

ACC Phase III: What You Need to Know About Go-Live

Behavioral Health and Integration Strategies Subcommittee

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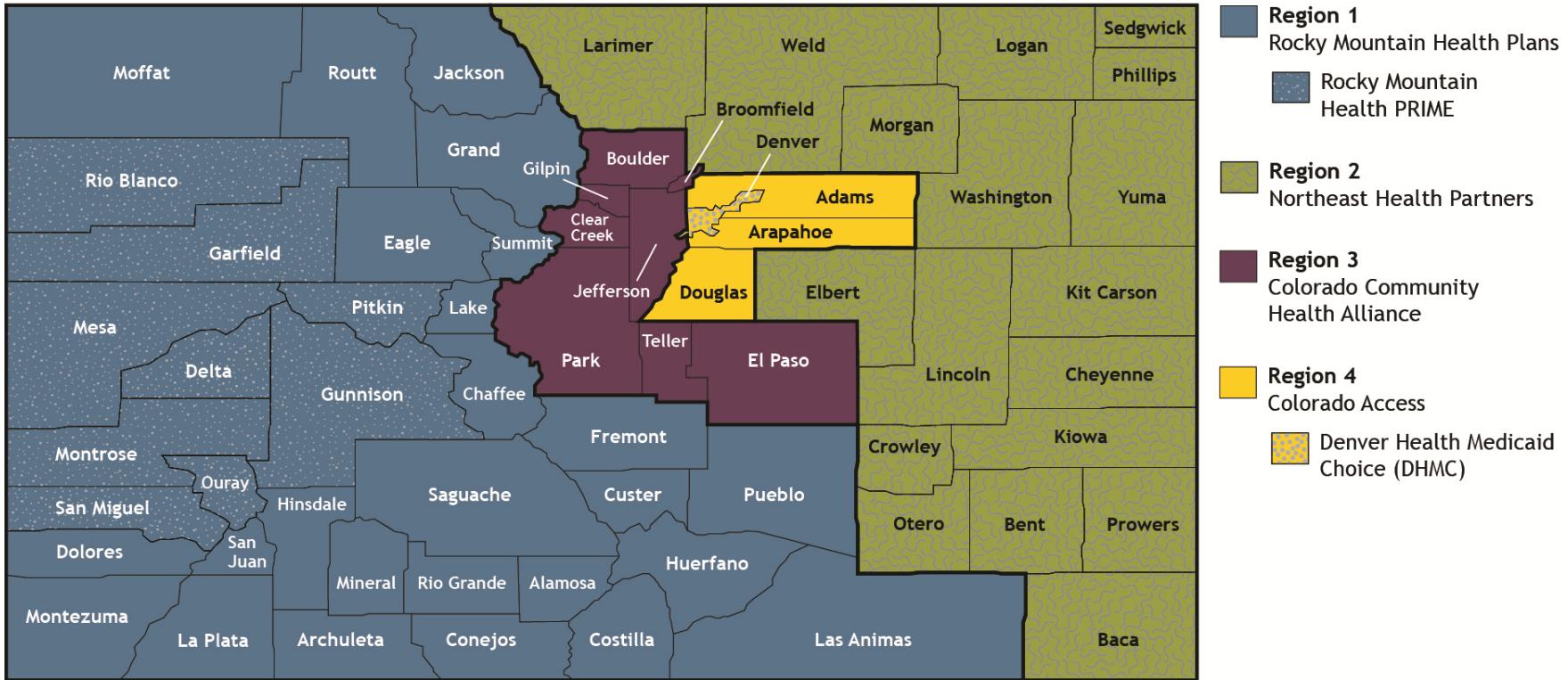
Agenda

1. Reminder: What is happening July 1?
2. ACC Phase III Change Management Process

What's new July 1?



ACC Phase III New Regions



Note: These regions align with Behavioral Health Administrative Service Organizations (BHASOs).

Key Attribution Changes

Standard Attribution Methodology

- Geographic and family attribution removed
- Attribution by claims history prioritizes recency.

Re-Attribution

- Runs more frequently for all members (every three months).

MCO Attribution

- Members enrolled in Denver Health are assigned to RAE 4.



Key Features of Care Coordination in Phase III

Care transitions

Three-tier model, in alignment with BHASOs

Collaboration with other entities/agencies, including
BHASOs, CMAs, CBOs

Improved monitoring and oversight

Children and Youth Colorado System of Care Phase 1 (July 1)

Overview



- Support children with complex needs.
- Uses existing behavioral health capitated services.
- State workforce capacity center to build provider capacity and ensure fidelity to national models.

Population

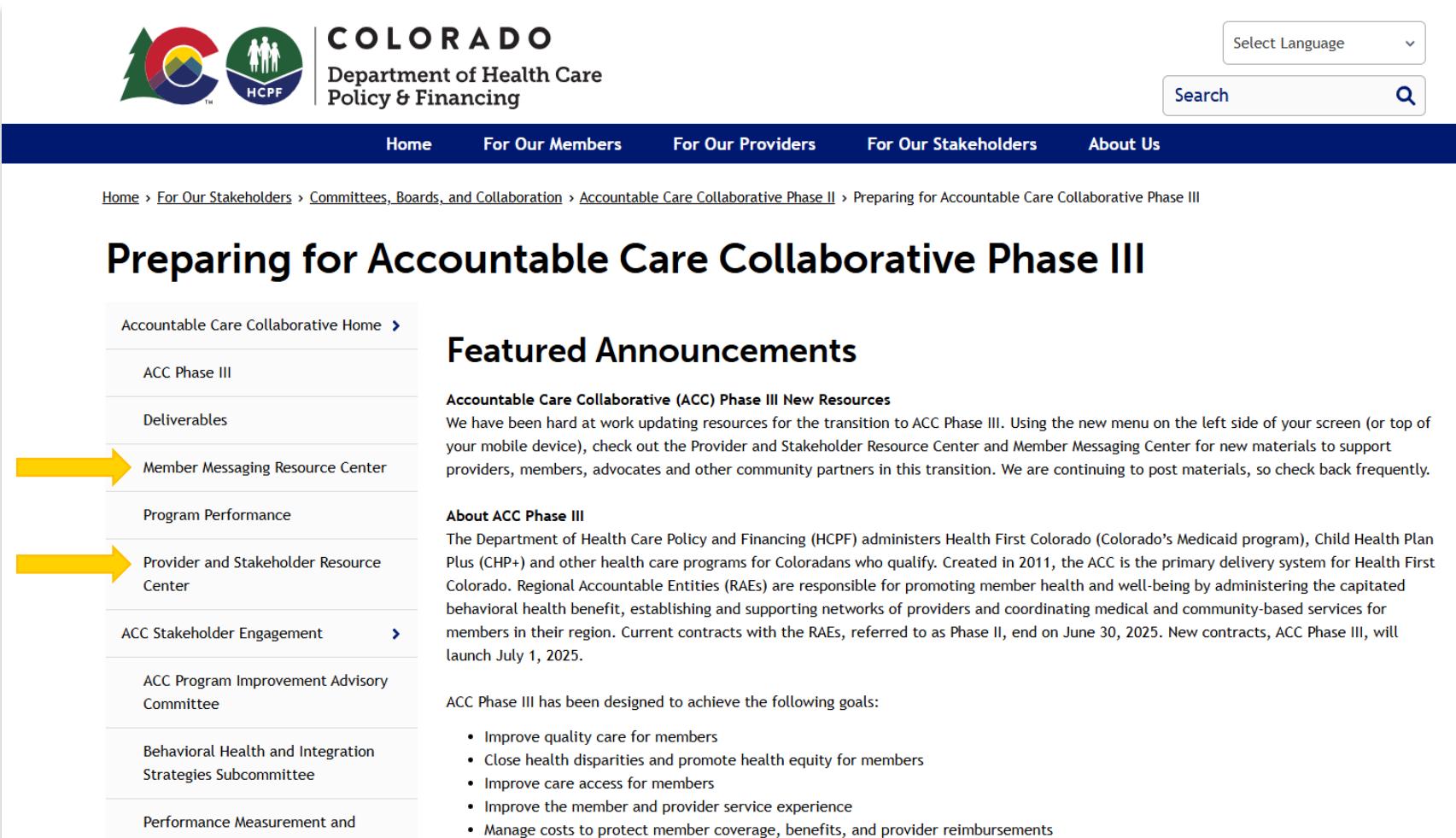


- Members ages 11 to 17 year who are either
 - Anticipated to be discharged from QRTP or PRTF,
 - Preparing to discharge back home to Colorado from out of state residential treatment facility, or
 - In an Extended Stay as defined by C.R.S. 27-50-101(13.5), and
 - Appropriate for MST or FFT

Continued Iteration Throughout Phase III

- Different implementation timelines for:
 - Prioritized policies/programs critical for go-live (system changes, attribution, etc.).
 - Policies/programs that update or replace existing programs (PCMP Shared Savings).
 - New policies/programs that require time to collect data (Commitment to Quality).
- **Most importantly:** ACC is iterative!

Where to Find More Info



COLORADO
Department of Health Care
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Featured Announcements

Accountable Care Collaborative (ACC) Phase III New Resources

We have been hard at work updating resources for the transition to ACC Phase III. Using the new menu on the left side of your screen (or top of your mobile device), check out the Provider and Stakeholder Resource Center and Member Messaging Center for new materials to support providers, members, advocates and other community partners in this transition. We are continuing to post materials, so check back frequently.

About ACC Phase III

The Department of Health Care Policy and Financing (HCPF) administers Health First Colorado (Colorado's Medicaid program), Child Health Plan Plus (CHP+) and other health care programs for Coloradans who qualify. Created in 2011, the ACC is the primary delivery system for Health First Colorado. Regional Accountable Entities (RAEs) are responsible for promoting member health and well-being by administering the capitated behavioral health benefit, establishing and supporting networks of providers and coordinating medical and community-based services for members in their region. Current contracts with the RAEs, referred to as Phase II, end on June 30, 2025. New contracts, ACC Phase III, will launch July 1, 2025.

ACC Phase III has been designed to achieve the following goals:

- Improve quality care for members
- Close health disparities and promote health equity for members
- Improve care access for members
- Improve the member and provider service experience
- Manage costs to protect member coverage, benefits, and provider reimbursements

Member Communications Toolkit

Toolkit includes:

- Key Terms
- About the ACC
- ACC Phase III Changes
- General Talking Points for ACC Phase III
- Key Talking Points for Navigation Questions from Specific Scenarios

! *Toolkit is live on the [ACC webpage](#) with FAQs!*

Introduction

About this Document

Purpose: Provide information and consistent talking points about upcoming changes for members in ACC Phase III.

Audience: Advocates, community-based organizations, health care providers and other stakeholders who work with Health First Colorado members.

Goal: Increase awareness of the RAEs and help members navigate any changes without disruption to their care.

About the ACC

HCPF administers Health First Colorado, Child Health Plan *Plus* (CHP+) and other health care programs for Coloradans who qualify. Created in 2011, the ACC is the primary delivery system for Health First Colorado. Phase II of the ACC created the RAEs who are responsible for coordinating members' care, ensuring they are connecting primary and behavioral health care, and developing regional strategies to serve Health First Colorado members. Current Phase II contracts with the RAEs end on June 30, 2025. New contracts, ACC Phase III, will launch July 1, 2025.

What Changes are Happening in ACC Phase III?

Health First Colorado members are assigned to a regional organization and a PCP. On July 1, some of the regional organizations are changing and our methodology for assigning members to a PCP will change to reflect a member's recent visit history. As a result, some members may have a new regional organization and/or PCP.

Health First Colorado members can check to see who their regional organization or PCP is by logging into PEAK or through the Health First Colorado app. If the listed PCP does not match who they consider to be their PCP, they can change it by contacting Health First Colorado Enrollment.

3 ACC Phase III Member Communications Toolkit

Key Terms

Health First Colorado: Colorado's Medicaid program

Health First Colorado member: Coloradans who are covered by Health First Colorado, or Colorado's Medicaid program. May also be referred to as "members".

Regional Accountable Entities (RAEs): In communications directly to members, referred to as a regional organization. Sometimes referred to as regional health plans. Rocky Mountain Health Plans, Northeast Health Partners, Colorado Community Health Alliance and Colorado Access will be operating as RAEs in ACC Phase III.

Department of Health Care Policy and Financing (HCPF): HCPF is the state agency in charge of Health First Colorado.

Accountable Care Collaborative (ACC): The ACC is Colorado's Medicaid delivery system. It refers to administrative and financial arrangements between RAEs and HCPF.

Primary Care Provider (PCP): This is the health care provider who serves as the focal point of care. Members are assigned a primary care provider based on their visit history. PCPs may also be referred to as Primary Care Medical Providers (PCMPs).

Managed Care Health Plan: Managed care is a group of doctors, clinics, hospitals, pharmacies and other providers who work together to take care of your health care needs. These plans are also referred to as Managed Care Health Plans. The organizations operating these plans under Health First Colorado are Rocky Mountain Health Plans PRIME and Elevate (Denver Health) Medicaid Choice. We often refer to these as Managed Care Organizations or MCOs.

- If you are concerned that you may have missed a letter with this information, you can find out who your regional organization is by checking the Health First Colorado mobile app or by calling Health First Colorado Enrollment Monday to Friday, from 8 a.m. to 5 p.m. at 303-839-2120 or 1-888-367-6557 (State Relay 711). The call is free.



Scenario 2

Members who are assigned to a regional organization that is no longer covering certain areas of the state.

Note: These members will receive letters from their old regional organization about this change. Members also will receive a letter from Health First Colorado about this change, which may include changes to their primary care provider. See additional talking points in the following scenario.

- On July 1, your regional organization will change. You either have Rocky Mountain Health Plans, Northeast Health Partners, Colorado Community Health Alliance, or Colorado Access as your regional organization. These organizations are also known as Regional Accountable Entities (RAEs).
- You can find your regional organization on your enrollment letter or in the Health First Colorado mobile app beginning July 1, 2025.
- Your Health First Colorado benefits and services are not changing.
- Regional organizations can help you find providers and access your Health First Colorado benefits and services.



Scenario 3

Members who have a new primary care provider and/or a new regional organization.

Note: These members will receive a letter from Health First Colorado with information about their primary care provider and regional organization.

For regional organization changes:

- On July 1, your assigned regional organization will change. You either have Rocky Mountain Health Plans, Northeast Health Partners, Colorado Community Health Alliance, or Colorado Access as your regional organization. These organizations are also known as Regional Accountable Entities (RAEs).
- You can find your regional organization on your enrollment letter or in the Health First Colorado mobile app beginning July 1, 2025.
- Your Health First Colorado benefits and services are not changing.
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ACC Phase III Change Management Process



What is it?

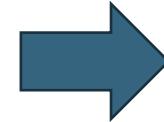
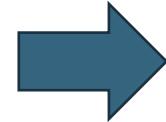
- No matter how much you prepare, no change process is ever perfect.
- The Change Management Process includes:
 - Clear guidance for member transitions.
 - Daily oversight to identify and address issues as they arise.
 - Stakeholders will play a key role in helping us understand on-the-ground concerns.



Member Transition Process

- 1** Current RAEs that cover counties that are changing in Phase III are working together to:
 - Identify members at-risk for hospitalization, currently admitted to inpatient treatment, or recently discharged from inpatient treatment.
 - Provide a list of these members to HCPF and/or the Phase III RAEs at the beginning and end of June.
 - Collaborate with members, providers and other stakeholders in their region as necessary to ensure a successful transition.
- 2** ACC Transition of Care policy outlines the service authorization and reimbursement for members who change RAEs on July 1.
- 3** Current RAEs must inform all members receiving active care coordination about the transition.

How Will it Work?



Stakeholders complete an online form to notify us of an issue from the implementation of Phase III.

HCPF investigates each issue.

HCPF provides resolution. Issues with broad impact will be kept on a running log on the ACC webpage.

Where to find more information

- Form and issues log will be posted on the [ACC webpage](#).
- Subscribe to the [“Accountable Care Collaborative Program Updates” newsletter](#) to be notified as soon as it’s posted.



Discussion: What are you hearing right now?

- Have you heard about any concerns or issues from **behavioral health providers** that we should be aware of?
- Have you heard about any concerns or issues from **members** that we should be aware of?



Questions?