



Behavioral Health Provider Network Dashboard

Update: June 2024

Reporting period: May 2024

The Department of Health Care Policy & Financing is committed to improving access to behavioral health services for Health First Colorado (Colorado’s Medicaid program) members. Behavioral health services are managed by Regional Accountable Entities (RAEs). The organizations are contracted to build regional networks through credentialing and contracting with providers, and to ensure timely payment and responses to network providers. This dashboard includes network adequacy and accountability metrics for each region.

Behavioral Health Providers by Region Q3 FY 23/24 (ending March 31, 2024)

NOTE: This information is extracted from the Quarterly Network Adequacy Deliverable report.

Region	Current BH Practitioners in Networks	# New BH Practitioners Contracted	# BH Practitioners that Closed or Left Network	# BH Practitioners Accepting New Members
1	5,048	295	192	4,931
2*	4,241	212	285	4,241
3	8,842	327	180	8,549
4*	4,244	212	284	4,244
5	8,849	326	173	8,544
6	8,850	447	128	7,232
7	8,850	447	128	7,232
DH	8,849	326	173	8,544
PRIME	6,513	368	202	6,383

*RAEs 2 & 4 only contract with providers that accept new Medicaid members.

RAE 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 the [Health First Colorado Managed Care Contracts webpage](#).



Accountability Summary by Region
NOTE: This information is updated monthly.
 Data reported **May 1, 2024 through May 31, 2024**

	RAE 1	RAE 2	RAE 3	RAE 4	RAE 5	RAE 6	RAE 7
% of practitioners credentialed and contracted within 90 days*Contract change started in Jan. '22	100%	95.2%	*80%	95.2%	*80%	100%	100%
Response to practitioner questions within 2 business days	99%	100%	100%	100%	100%	100%	100%
A. % of clean claims paid or adjudicated within 7 days	91.35%	86.52%	90.68%	83.68%	92.95%	94.25%	94.25%
B. % of clean claims paid or adjudicated within 14 days	5.83%	2.60%	2.89%	3.05%	1.73%	3.03%	3.03%
C. % of clean claims paid or adjudicated within 30 days	2.06%	10.84%	5.82%	13.22%	4.89%	2.43%	2.43%
Total % (Rows A+B +C)	99.24%	99.96%	99.39%	99.95%	99.57%	99.71%	99.71%

*Colorado Access, RAEs 3 and 5 did not meet the contracting timeliness standards in May 2024, due to administrative considerations. Operational changes were addressed. All providers were contacted and offered apologies and expedited contracts. All contracts were completed within 100 days.

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. 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. Fill out the [Health First Colorado Managed Care Provider Complaints form](#) if you have a concern or complaint about a certain region.

