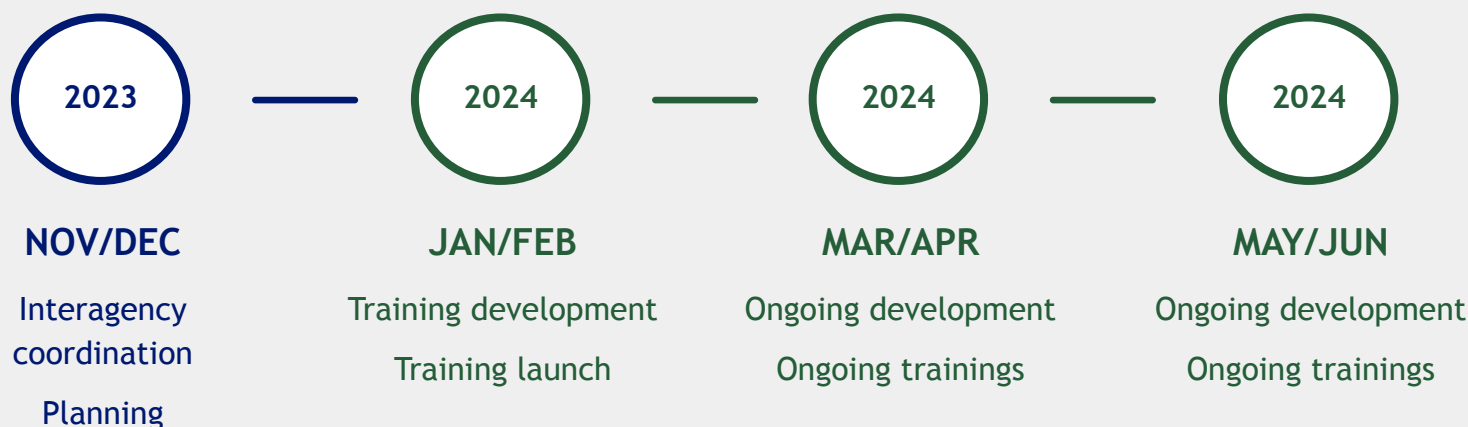
# Behavioral Health Provider Training and Technical Assistance Executive Summary

The ultimate goal is to facilitate organizational change and enhance the overall effectiveness and sustainability of the behavioral health provider system in Colorado.

These supports, along with training announcements, training recordings and presentation decks, technical assistance offerings and provider convenings, will be shared via a dedicated [Behavioral Health Provider TTA newsletter](#), on the [HCPF Safety Net Providers landing page](#), and through agency communication outlets. Resources will also be developed to help providers and partners share TTA resources and support among their networks.

## Project Timeline

This project is scheduled to be completed by the end of June 2024. The following is an estimated project timeline. Visit the [HCPF Safety Net Providers landing page](#) for the latest timeline and announcements.



### November/December 2023

- HCPF began coordinating with multiple State Agencies (BHA, CDHS, etc) to optimize training topics and avoid duplication.
- TTA Communication Plan and Provider Training and Technical Support Plan Finalized.
- Submission & approval of Titles & Learning Objectives (T/LO) began with a focus on Behavioral Health Reform Awareness and Readiness topics.



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## January/February 2024

- Ongoing submission and approval of pre-recorded Behavioral Health Reform T/LO along with on-going content development.
- Training content development begins for pre-recorded trainings.
- Pre-recorded trainings become available on the [HCPF Safety Net Providers landing page](#).  
Examples include:
  - Understanding State Agency Roles in Colorado Behavioral Health Services
  - Roles and Responsibilities of the RAEs & BHASOs
- Submission and approval of Live Safety Net Competency of T/LO begins.

## March/April 2024

- Ongoing submission and approval, and content development, for both Behavioral Health Reform and Safety Net Competency T/LO.
- Available training topic examples include:
  - Medicaid Basics for New Providers
  - Introduction to Financial Cost Reports
  - Co-occurring Treatment
  - Wraparound Services
  - Safety Net Licensure Transitions

## May/June 2024

- Available training topic examples include:
  - Care Compact best practice and building enhanced referral networks
  - National innovations in transitions from institutional care to community care
  - Building the Bench for Early Childhood Interventions
  - Removing structural and organizational barriers to access



More information

<https://hcpf.colorado.gov/safetynetproviders>



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