



COLORADO

Department of Health Care
Policy & Financing

1570 Grant Street
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Behavioral Health Provider Network Accountability & Transparency Dashboard

Update: July 2022

Improving Behavioral Health Regional Networks

The Department of Health Care Policy & Financing (the Department) is committed to improving access to behavioral health services for Health First Colorado (Colorado's Medicaid program) members. Behavioral health services are managed by our Regional Accountable Entities (RAEs). These organizations are contracted to build regional networks through credentialing and contracting with providers, and timely payment and responses to network providers. To enhance access to care, the Department has a goal of adding **950 newly enrolled behavioral health providers serving Coloradans in public programs by June 30, 2022**. This fact sheet shows an overview of progress toward the enrollment goal. It also includes provider network and customer service metrics for each region.

New Behavioral Health Providers

1,150

The provider types tracked for this stat include licensed psychologists and licensed behavioral health clinicians. The number reflected is as of July 19, 2022.

Regional Accountable Entity Metrics

The Department updated its contracts with the RAEs to improve turnaround times for enrollment, credentialing and contracting. These contracts and the new amendments are available on our [Health First Colorado Managed Care Contracts webpage](#). This fact sheet will be updated monthly with provider relations, customer service and other network metrics to ensure transparency. Some metrics may only be available quarterly, as indicated. If you are a provider and have a concern or complaint about a certain region, please contact the Department by filling out our [Health First Colorado Managed Care Provider Complaints form](#) online.



Behavioral Health Providers by Region Q3 FY YEARS

NOTE: This information is updated quarterly.

Region	Current BH Practitioners in Networks	# New BH Practitioners Contracted During Quarter	# of BH Practitioners that Closed or Left Network	# of BH Practitioners Accepting New Members
1	3,349	18	6	3,330
2	3,291	188	63	3,291
3	7,021	150	112	3,039
4	3,291	188	61	3,291
5	7,021	150	112	3,043
6	4,294	218	27	3,881
7	4,294	218	27	3,881
DH	4,923	150	112	3,043

Timely Responses to Providers and Payments within Mandated Timeframes

The RAEs each have call centers and provider relations staff to help providers with billing, credentialing or contracting questions. Timely responses to providers are expected and a two-day turnaround is one of the metrics tracked across regions.

Top Reasons a Claim is Held Up or Denied

Providers submitting claims to their RAE must provide adequate documentation and fit within the contractual requirements of the providers with the RAEs. Below are common themes with technical claim denials (claims can also be denied if they do not meet medical necessity requirements).

- **Inaccurate billing** - some providers work with a third party to handle billing; some of these billers may have incorrectly submitted claims. In this case, the RAE can work with the biller to help resolve billing inaccuracies.
- **Use of wrong modifier** - this is an example of inaccurate billing. Billing agents should work with the RAE to correct this mistake for proper claim processing.

Providers can find RAE contact information at colorado.gov/hcpf/provider-help.



Accountability Summary by Region
NOTE: This information is updated monthly.
Data Reported through June 2022

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7
% of providers credentialed and contracted within 90 days (Contract change started in January, 2022)	96.7%	93%	100%	93%	100%	100%	100%
% of clean claims paid or adjudicated within 30 days	99.95%	99.87%	99.65%	99.95%	99.73%	98.51%	98.51%
Response to provider questions within 2 business days	100%	100%	100%	100%	100%	100%	100%

