



Dear Behavioral Health Provider,

The Department of Health Care Policy and Financing (the Department) recently hosted our first Independent Provider Network (IPN) provider forum. We appreciate your partnership and we understand many of you took time out of your busy schedule to attend the meeting. We have posted the meeting materials and will continue to post resources on our [IPN forum web page](#) if you would like to revisit the information or if your colleagues were not able to attend.

We acknowledge the emotion that surfaced during the first session. We know you are committed to caring for our Health First Colorado members, so we respect and honor the passion brought to this important conversation. We want to partner with you and your peers to create meaningful change that truly benefits those we serve. To achieve that goal, we are exploring ways to facilitate productive dialogue in a smaller or regional format. This focused engagement will help us better understand the perspectives and insights from all providers. As we work on a new, comprehensive strategy to better engage all providers, we will not be holding a meeting on March 2, 2022 as announced at the first meeting.

We will post new meeting dates online as soon as each session is scheduled, and we will be sure to alert you so that you can plan to participate. In the meantime, we want you to know we are taking steps to address the concerns raised. Our immediate next steps include:

- Discussing delayed reimbursement issues with the Regional Accountable Entities (RAE) and holding each accountable for timely follow up. Colorado Community Health Alliance (CCHA) recently issued a [provider communication](#) on this topic for providers impacted.
- Surveying providers to get feedback on preferred format for upcoming discussions and topics to inform future meetings. We are working on this survey and will send it as a follow up to you.

Please use the [grievance form](#) (scroll down to the Health First Colorado Managed Care Provider Complaints line and click on the [form](#)) if you'd like to share concerns directly with the Department. A team of Department employees regularly monitors the inbox and either the Department or your RAE will be sure to follow up on your issue. Please allow us two business days to respond.

Thank you again for your time and energy to partner with us on this incredibly important work.

Sincerely,

Tracy Johnson  
Medicaid Director

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Dear Behavioral Health Provider,

A series of meetings for an Independent Provider Network Forum is being held by the Department of Health Care Policy & Financing (the Department) in order to strengthen operations and relationships.

**The initial meeting will be:**

Wednesday, February 16, 2022

12:00 p.m. - 1:00 p.m. MT

[Join via Zoom](#)

Join by Phone: (225) 522-1146, PIN 899864426

Visit the [Behavioral Health Independent Network Forum web page](#) for more information and to join the mailing list.

Thank you,

Department of Health Care Policy & Financing

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