



OPERATIONAL MEMO

Title: Public-Facing Provider Search Tool - “Find a Doctor”	Topic: Health First Colorado
Audience: Case Management Agencies (CMAs), Health First Colorado Providers, Regional Accountable Entities (RAEs), Members, Other Involved Stakeholders	Sub-Topic: Provider Enrollment
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Approved By: Cassandra Keller	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo from the Office of Community Living and the Medicaid Operations Office is to inform Case Management Agencies (CMAs), Health First Colorado providers, Regional Accountable Entities (RAEs), members, and other involved stakeholders of enhancements to the public-facing provider search tool called “Find a Doctor” on the Health Care Policy and Financing (HCPF) website and PEAK member portal.

Information:

The “Find a Doctor” provider search tool can help members, family members, guardians, case managers, and other stakeholders, choose the best health care and/or

service provider to meet members' specific needs, including Home and Community-Based Services (HCBS) providers. The provider search tool is being relaunched with enhanced search criteria. The search tool and the enhanced search criteria can be accessed by the public at <https://www.healthfirstcolorado.com/find-doctors/> and by Health First Colorado members through the PEAK member portal https://peak.my.site.com/peak/s/peak-landing-page?language=en_US.

To use the enhanced search criteria function in the search tool, use the “advanced filter” option. This option allows you to search for a provider by:

- Services provided in a specific county
- Alternate provider telephone numbers and/or addresses
- Cultural competencies
- Membership to a community association
- Language proficiencies
- Providers' preferred name

Action To Be Taken:

Providers

All enrolled providers are requested to update their information in the provider portal. By updating their information, members will be able to search for providers using the enhanced criteria that providers may offer. For example, a provider can indicate if they are a LGBTQ+ friendly provider. Or for those providing Home and Community-Based Services (HCBS), providers can indicate the specific counties in which they render services. Go to the [Provider Enrollment Manual](#) for detailed instructions on how to update information.

Below are images depicting how to access and modify provider information within the Web Portal. “Other Information Changes”

Log in to the [Provider Web Portal](#) and click on “Other Information Changes” on the left navigation panel to update the enhanced search criteria information.

Provider Maintenance: Other Information																															
Instructions	You are initiating a change request. Complete the desired changes for fields in each section and click the 'Continue' button to make additional changes. Or click the 'Go to Submit' button to submit your changes.																														
Change of Ownership	* Indicates a required field.																														
Specialty and Contact Information Changes	Malpractice/General Liability Insurance																														
Address Changes	Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.																														
Provider Identification Changes	<table border="1"> <thead> <tr> <th>Name</th> <th>Policy ID</th> <th>Effective Date</th> <th>Expiration Date</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td colspan="5"> <input type="checkbox"/> Click to collapse. </td> </tr> <tr> <td>* Carrier Name</td> <td><input type="text"/></td> <td>* Policy ID</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>* Insurance Type</td> <td><input type="text"/></td> <td>* Effective Date</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>* Expiration Date</td> <td><input type="text"/></td> <td>* Expiration Date</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td colspan="5"> <input type="button" value="Add"/> <input type="button" value="Reset"/> </td> </tr> </tbody> </table>	Name	Policy ID	Effective Date	Expiration Date	Action	<input type="checkbox"/> Click to collapse.					* Carrier Name	<input type="text"/>	* Policy ID	<input type="text"/>		* Insurance Type	<input type="text"/>	* Effective Date	<input type="text"/>		* Expiration Date	<input type="text"/>	* Expiration Date	<input type="text"/>		<input type="button" value="Add"/> <input type="button" value="Reset"/>				
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Language Changes																															
Other Information Changes																															
Network Participation Changes																															
Disclosure Changes	Additional Information																														
Attachments and Submit	Please begin the Provider Website with "http://" or "https://".																														
	Website Address <input type="text"/>																														
	Additional Provider Search Options																														
	Data entered in the optional fields below will be searchable in the Health First Colorado Find a Doctor website.																														
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	Select any Community Associations that the provider belongs to. This field is not required. Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.																														
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Alternate Provider Addresses

Enter alternate provider address information that is not the Service Location, Mailing, or Billing address. This section is not required. Fields marked required in this section are only required if any information is entered in this section.
 Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

Type	Address	City	State	Action
<input type="checkbox"/> Click to collapse.				
* Address Type	<input type="text"/>			
* Location Code	<input type="text"/>			
* Address	<input type="text"/>			
* City	<input type="text"/>	County <input type="text"/>		
* State	Colorado <input type="text"/>	* Zip Code <input type="text"/>		
Primary Email <input type="text"/>		Confirm Email <input type="text"/>		
Secondary Email <input type="text"/>		Confirm Email <input type="text"/>		
Phone <input type="text"/>	<input type="text"/>	Ext <input type="text"/>	Phone <input type="text"/>	Ext <input type="text"/>
Phone <input type="text"/>	<input type="text"/>	Ext <input type="text"/>	Phone <input type="text"/>	Ext <input type="text"/>
<input type="button" value="Add"/> <input type="button" value="Reset"/>				

Servicing Counties

Select the counties served for any of the provider's enrolled specialties. This field is not required.
 Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

Servicing County	Specialty	Action
<input type="checkbox"/> Click to collapse.		
* Servicing County <input type="text"/>	* Specialty <input type="text"/>	
<input type="button" value="Add"/>		

Preferred Name

Enter a Preferred Name that is different than the legal or doing business as name. The Preferred Name should be the name the community knows the entity as. This field is not required.

Preferred Name

Languages Panel:

The user may enter up to 60 available languages and the proficiency level spoken by staff representing a particular location, or staff within the office or facility. Click the “Add” button after each language is selected. The screen updates and adds the selected item to the list of languages. Click the “Remove” link in the Action column to remove a language.

Providers that have the ability to translate different languages for members should select the appropriate language(s) below. This field is not required.
 Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

Language	Proficiency	Action
[-] Click to collapse.		
*Language <input type="text"/>	Proficiency <input type="text"/>	
<input type="button" value="Add"/>		

Community Association:

All providers may identify specific community associations and add as many as are appropriate. Click the “Add” button after each Community Association is selected. The screen updates and adds the selected item. Click the “Remove” link to remove an association.

Community Association
 Select any Community Associations that the provider belongs to. This field is not required.
 Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

Community Association	Action
Association of Native American Medical Students	Remove
[-] Click to collapse.	
*Community Association <input type="text"/>	
<input type="button" value="Add"/>	

Cultural Competency:

All providers may identify specific cultural competencies and may add all that are available to select from. Click the “Add” button after each Cultural Competency is

selected. The screen updates and adds the selected item. Click the “Remove” link to remove a competency.

Cultural Competency	
Select any Cultural Competencies that the provider offers. This field is not required. Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.	
Cultural Competency	Action
ASL translator on staff	Remove
<input type="checkbox"/> Click to collapse.	
*Cultural Competency <input type="text"/>	
<input type="button" value="Add"/>	

Alternate Provider Addresses:

Select providers may enter up to three (3) alternate addresses different from the service location, mailing and billing addresses entered on the “Addresses” panel. This information is searchable on the Health First Colorado “[Find a Doctor](#)” provider .

Click the “Add” button after each address record is populated. The screen updates and adds the address.

Up to three (3) addresses can be added. Click the “Remove” link to remove an address.

Alternate Provider Addresses

Enter alternate provider address information that is not the Service Location, Mailing, or Billing address. This section is not required. Fields marked required in this section are only required if any information is entered in this section.
Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

	Type	Address	City	State	Action
<input type="checkbox"/>	Alternate 1	123 Main Street	Denver	Colorado	Copy Remove
<input type="checkbox"/>	Click to collapse.				
<div style="padding: 5px;"> <p>*Address <input type="text"/></p> <p>Type <input type="text"/></p> <p>*Location Code <input type="text"/></p> <p>*Address <input type="text"/></p> <p>*City <input type="text"/> County <input type="text"/></p> <p>*State <input type="text" value="Colorado"/> *Zip Code <input type="text"/></p> <p>Primary Email <input type="text"/> Confirm Email <input type="text"/></p> <p>Secondary Email <input type="text"/> Confirm Email <input type="text"/></p> <p>Phone <input type="text"/> <input type="text"/> Ext <input type="text"/> Phone <input type="text"/> <input type="text"/> Ext <input type="text"/></p> <p>Phone <input type="text"/> <input type="text"/> Ext <input type="text"/> Phone <input type="text"/> <input type="text"/> Ext <input type="text"/></p> </div>					
<input type="button" value="Add"/> <input type="button" value="Reset"/>					

Servicing Counties:

Where a Health First Colorado provider’s enrollment profile allows for designated specialties, such providers may identify the specific counties where these specialties are available. Providers are encouraged to update their county information so that members, CMAs, RAEs, and other stakeholders can find the right provider and services in their area with greater accuracy. All specialties may be selected in the Specialty drop-down list if the provider has more than one (1) specialty. A record is added for each specialty and Servicing County. Click the “Add” button after each record is populated. Duplicate records are not allowed. Click the “Remove” link to remove a county.

Servicing Counties		
<p>Select the counties served for any of the provider's enrolled specialties. This field is not required. Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.</p>		
Servicing County	Specialty	Action
<p>[-] Click to collapse.</p>		
<p>*Servicing County</p> <input type="text" value="Adams"/>	<p>*Specialty</p> <input type="text" value="All Specialties"/>	
<p><input type="button" value="Add"/></p>		

Preferred Name:

All providers may specify a preferred name different from the legal name or Doing Business As (DBA) name. The Preferred Name should be the name by which the community knows the entity.

Preferred Name
<p>Enter a Preferred Name that is different than the legal or doing business as name. The Preferred Name should be the name the community knows the entity as. This field is not required.</p>
<p>Preferred Name <input type="text"/></p>

Case Management Agencies and RAEs:

CMA and RAEs are encouraged to use this search tool to help members find providers in their area. Please use the "advanced filter" to access up-to-date provider address, name, cultural competencies, community associations, and counties served to support effective service planning and care coordination efforts. If either a CMA or a RAE is working with providers and find that a provider agency record is not populating as expected, please contact the provider to request they update their portal information.

Members and Advocates:

Access this tool through the HCPF website or the PEAK portal.

- <https://www.healthfirstcolorado.com/find-doctors/>

- https://peak.my.site.com/peak/s/peak-landing-page?language=en_US

Definition(s):

None

Attachment(s):

None

HCPF Contact:

For more information about this memo, please contact hcpf_hcbs_questions@state.co.us.