

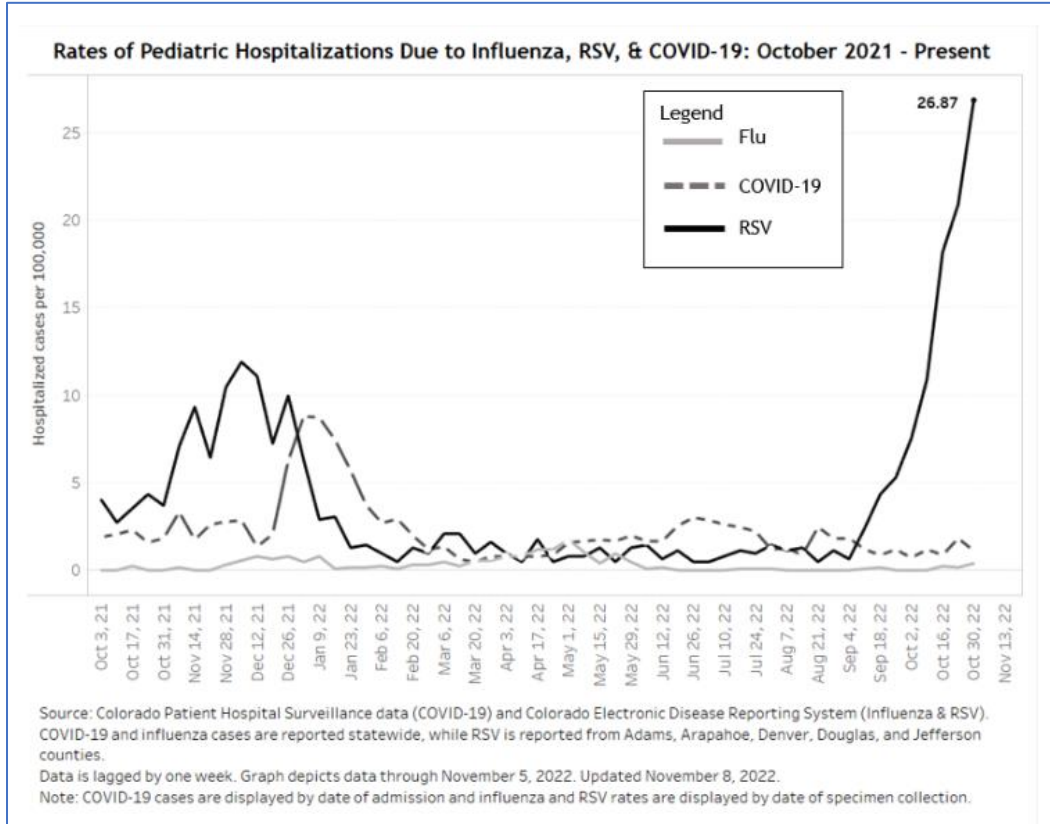
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Respiratory Viruses on the Rise in Colorado

Respiratory viruses, including Respiratory Syncytial Virus (RSV), flu, and COVID-19 are spreading across Colorado and the nation. Did you know that the Department of Healthcare Policy and Financing (HCPF), started accepting prior authorization requests (PARs) for Synagis® to prevent lower respiratory tract disease caused by RSV in high-risk pediatric Medicaid Members? Read more [here](#).

The run chart below, from the Colorado Department of Public Health and Environment ([CDPHE](#)), shows the rate of pediatric hospitalizations due to respiratory viruses across Colorado.



With the exponential increase of cases resulting in hospitalizations, we strongly encourage everyone to help reduce the spread. Protect your loved ones, the community, and our health care system by encouraging your patients, staff, and others to:

- Get vaccinated. Both flu and COVID-19 have effective, safe vaccines. Anyone 6 months and older can get vaccinated for flu and COVID-19. It is safe to get the vaccines [together](#).
- See or call a health care provider or doctor before going to a busy emergency department when you or your child has respiratory symptoms.
- Stay home when sick, including not visiting or interacting with people who may be at higher risk, including older adults, young children, and infants. This is important to preventing the spread of viruses and causing outbreaks, which put additional strain on the hospital system.
- Wash hands frequently for at least 20 seconds with soap and water or use hand sanitizer with 60% alcohol.
- Cover nose and mouth with a tissue or upper arm sleeve when you cough or sneeze, throw away the tissue after using, and clean hands as instructed above.
- Clean potentially contaminated surfaces, like doorknobs, tables, handrails, etc.
- Avoid sharing cups, eating utensils, and touching your face with unwashed hands.

Please use the following resources in your practice to help stop the spread of RSV, Flu and COVID-19 within our communities.

FREQUENTLY ASKED QUESTIONS

- [2022 RSV season frequently asked questions](#)
- [2022-2023 Flu Season FAQs](#)
- [COVID-19: General questions and answers](#)

OTHER TOOLKITS AND RESOURCES

- [CDC Health Alert Network](#)
- [CDPHE Health Alert Network](#)
- [2022-2023 Flu season toolkit](#)
- [Novavax toolkit](#)
- [Community vaccine site toolkit](#)
- [Staying up to date with recommended vaccine doses talking points](#)
- [Omicron vaccine toolkit](#)
- [Omicron dose calendar](#)
- [Protect your fall plans](#)
- [Isolation timeline](#)
- [COVID-19 testing talking points](#)
- [Treatments social media toolkit](#)
- [Vaccine types](#)

Rocky Mountain Health Plans Transition Update

On Wednesday, November 23, 2022, RMHP released a *Provider Insider Plus: Special Edition* that provided more information about the upcoming changes happening to claims, prior authorizations, and administrative tasks. To read this special edition and download the FAQ, click [here](#).

Stay in the Know: HEDIS Data Collection for 2023

The 2023 Healthcare Effectiveness Data and Information Set (HEDIS) season is quickly approaching! Rocky Mountain Health Plans (RMHP) will begin our HEDIS data collection and medical record reviews starting in January 2023 with completion date, mandated by NCQA, for May 5, 2023. Medical record submission is April 21, 2023 to allow time to review records.

What does this mean for your practice?

Our staff will be contacting you soon to discuss your preferred medical record retrieval process for the 2023 HEDIS project. Due to COVID-19, we may still encounter restrictions in being able to come into your practice and collect records again this year. Good news is that we have alternative options for obtaining your medical record documentation. The most popular option for practices is having RMHP HEDIS nursing staff access your EMR system remotely and perform the HEDIS reviews offsite. You will also have the option of faxing or mailing the requested records to RMHP. Additionally, we have a safe, web-based electronic transfer system, ECG QuickConnect, in place for you to upload and transfer your files securely to RMHP.



If you are interested in the remote access option, we will need to determine if we can access your EMR system prior to medical record collection. Schedule a time to test your system and confirm that we can securely collect the documentation. If you have allowed us remote access in the past, we will need to verify that nothing has changed this year. If you are interested in remote access or have questions about this process, please contact the RMHP Quality Improvement Department at 970-263-5552 or 970-248-5161.

RMHP understands that your team is busy caring for your patients. HEDIS data collection and evaluation supports our shared goal of improving health outcomes in Western Colorado. We thank you in advance for your cooperation in allowing us timely access to your office and for providing the requested medical records.

The below table outlines our key HEDIS measures and offers tips to improve HEDIS rates and promote health outcomes:

Focus	Tips for Success
Health Maintenance Screenings	Encourage patients to get their recommended screenings for breast cancer, colorectal cancer, and cervical cancer. Remember to include a copy of these reports in the medical record.
Diabetes Care	It is important that patients with diabetes get an annual A1c test, a dilated or retinal eye exam and kidney health evaluation. If A1c results are >9%, additional follow up and regular A1c testing may be needed. Remember to keep eye exam reports in the medical record. Kidney health evaluation now includes an annual eGFR <u>and</u> uACR.
Child/Adolescent Well Visits	Take advantage of time spent with your patients whether it is a sick visit, an annual well child visit, a follow-up appointment or a sports physical. Remember to assess developmental milestones and provide anticipatory guidance. Document discussions about nutrition and physical activity, as well as nutrition or weight counseling. Be sure to include height, weight, and <u>BMI percentile</u> in the medical record. If your office uses BMI growth charts, ensure a copy is included in the medical record.

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—their providers.

While ACR test completion rates are only around 20% nationally for at-risk patients, this innovative service helps drive adherence by making testing accessible, convenient, and easy to use. We pride ourselves on serving our community here in Colorado alongside you so, to ensure all eligible patients have access to this important service, test kits will be delivered directly to their homes at no cost. We look forward to working with you to be on the forefront of closing key 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.

New Reference Guide for Disclosures of Behavioral Health Information

RMHP has partnered with the Quality Health Network (QHN) to share updated education about disclosures of behavioral health information that occur between providers. This [reference guide](#) provides a brief overview of considerations for sharing psychotherapy notes, substance use disorder diagnosis and treatment, confidential communications, mental health disorder commitments, and other mental health records. More information can also be found in the [Frequently Asked Questions \(FAQ\) guide](#). Because every practice setting is unique, we recommend you seek personalized legal counsel to determine how to apply these regulations to your clinical practice.

Check out the Quality Program Guide!

Interested to learn more about how the RMHP Quality Improvement Program Team can support your practice in transformation and value-based contracting? Read [this guide](#) today to learn more about how RMHP can support your practice!

Emergency Department (ED) Utilization

Are you looking for a strategy to reduce avoidable ED Utilization? One contributing factor to high utilization is access to care between the hours of 6pm and 8am.

Did you know that a telehealth platform called CirrusMD is available for all Rocky Mountain Health Plans Regional Accountable Entity (RAE) Prime, CHP+, DSNP and Medicare Advantages Members? CirrusMD is a free service available 24/7/365 to answer any question big or small in under 60 seconds!

CirrusMD doctors can send referrals to RMHP Care Coordination and primary care providers can view CirrusMD notes on QHN in real time for their patients. To learn more, click [here](#) and talk to your patients about this resource today!

Colorado Department of Healthcare Policy & Financing (HCPF) Corner



Provider News/Resources/Bulletins from HCPF

Please visit [Provider News | Colorado Department of Health Care Policy & Financing](#) to view any of the Health Policy and Financing (HCPF) *Provider News/Resources/Bulletins* for important communications regarding Medicaid and CHP+ programs. Sign up to ensure you are receiving the latest information in a timely manner: [Sign Up for Communications](#)

Health Care and Child Care Workforce Development Opportunity

Please help us grow the health care workforce and the child care workforce to directly support our shared goal of getting women back into the workforce. Please print and display these time-limited training opportunity communications in patient waiting rooms, exam rooms, staff break rooms and other related areas. This link includes a poster that can be printed and a digital display that can go on TV screens in patient or staff areas: hfcgo.com/assistance.

The first poster communicates free, short-term training for in-demand health care professions (i.e., CNA, EMT, MA, pharm tech, etc.) as well as free early childhood education courses to become a certified child care professional.

Both of the free education opportunities are essential to revitalizing the health care workforce, while offering upward mobility for Coloradans seeking new career paths. If these communications get to the right people - specifically Medicaid members - they can be life-changing, giving people a once-in-a-life-time opportunity for free certifications that create a meaningfully different income trajectory, while helping grow the workforce.

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.

Enrollment License Requirement and License Panel 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 start seeing the message "Provider license not active on date of service" on their remittance advice if the license is not current.

Provider Services Call Center Change

A virtual agent named GABBYTM, designed to listen to the caller and respond, will soon be implemented to assist providers contacting the [Provider Services Call Center](#). A phased implementation will begin on Friday, November 4, 2022. Callers will begin to interact with this Provider Services Call Center virtual agent, which will be available 24 hours a day, 7 days a week. ***This will eventually replace the current Interactive Voice Response (IVR) system as well as the current phone tree.***

What Should I Expect on My First Call?

- The virtual agent works best with the Health First Colorado provider ID. If an NPI is preferred and the provider has multiple locations or provider types, the virtual agent will ask for the 9-digit zip code.
- The Provider Services Call Center virtual agent can give information regarding claims status, including Explanations of Benefits (EOB) reasons, eligibility verification, and weekly payment amounts.
- **It does not currently support questions related to prior authorization, rates, provider enrollment, portal password resets or Electronic Data Interchange (EDI).**
- If the request cannot be supported, the virtual agent will transfer the call to a live agent.

Phrases to Reach a Live Agent

- Callers can say “details, detailed information, or more details” to reach a live call center agent any time after verification.

Additional Tips

- Callers can use terms or phrases such as “EDI, Prior Authorization, I’m not enrolled, application, or password” to be transferred to the appropriate queue.
- When checking a claim status by member ID and date span, speak the date by saying the name of the month, the date and the year. For example, 1/20/2022 would be spoken, “January 20 2022.”
- Provider IDs and ICNs may be keyed in. This is often faster and more accurate than speaking the numbers.

Review the [Virtual Agent Fact Sheet](#) for more information.

Family Planning Expansion Benefits

Effective July 1, 2022, Health First Colorado covers family planning services for eligible non-citizens and family planning and related services for individuals within the 133%-260% income bracket. Help members learn more by downloading and posting flyers in shared spaces or on provider web pages:

- [Family Planning Limited \(FAMPL\) Benefit Plan Flyer](#)
- [EMS Family Planning Services Flyer](#)
- [Postpartum Extension Flyer](#)

Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs) are instructed to follow common billing practices when submitting a claim for members on the Family Planning Benefit Plan and EMS Benefit Plans. Family planning and family planning-related services should have the appropriate modifiers (FP or FP+32) and additional services provided at the visit should be added to the cost report. Concerns regarding denied claims or incorrect information should be sent to hcpf_maternalchildhealth@state.co.us.

Providers can learn more about program information and updates by joining monthly Provider Question & Answer(Q&A) sessions:

- November Monthly Provider Q&A
Wednesday, November 2, 2022, 3:00 p.m. – 4:00 p.m.
[Video call link: https://meet.google.com/iej-ekod-chh](https://meet.google.com/iej-ekod-chh)
Or dial: 3200-400-(US) +1 413 PIN: 658 436 185#
- Providers and stakeholders can [sign up for the monthly newsletter](#).
- All questions and feedback can be sent to hcpf_maternalchildhealth@state.co.us.

HCPF Alternative Payment Model 2.0 (APM 2) Overview

For those Primary Care Medical Providers (PCMPs) that are engaged in the APM 1.0 program and have over 500 attributed Health First Colorado ACC enrollees, you are invited to participate in the APM 2.0 Payment Model. Practices that select to participate in this payment model can choose to receive some or all of their revenue as Per Member Per Month payments, to provide stable revenue and allow for increased investment in care improvement. If interested in learning more about what the APM 2.0 payment model would like for your practice, please complete this [survey](#) and a team member from the Department will reach out to follow up. Click [here](#) for more information about APM 2.0.

For further questions, please reach out to Araceli Santistevan at Araceli.santistevan@state.co.us.

HCPF Alternative Payment Model 1.0

If your practice is engaged in the HCPF APM PY2022 program year, please continue to reach out to your Clinical Program Manager for program support. Click [here](#) for information about APM 1.0.

HCPF APM eCQM Submission for PY2022

Your Health Data Colorado (HDCo) organization is responsible for collecting your eCQM data for the HPF APM PY2022. Depending on your location, your HDCo is either QHN or Contexture. In Quarter 1 of 2023 your HDCo will be reaching out to you to collect your eCQM submission for PY2022. Please be on the lookout in the beginning of the year for related communication.

For further questions, please reach out to your HDCo contacts.

- Emma Cooper (QHN) - ecooper@qualityhealthnetwork.org
- Jolene Reini (Contexture) - jolene.Reini@contexture.org

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!

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