

Department of Human Services Tip Sheet: Clients Enrolled in Health First Colorado (Colorado's Medicaid Program)

How Regional Accountable Entities Can Help DHS Caseworkers and Health First Colorado Members

Regional Accountable Entities (RAEs) are responsible for promoting physical and behavioral health for individuals (members) enrolled in Health First Colorado (Colorado Medicaid). The RAEs contract and support a network of Primary Care Medical Providers (PCMPs) to serve as members' central point of care. In addition, the RAEs provide or arrange for the delivery of mental health and substance use disorder services. A RAE can help members connect with non-medical services within their region. A RAE is assigned based on location of a member's PCMP.

DHS professionals can contact the RAE when a member needs help with things such as:

- Understanding Health First Colorado benefits and finding their way around the health care system
- Finding a primary care medical provider (PCMP), behavioral health provider or specialist
- Getting answers to questions about health/wellness and learning about options
- Locating resources to help with needs such as food, housing, childcare and transportation for appointments
- Connecting to 1:1 clinical support from a RAE care coordinator
- Accessing wrap around fee for service benefits or EPSDT special considerations for goods and services described in Section 1905(a) of the Social Security Act and are a covered benefit under EPSDT when medically necessary as defined at 10 C.C.R. 2505-10, Section 8.076.1.8, regardless of whether such goods and services are covered under the Colorado Medicaid State Plan.

RAE Care Coordination Services (if necessary)

Care coordination is deliberate organization of member care activities between two or more participants involved in a member's care to facilitate the appropriate delivery of health care. Care coordination often involves sharing information among all of the participants concerned with a member's care to achieve safer and more effective care.

Casework is the coordination of services for a family based on a treatment plan, and care coordination is the linkage to health care related services relevant to improved health outcomes.

Since these roles have some similarities and can often cross paths, it is important for RAEs to work closely and align with DHS. Many times, RAEs and DHS share the same Health First Colorado members and may not know it!

All Health First Colorado members are eligible for care coordination services through the Accountable Care Collaborative (ACC).

Refer to the separate tip sheet with contact information for all RAEs.

Here is some information to help you understand the role of RAE care coordinators and how they can help.

Who are RAE care coordinators?

RAE care coordinators include:

- Registered nurses
- Social workers and behavioral health coordinators
- Community health navigators
- Peer support specialists

All care coordination staff have experience in addressing and supporting the comprehensive needs of members to include social determinants of health (food, housing, childcare, etc.).

What support services can RAE care coordinators provide?

Coordinate member needs for physical and behavioral health, dental, vision, home health and long-term care services including help with:

- Finding a primary care medical provider (PCMP)
- Connecting with behavioral health and other specialty providers and services
 - Explain the referral process, as applicable, and provide support by talking with the PCMP if needed
- Understanding member choice and options for their health needs
- Work with the member's medical team to determine next steps with care and/or types of appointments that may be beneficial
- Navigating non-emergent medical transportation benefits to ensure follow through with appointments
- Creating personal health and wellness goals
- Enrolling in programs to help manage chronic conditions
- Coordinating no-cost interpretation and translation services
- Accessing member immunization records
- Help the members PCMP in accessing wrap around benefits or EPSDT special considerations under fee for service Medicaid

Advocate for members when needed:

- Help coordinate physical and behavioral health appointments and reminders
- Accompany member to health care appointments to assist with understanding and advocate for healthy outcomes
- Support member's health literacy to ensure an active role on member's behalf

Navigate members to resources in the community such as:

- Food, housing and clothing
- Financial
- Caregiver support
- Flu shot clinics, when available
- Identification card or other documents

Support members with completing applications for assistance programs such as:

- Collaborate with existing entities like Single Entry Point (SEP) or Community Centered Board (CCB)
- Low-income Energy Assistance Program (LEAP) application
- Financial support
- Housing survey and applications

What services do RAE care coordinators NOT provide?

RAE care coordinators do not:

- Provide medical or behavioral health care or replace the doctor or therapist
- Directly provide transportation
- Approve/deny Health First Colorado services
 - For behavioral health, this is a function of RAE Utilization Management
 - For physical health, this is a function of the Department of Health Care Policy & Financing
- Have the ability to approve payment for services

DHS staff may benefit from collaboration and communication with RAE care coordination to:

- Initiate interdisciplinary staffing for complex cases
 - Submit a referral for added support, if there is a clinical need
- Meet with a member in need outside of DHS

Other Key Resources for Members

DHS staff and RAEs can help educate members regarding these other key resources and coordinate access, as applicable.

| Health First Colorado Nurse Advice Line | |
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| <p>Free, real-time medical advice from nurses on:</p> <ul style="list-style-type: none"> ● Medical conditions ● Whether to see a doctor right away ● What type of doctor or care facility may be right for the situation? <p>This service is helpful for foster parents when determining whether they should use the ER for a child.</p> <p>The Nurse Advice Line is NOT able to help with any of the following: Health First Colorado benefits or eligibility, appointments, physician referrals, transportation or medication refills.</p> | <p>Available 24/7/365</p> <p>1-800-283-3221 (State Relay 711)</p> |
| Colorado Crisis Services | |
| <p>Free, confidential and immediate help for someone experiencing a mental health, substance use or emotional crisis.</p> | <p>Crisis Line Available 24/7/365 1-844-493-8255 (State Relay 711) Text TALK to 38255</p> <p>ColoradoCrisisServices.org Chat Online (4 p.m. to 12 a.m. daily)</p> |
| Non-emergency Medical Transportation (NEMT) | |
| <p>Health First Colorado covers transportation to any billable health care related service including dental, therapy, primary care, physical therapy and any other clinical appointment.</p> <p>Types of transportation coverage:</p> <ul style="list-style-type: none"> ● Mileage reimbursement ● Public transportation passes ● Private vehicle or taxi ● Wheelchair or stretcher van Plus other options | <p>IntelliRide is the state’s contracted NEMT broker. In addition to scheduling, the broker is responsible for everything from transportation provider credentialing/training to rider complaints and claims.</p> <p>Schedule via phone: 303-398-2155 or 1-855-489-4999 Schedule online: gointelliride.com/Colorado</p> <p>Counties outside the metro area: Call the RAE for assistance.</p> <p>You can also visit the state’s NEMT web page for additional options: Colorado.gov/pacific/hcpf/non-emergent-medical-transportation</p> |

Note that we are providing this third-party information as a reference. Details are subject to change.