



Dear Behavioral Health Provider,

On March 18, 2020, the Department of Health Care Policy & Financing (the Department) announced a temporary expansion of telemedicine services throughout the Coronavirus 2019 (COVID-19) state of emergency (see the [Telemedicine—Provider Information web page](#)).

For behavioral health providers, telemedicine is covered under the capitated behavioral health benefit administered by the Regional Accountable Entities (RAEs). Behavioral health providers should contact their RAE for guidance. For RAE contact information, visit the [Accountable Care Collaborative Phase II web page](#)

In an effort to remove administrative and regulatory barriers to delivering remote services during the COVID-19 state of emergency, all RAEs are currently allowing outpatient treatment services listed in the [Uniform Services Coding Standards Manual \(USCSM\)](#) to be delivered via audiovisual, telephone, or live chat modalities, when it is clinically viable and appropriate. The Department and the RAEs have NOT changed USCSM requirements, prior authorization policies, or payment rules. Providers must follow each individual RAE's billing policies.

Specific guidance and frequently asked questions are available from each RAE through the following websites:

- [Rocky Mountain Health Plans \(Region 1\)](#)
- [Northeast Health Partners \(Region 2\)](#)
- [Health Colorado Inc \(Region 4\)](#)
- [Colorado Access \(Region 3, 5, and Denver Health Medicaid Choice Behavioral Health\)](#)
- [Colorado Community Health Alliance \(CCHA\) \(Region 6 and 7\)](#)

The Department will continue to post updates on policies, codes and other information important to providers on our [website](#) as it becomes available. We will continue to send out communications via bulletins and newsletters too and will post those on our [COVID-19 Resource Center](#). Please sign up for updates on our [news page](#).

Thank you,

The Department of Health Care Policy & Financing

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