



September 2022

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IMPORTANT ANNOUNCEMENT - PLEASE READ

As a valued participating provider in the Rocky Mountain Health Plans (RMHP) network, we want to make you aware of an important change coming 1/1/23. When RMHP became a part of United Healthcare a few years ago, we began a process of looking for ways to retain what is most important to RMHP and its provider network while adopting national resources that we hope will strengthen overall operations and performance. We are about to make a major step in that direction by integrating our claims systems on 1/1/23. There will be many more provider communications with important information between now and the end of the year and we want to make sure you review and take necessary action.

All claims for RMHP members (all product categories) from dates of service 1/1/23 and beyond, will be processed on systems operated by United Healthcare. Claims for dates of service prior to 1/1/23 will be processed on the current RMHP system.

In coming months, you will receive information and training opportunities on topics including:

- Claims submission instructions including changes with EDI transactions
- Prior Authorization process updates
- New website, provider portal and online tools
- Changes in health plan contact information
- Changes in specific forms and reports
- Payment policy differences
- Credentialing process changes

While we are changing our claims transaction systems, we want to assure you that your contracts and other critical elements of your relationship with RMHP will not change. RMHP's teams and leaders will still be available to answer your questions, provide support, and resolve issues. Many resources will improve such as provider portal functionality and support.

We are here to help you navigate these operational changes and ensure the smoothest transition possible. Please forward this message to anyone in your organization who needs to be aware and watch for future communications from RMHP to ensure that you have the information you need for this change on 1/1/23.

Colorado Specialty CareConnect (CSCC) eConsult Platform Proving to be a Valuable Resource

Colorado Specialty CareConnect provides a platform for Primary Care Providers to ask Specialists for clinical guidance that can be utilized in next steps of care for their RMHP members. Since the pilot went live in April, our pilot practices have utilized this platform to advance the curbside consult and improve care. We are fortunate to share one such example from Dr. Angie Gao, Family Medicine Physician at Family Health West Primary Care, with our provider network this month:



Upon a new diagnosis of mild scoliosis in a young adolescent patient, following a wellness exam and follow-up x-ray, the parent requested a referral to a pediatric orthopedic surgeon. Dr. Gao reviewed the imaging guidelines regarding mild scoliosis and knew that monitoring the patient was the best course of action, but she took into consideration the concerns of the patient and family.

Dr. Gao reviewed with the parent the option to request an eConsult to an Orthopedic Specialist to seek additional guidance. The parent agreed, and within 24 hours the eConsult input was received and provided additional confidence that monitoring the degree of curvature aligned with clinical recommendations. It was also confirmed that a visit to a pediatric orthopedic surgeon was not needed at this time. This interaction strengthened Dr. Gao's relationship with the patient and with the parents. In addition, it removed the need for an unnecessary visit to a high demand specialty and ensure the clinical needs of the patient were met.

Rocky Mountain Health Plans is excited to extend an invitation to our broader provider network to access Colorado Specialty CareConnect.

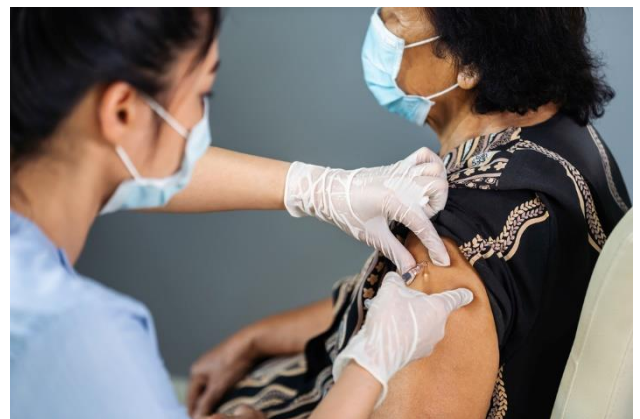
If your practice is a network provider for RMHP PRIME, Medicare Advantage and/or Dual Special Needs Plans, you are eligible to participate in CSCC. For more information about how your practice can add structure to your current curbside consult and get paid for the work you do on behalf of our members, please review the recording from the [July Clinical Quality Improvement Newsroom](#) or reach out to the CSCC project manager, Heather Steele at heather.steele1@uhc.com.

Influenza Season is Here

Cool crisp mornings + leaves changing = the start of influenza season

As the crisp cool mornings begin to emerge and the leaves start to change, it is a sign that influenza season is just around the corner. September and October are the perfect months to offer the influenza vaccine to your patients to protect them from severe illness and health complications.

Did you know the CDC has started a Partnering for Vaccine Equity Program (P4VE)? To learn more about the program [click here](#). They also offer a vaccine resource hub where you can access hundreds of free education materials to support vaccinations in your community.



Listen to the recording of Dr. Carol Greenlee's segment in RMHP Clinical Quality Improvement Newsroom on the flu vaccine by clicking [here](#).

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Benefits

At RMHP, we are dedicated to working with you to help our Members receive the best care possible. We are responsible for the education and outreach to Health First Colorado (Colorado's Medicaid Program) and PRIME members and providers regarding Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefits.

EPSDT is an important benefit for Health First Colorado Members. Those eligible for this benefit include: Health First Colorado children from birth through age 20 and adults who are pregnant, including RMHP Prime Members. This comprehensive benefit is designed to support early identification and treatment of developmental delays with the goal of improving long-term outcomes.



Health First Colorado has adopted the Bright Futures Periodicity Schedule, endorsed by the American Academy of Pediatrics (AAP).

A critical component of the EPSDT benefit is Diagnosis and Treatment. There is no lifetime limit in cost of care or number of units (such as the number of physical therapy visits). All treatment deemed medically necessary can be provided under EPSDT, even if the services are not specifically defined as a covered Health First Colorado benefit. Prior authorization is required for any services beyond those specifically defined as covered by Health First Colorado. With the EPSDT benefit, children can receive therapies and other care that meets the medically necessary criteria. Services do not have to be curative or restorative as long as they provide therapeutic value.

The responsibility of this work is great and the benefits to our Members advocating for vital screenings and assessments is an important component of community health.

In the October 2022 Provider Insider Plus Newsletter edition, we will be providing a link to the *EPSDT Provider Guidebook* available for all Primary Care Medical Providers (PCMPs). For more information on the EPSDT benefit and other resources, please contact RMHP.

- Call RMHP Customer Service at 888.282.8801
- Email RAESupport@rmhp.org
- Visit [Learn About our Benefits](#) to learn more about EPSDT

Gaps in Care Reports are Available!

Do you have a quality improvement project happening that could benefit from more data? RMHP has gaps in care reports available for your practice! Measures that can be pulled for your patient population include but are not limited to: Diabetes A1c Poor Control, Diabetes Kidney Evaluation, Diabetes Eye Exam, Colorectal Cancer Screening, Breast Cancer Screening, Cervical Cancer Screening, Well Child Checks, & more! To learn more and request your practice's report, please contact Chelsea Watkins at Chelsea.watkins@uhc.com.

Colorado Department of Healthcare Policy & Financing (HCPF) Corner

HCPF Alternative Payment Model (APM) Program Year (PY) 2022

For those practices that are enrolled in the HCPF APM PY2022, please continue to work towards achieving your benchmarks in your selected APM measures.



COLORADO
Department of Health Care
Policy & Financing

HCPF is offering Stakeholder Engagement Meetings to inform and request feedback for the upcoming program year. To access the registration for the remaining webinar on Thursday, 10/13/22 from 7:30am to 9:00am. To review the PowerPoint from the first meeting, please go to the HCPF APM 1 website: [Alternative Payment Model 1 \(APM 1\) | Colorado Department of Health Care Policy & Financing](#)

If you need access to the Colorado Data Analytic Portal to access your Administrative Data, please contact your RMHP Clinical Program Manager for assistance.

Prescriber Tool Reminder

To increase the adoption and utilization rates of the Real-Time Benefit Inquiry Module of the Department's prescriber tool HCPF has reopened the attestation form! The form will be open **through 9/30/22** to allow for practices to demonstrate their current Prescriber Tool, Real-Time Benefits Inquiry module status. This may include practices who have made progress with their EHR system tickets, EHR scheduled updates, changing EHR systems, new practices that were not originally included in the RAE PCMP attestation outreach, etc. Please feel free to access the Attestation form link here: [Health First Colorado Real-Time Benefits Inquiry \(RTBI\) Attestation \(smartsheet.com\)](#)

If you have any questions or would like more information about the HCPF Prescriber Tool and the Prescriber Tool APM phases, please contact Lauren Hussey at lauren.hussey@state.co.us.

More HCPF Prescriber Tool information is also available at the following website: [Prescriber Tool Project | Colorado Department of Health Care Policy & Financing](#)

Hospital Transformation Program (HTP) Resources

Many of the measure deliverables within the HTP program are focused on improving care delivery processes to reduce avoidable hospital utilization. Below are a few resources to assist you while you are building your workflows to achieve your goals within your selected deliverables.

- [Transitions of Care | The Roadmap to Effective Transitions](#)
- [Transitions-of-Care-Planning-Guide.pdf \(thenationalcouncil.org\)](#)
- [9789241511599-eng.pdf \(who.int\)](#)

Access the HCPF HTP Website for more program information: [Colorado Hospital Transformation Program | Colorado Department of Health Care Policy & Financing](#)

Coming Fall of 2022

Recruitment for our hospital partners!
Hospital systems are the focus of the next round of attestation and support for the HCPF Prescriber Tool. Please be on the lookout for more information as it becomes available from HCPF.

Highlights from the HCPF's September Provider Bulletin – B2200482

This month's bulletin covers important topics related to:

- Prior Authorizations Requirements for Private Duty Nursing (PDNs)
- Utilization Management Prior Authorization Requests (PAR) Program Updates
- Prior Authorization Request (PAR) Training
- Preferred Drug List (PDL) Announcement of Preferred Products
- New Vaccine Counselling Visits for Adults and Children
- & more!

Click [here](#) to access the HCPF Provider Bulletin!

Upcoming Educational Opportunities

Clinical Quality Improvement Newsroom

This monthly webinar occurs on the fourth Thursday of every month from 12:15pm-1:00pm and can assist you in managing clinical operations within your practice. Topics will be anchored to evidenced-based skills and can be leveraged to reinvent workflows and optimize value-based contracts. [Register here](#) for the 2022 series. Target audience: primary care practice managers and quality improvement staff.

Beyond Diagnosis, Labs and Meds: A Whole-Person Approach to Diabetes Management

Did you miss this webinar on Thursday, September 15 from Noon-1:00PM? Watch the recording by clicking [here](#)! This session, presented by Alex Hulst, PhD, LMFT highlighted diabetes management as being more than about delivering a diagnosis, closely monitoring lab values, and managing medications. This session describes the complex interplay between physical and behavioral health factors influencing diabetes and share tips for encouraging patients to actively engage with a multidisciplinary team and connect their diabetes management goals with their cultural values and priorities. A registered dietician from Banner Health also shared strategies she uses to support patients and primary care teams with meeting their nutritional goals.

RMHP Care Management Training – Register Now!

Join us for our 9th Annual Care Management Training on Friday, 10/14/22. This full-day virtual event is free of cost to attendees and features Colorado-based and national experts! This event is designed for all professionals who are performing any care management responsibility within a primary care practice or in the community. View the [event](#) page and [register](#) today! Or, scan the QR code to the right!



RMHP Has New Email Addresses

Trying to get in touch with our team? We have updated email addresses, but we still will receive any information that you send to our previous email addresses. Please update your contact lists to reflect RMHP's new email addresses. Contact Chelsea Watkins at Chelsea.watkins@uhc.com or Kristi Hall at Kristi.hall1@uhc.com if you have questions.

Fall Prevention Week!

Falls are a common occurrence and serious threat for older adults. The National Council on Aging (NCOA) is hosting a Fall Prevention Week 9/18/22 – 9/24/22. This is a perfect time to start thinking about activities or workflows you can put into place to promote awareness about older adult falls to ensure you are screening and assessing patients on their fall risk. The NCOA also has a functional [toolkit](#) to help you maximize your impact on fall prevention awareness. They also have [additional articles and resources](#) that can be used to talk to an older adult, family member, or health care professionals about creating a falls prevention plan.

The [Stopping Elderly Accidents, Death, and Injuries \(STEADI\)](#) initiative also offers training and resources specific to healthcare providers to put fall prevention strategies into place.

Listen to the recording of Dr. Carol Greenlee's segment in RMHP Clinical Quality Improvement Newsroom on fall prevention by clicking [here](#).



Orthopedic-Related Procedures/Services Prior Authorization Changes

Effective 10/1/22, 29 additional orthopedic-related procedures/services will be subject to pre-authorization requirements. After careful review of utilization data from our pre-authorization list, we are also removing 24 orthopedic codes. Click [here](#) for the list of additional orthopedic procedures/services requiring pre-authorization beginning October 1, 2022. Click [here](#) for a list of codes being removed from the pre-authorization list. The following link will direct you to our current pre-authorization list: <https://www.rmhp.org/i-am-a-provider/provider-resources/prior-authorization>.

The additional orthopedic codes will be added to this list for October 1, 2022 implementation. Please note: services performed in conjunction with an emergency room visit, inpatient stay or observation are *not* subject to authorization requirements.

Authorization procedures are not changing. Please request prior authorization when required by submitting your request through our Provider Portal at <https://www.rmhp.org/provider-login>.

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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