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Rocky Mountain Health Plans Transition Updates

On Jan. 1, 2023, RMHP is transitioning our computer systems to UnitedHealthcare (UHC). This transition includes changes to claim submissions and payments. **Please read all communications you are receiving from UHC and RMHP.** If you have questions, please reach out to your RMHP Provider Relations Representative, or call the following Provider Services phone number based upon the specific plan in question:

UnitedHealthcare Individual and Family Plans
888-478-4760

UnitedHealthcare D-SNP
800-701-9054

UnitedHealthcare Medicare Advantage
877-842-3210

UnitedHealthcare Community Health Plans
877-668-5947

Reimagining Behavioral Health in Colorado

Significant Behavioral Health Administration (BHA) Funding Opportunities Available – Don't Miss Out

SB 22-196 Criminal Justice Early Intervention of Behavioral Health Needs (Microgrants)

The BHA is accepting requests for applications related to microgrants for programs and strategies that prevent people with behavioral health needs from becoming involved with the criminal justice system. Grant funds can also be used by organizations that direct those currently in the criminal justice system to appropriate services. The BHA encourages local governments, federally recognized Indian tribes, health-care providers, community-based organizations, and nonprofit organizations to apply for this opportunity. Local law enforcement agencies are eligible for a grant only for the purpose of developing or expanding a co-responder community response program. There is \$49 million available and an additional \$1 million available statewide for grant-writing assistance/support.

- RFA goes live on 12/1/222. Rolling grant cycle. First round of applicants due 1/15/23. Awarded in March 2023
- Pre-Engagement Webinar Recording: [Click Here](#) / Passcode: ^@7Ap+RH

HB 22-1326 Fentanyl Accountability and Prevention

This grant provides the Managed Service Organizations (MSOs) with funds to improve and expand withdrawal management and crisis walk in centers to more effectively serve people with fentanyl and opioid histories. BHA would love to see every walk-in-center and withdrawal management clinics in Colorado have the capacity to initiate medications for opioid use disorder (MOUD). Reach out to your local [Managed Service Organization](#), which will be releasing grant funding opportunities. There is \$10 million available to MSOs.

HB 22-1281 Behavioral Health Care Continuum Gap Grant Program

The BHA will launch three grant programs:

- Community investments \$25M. This funding to be used to fill identified gaps on the BH continuum of services for local communities
- Children, youth, and families \$34M. This funding to be used to fill identified gaps in the BH continuum of services specific to children, youth, and families.
- SUD Workforce \$29M. This funding is to support pay increase for frontline SUD workforce.

To apply for BHA grants, applicants must be enrolled in the state's Vendor Self-Service System. Click to learn more: [Funding Opportunities | Behavioral Health Administration \(colorado.gov\)](#). The best way to stay informed is to subscribe to the BHA's Newsletter.

Colorado Department of Agriculture Funding Opportunities – Mental Health Grant Program for Rural and Agricultural Communities

Colorado Department of Agriculture (CDA) has a new grant program to support mental health services to rural Colorado and agricultural communities. The grant objectives are to increase awareness of mental health services, provide or help facilitate mental health services, and continue efforts to destigmatize mental health.

The proposal should be between \$25,000-\$100,000 and funds need to be expended before June 30, 2023. The 30-day grant application process will open on October 3, 2022 and [the application will be posted on CDA's website](#). For more information, please sign up for [CDA's rural mental health newsletter](#).

Emergency Department Utilization

With cold season in full swing Emergency Department Utilization is on the rise. Become one of many providers to utilize a Call First Campaign. Build your campaign around educating patients on how and when to contact their PCP. In addition, you can create a business card to give patients with the number to call.

Evaluate how staff conveys messaging about emergency department utilization. It is important use positive language verses punitive language. For example, coach staff to say, "We want you to call us when there is a problem because we can help" instead of "don't go to the Emergency Department without calling us first." Be intentional about messaging to make patients feel welcomed about all visits. Utilize social media and other marketing materials to promote primary care as foundational, relationship-centered, caring, compassionate, and designed for everyone.



[Health First Colorado](#) offers resources regarding the analysis of emergency department utilization and the drivers for service. The [Emergency Department Utilization Report](#) can be utilized to gain a nuanced understanding of the complex reasons people go to the ED and how you can better serve your patient population.

Improving ACR Testing for Your Patients With Healthy.io

We are excited to share that we will be partnering with [Healthy.io](#) to provide patients with a smartphone-powered home kidney test kit, an easy way to check for signs of kidney damage. The Kidney Check test kit and smartphone app allows your at-risk patients to complete their recommended annual albumin-to-creatinine ratio (ACR) test from the comfort of their home. With instant, clinical-grade results that can be shared immediately with their PCP, a primary goal of this service is to drive members back into care with you. Eligible Members received their test kits on December 9, 2022.



While national ACR test completion rates are only around 20% for at-risk patients, this innovative service helps drive adherence by making testing accessible, convenient, and easy to use. We look forward to working with you to be on the forefront of closing kidney care gaps and improving the overall health of the communities we serve.

Click [here](#) to view the primary care practice communication guide!

RMHP Coder Biller Networking Group

Do you want to benefit from combined knowledge and experience through support and education?

RMHP is providing a virtual space for you to network, learn and share best practices. Meetings are being held quarterly and with monthly newsletter distribution. The next meeting is scheduled for December 8, 2022 from 12:00-1:00 PM. View the October newsletter [here](#) where you will find questions from peers, education and resources on a chosen measure of the month. To register, email Shanteal.Bucholz@uhc.com.

Colorado Department of Healthcare Policy & Financing (HCPF) Corner



From the December 5, 2022 Provider News & Resources Issue 58:

Reminder: Update Address for Internal Revenue Service (IRS) - Form 1099 in Provider Web Portal

Providers are encouraged to ensure the IRS 1099 form mailing address on file with Health First Colorado is accurate and current prior to January 2023. Providers may add, view or modify the IRS 1099 form mailing address through the Provider Maintenance option in the Provider Web Portal.

A confirmation letter will be sent to all linked provider service locations when an update is completed. The letter will contain:

- The provider service location ID
- The user information who completed the change
- The details of the address changes made (previous and new)

Note: The IRS 1099 form mailing address is linked to the associated tax ID. If multiple provider IDs share the same tax ID, and one provider changes the 1099 address, that address will change for all providers with that tax ID.

Visit the Provider Maintenance - [Provider Maintenance - Provider Web Portal Quick Guide web page](#) and view [Address Changes](#) for instructions to update an address in the Provider Web Portal.

Reminder: Enrollment License Requirements and Updates

Current Health First Colorado (Colorado's Medicaid program) providers that are required to maintain a license as part of their enrollment will receive a letter from the Department of Health Care Policy & Financing (the Department) when the primary license is approaching expiration or has reached its expiration date.

Providers are reminded that Health First Colorado enrollment may be inactivated if the provider's license, certification, or accreditation has expired or is subject to conditions or restrictions.

Providers will see this message on the Remittance Advice (RA) if the license is not current: Explanation of Benefits (EOB) 3385 - "Provider license not active on date of service".

Visit the [Provider Maintenance - Update License & CLIA Quick Guide web page](#) for license instructions and information.

Reminder: Sign Up for Provider Email Communications

Recipients of this email are already signed up to receive Provider Bulletins and general announcements. To receive emails specific to provider type, [sign up by selecting the email list\(s\) that best apply](#)

Keeping provider contact information up to date in the Provider Web Portal will help to ensure that providers receive emails specific to their organization's claims. The email address associated with the mailing address in the Web Portal will be used for provider communications. Visit the [Provider Maintenance Provider Web Portal Quick Guide web page](#) for instructions on how to access and update the email address on file.

Looking for a recent newsletter or email? Newsletters and many of the emails sent to providers are posted on the [Provider News web page](#).

From the December 2022 Provider Bulletin, Reference: B2200487

Breast Pump Coverage Update

Effective December 1, 2022, breast pumps (both manual and electric) can be prescribed by certified nurse midwives. This is in addition to the current policy that DME must be prescribed by a physician, physician assistant or nurse practitioner. Refer to the DMEPOS Billing Manual for more information on breast pumps.

This change is a result of Health First Colorado no longer requiring members to seek breast pumps from the Women, Infant, and Children (WIC) program. The services provided by WIC, including breast pumps, have remained the same. Members can continue to enroll in the program and may choose to obtain services from either entity. Visit coloradowic.gov for more information on the WIC program. Contact Haylee Rodgers at Haylee.Rodgers@state.co.us with questions.

Reminder - Well Care Visits

Health First Colorado does not have a rule limiting the number of visits per calendar year, or per 365 days, for members aged 20 and under. Following the <https://brightfutures.aap.org/Pages/default.aspx>, if a child is late for one well care visit and early for another in the same calendar year, or within the same 365 days, both visits are allowable.

Contact Gina Robinson at Gina.Robinson@state.co.us 303-866-6167 for more information.

Spread the Word: Ask Members to Update Their Contact Info

Please help us spread the word to Health First Colorado (Colorado's Medicaid program) and Child Health Plan Plus (CHP+) members to update their contact information. During the public health emergency (PHE), Members stay enrolled in health coverage even if they have household or income changes. At the end of the PHE, many Health First Colorado and CHP+ Members will receive a packet to renew their coverage. Members who fail to fill out necessary information may lose their benefits. We know that many Members have moved over the past few years. It is crucial that Health First Colorado and CHP+ agencies have correct addresses so that Members get the information they need to keep or change their coverage. Please click [here](#) to get more information about Colorado Medical Assistance Renewal, the Update Your Address campaign and PHE Unwind processes.

Upcoming Educational Events & Training

Register today for the 2023 Monthly Webinar!

The RMHP Quality Department hosts monthly webinars for primary care practices and providers. Topics for this monthly informational webinar, *Clinical Quality Improvement Newsroom*, includes value-based contracting updates and discussion, clinical topics, RMHP program updates, & more! Join us monthly on the 4th Thursdays from 12:15-1:00PM. Register [here!](#) Questions? Please reach out to Rachael Biller at Rachael.Biller@uhc.com.

Save the Date! RMHP Health Equity Training

Save the date & [register today!](#) RMHP is hosting our first Health Equity virtual training on **February 10, 2023**. This training will cover a variety of topics including how to create systemic change to reduce healthcare disparities, quality improvement strategies to utilize data and better serve your unique patient population, and so much more! All levels of staff will benefit from the content presented and leave feeling confident in providing equitable care to all patients from the time they check-in for their appointment to the time they leave. See you there! Register [here](#).



CAHPS/HOS & Patient Experience

Your interactions with your patients play a key role in their experience and overall health. And your guidance helps them navigate the complex world of health care so they can get timely treatment.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey and Health Outcomes Survey (HOS) help provide feedback on your patients' experience. Using the information from these health care surveys, we can work together to help improve the overall experience for your patients. [Click here](#) to take a free self-paced course and access additional resources!

Optum Health Education™

Did you know that [OptumHealth Education™](#) offers free clinical education and CMEs? There are on-demand courses and live sessions. Create a free account and get started today by clicking [here!](#)



Engage on LinkedIn!

Follow Rocky Mountain Health Plans on LinkedIn where we will be sharing clinical resources (coding & webinars), health-focused blog content, emergency department utilization information, open enrollment educational resources, & company updates! Click [here](#) or scan the QR code!



Scan & Follow!

At RMHP, we are dedicated to working with you to help our Members receive the best care possible. Thank you for your commitment to providing quality care. We value your partnership, and hope you enjoy this monthly resource!

www.rmhp.org