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Bridges Out of Poverty

Bridges Out of Poverty is a unique and powerful model that has helped millions of service providers and businesses whose daily work connects them with the lives of people in poverty. Bridges in Health and Healthcare expands further on these concepts, offering insight into helping under-resourced individuals achieve better health outcomes. This free training includes breakfast, lunch, and continuing medical education (CME) credits. Additionally, this helps your practice better understand and address the following:

- Create a true “mental” model of poverty
- Compare three social classes, including the roles played in the model of poverty
- Understand how poverty acts as an entity that thinks and communicates
- Describe the hidden rules of poverty
- Increase awareness of tools and resources to assist those in poverty

Presented by Eve Presler, M.A., M.S.W.
Friday, August 17, 8 a.m. – 4 p.m. • DoubleTree by Hilton Hotel • 743 Horizon Dr., Grand Junction

For more information or to register, contact Mindy Patton, Program Education and Communication Coordinator, at mindy.patton@rmhp.org.

HCPF Policy Statement on Billing Health First Colorado Members

Please be aware that Health First Colorado Members cannot be billed for services covered by Health First Colorado.

Federal statutes and regulations provide that state Medicaid agencies must limit provider participation to those who will accept Medicaid reimbursement as “payment in full.” Medicaid Member payments are limited to established Medicaid copays.

Colorado law provides that no Health First Colorado Member shall be liable for the cost, or the cost remaining after payment by Health First Colorado, Medicare, or a private insurer, of medical benefits authorized under Title XIX of the Social Security Act. This law applies whether or not Health First Colorado has reimbursed the provider, whether claims are rejected or denied by Health First Colorado due to provider error, and whether or not the provider is enrolled in the Colorado Medical Assistance Program. This law applies even if a Health First Colorado Member agrees to pay for part or all of a covered service.

The policy statement further describes limitations on billing Health First Colorado Members under a Direct Primary Care Model.

We invite you to review the full policy statement at colorado.gov/pacific/hcpf/policy-statement-billing-medicaid-members-services.
Important Changes: Provider Contracting and Regional Accountable Entities

Beginning July 1, 2018, the next iteration of the Accountable Care Collaborative is scheduled to begin. The Department of Health Care Policy & Financing (the Department) awarded contracts to seven Regional Accountable Entities (RAEs). RMHP was awarded the RAE for Region 1, which includes Western Colorado and Larimer County.

These entities will be responsible for developing and managing a network of primary care physical health and behavioral health providers, which is currently a function provided by the Regional Collaborative Care Organizations and Behavioral Health Organizations.

All primary care providers who want to serve as a primary care medical provider (PCMP) and receive an Administrative Medical Home payment for Health First Colorado (Colorado’s Medicaid Program) patients must contract directly with the RAE(s). The Department will no longer make Per Member Per Month payments directly to PCMPs. Physical health services will continue to be reimbursed by the Department fee-for-service through the Colorado interChange.

Behavioral health providers will need to contract with and be credentialed by the RAE to receive reimbursement for providing capitated behavioral health services as of July 1, 2018. Behavioral health providers must be enrolled as a Health First Colorado provider prior to being credentialed by a RAE.

Please note: Contracting with a RAE is handled separately from revalidation through the Colorado interChange. Health First Colorado providers with a current enrollment, meaning those providers who have successfully completed revalidation through the Colorado interChange with the fiscal agent DXC Technology, do not need to make changes to their enrollment to contract with the RAE(s).
Improving Treatment for Substance Use Disorder

Treatment for opioid use disorder (OUD) has dramatically expanded in the last ten years. There are two newer medications — in addition to methadone — for treatment of OUD. There are also far more people who need such treatment, as fatal overdoses have doubled in Colorado since 1999.

Medications for OUD are commonly known as medication-assisted treatment (MAT) and include methadone, buprenorphine (Suboxone, Subutex, Sublocade), and naltrexone (Vivitrol). There has been a particular increase in outpatient treatment with buprenorphine, with prescriptions increasing 38 percent from 2013 to 2016.

The hub-and-spoke model for medication-assisted treatment for OUD was developed in Vermont five years ago as a coordinated response to rising opioid overdoses (both prescription and illicit), treatment shortages, and uncoordinated care. Colorado now funds some potential models along the Front Range, and RMHP is leading efforts to develop hubs and spokes in Western Colorado and Larimer County.

This model features a hub of addiction treatment and spokes of office-based substance use treatment. Members requiring high-acuity care start in the hub and transition to spokes as they stabilize. The system allows Members to move between the hub and spokes for treatment in their community at the appropriate level of care. Both the hub and spoke have associated behavioral health services in addition to medication prescribing and management.

RMHP is adapting this model for the unique geography and demography of Colorado. We have an opportunity to build a comprehensive, cohesive system for substance use disorder (SUD) treatment that will:

- Stem the rise in overdose deaths due to opioids, and
- Treat other types of substance use disorders.

Additionally, this treatment will occur not in far-off destinations, but in Members’ home communities, allowing them to rebuild their lives and social support systems.

If you are interested in being a spoke provider and building your skills to treat your own patients’ SUD, there are resources available for training as well as ongoing education and technical support. Sign up for an xDEA license waiver course to prescribe the medications listed above (time reimbursements available). Additionally, to help your staff prepare to treat people with SUD, please sign up for free practice assistance through the IT-MATTTRS program and request RMHP as your PTO trainer. Some practices are eligible for reimbursement for this program as well. Information on both aspects of training can be found at practiceinnovationco.org/itmatttrs2/.

If you wish to refer your patients for SUD treatment, we plan to have a single referral resource who will help guide your patients to the most appropriate level of care and coordinate their entry into treatment. More information will be available this summer.
RMHP’s goal is to make the prior authorization process as easy and efficient as possible for our Members, practitioners, and providers. The list of services requiring prior authorization is available at rmhp.org by selecting I am a Provider, then choosing Provider Resources. Call RMHP Customer Service or your Provider Relations Representative to request the list be faxed or mailed to you.

Communication

RMHP staff is available during normal business hours Monday through Friday, 8:00 a.m. to 5:00 p.m. for calls, faxes, and secure e-mails, including Care Management issues. RMHP Care Management staff have password-protected, confidential voicemail in order to receive calls after normal business hours. Calls are returned as soon as possible, but no later than one business day.

Additionally, you can submit referrals for case or disease management by calling 888-847-6466 for referrals to disease management or 800-843-0719 for referrals to case management. You can also complete the RMHP Provider Referral form available at rmhp.org. Select I am a Provider, then choose Commonly Used Forms under Provider Resources.

Coordination of Care

RMHP strongly encourages Primary Care Physicians (PCPs) to follow up with patients after all specialist visits or episodes of care.

Additionally, RMHP strongly encourages specialists to send summaries of recommendations to the patient’s PCP, including medications prescribed.
Criteria

RMHP uses written criteria based on sound clinical evidence to make utilization decisions. An RMHP Medical Director or Registered Pharmacist reviews all requests that do not meet these criteria. The Medical Director consults with specialist physicians experienced in the type of care you requested, as needed.

The criteria used to make a decision are available upon request at no cost to the Member, practitioner, or provider. To receive a copy of specific criteria, call 800-346-4643 x2092, or send your request in writing to the following address:

Rocky Mountain Health Plans
Attn: Care Management
2775 Crossroads Blvd.
Grand Junction, CO 81506

Criteria for reviews performed by eviCore healthcare or Optum can be accessed through the Provider Resources page at rmhp.org in the I am a Provider section.

Affirmative Statement

When RMHP and the Care Management department make benefit and medical necessity decisions that affect our Members:

1. We only make our decision on appropriateness of care and services and existence of coverage.
2. We do not reward our decision-makers for issuing denials of coverage.
3. Financial incentives for utilization management (UM) decision-makers do not encourage decisions that result in underutilization.

Reviewer Availability

RMHP reviewers (decision-makers) are available to discuss any UM decisions. You may call us at 800-854-4558 or 970-248-5036 or write to:

Rocky Mountain Health Plans
Preauthorization Department
PO Box 10600
Grand Junction, CO 81502
2018 Appointment Wait Times

Colorado’s Division of Insurance defines standards for appointment wait times to ensure patients’ timely access to health care services. Please use the standards in this table as guidelines for scheduling Members’ appointments.

<table>
<thead>
<tr>
<th>SERVICE TYPE</th>
<th>TIME FRAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Care</td>
<td></td>
</tr>
<tr>
<td>• Medical</td>
<td></td>
</tr>
<tr>
<td>• Behavioral</td>
<td></td>
</tr>
<tr>
<td>• Substance Abuse</td>
<td></td>
</tr>
<tr>
<td></td>
<td>24 hours a Day / 7 Days a Week</td>
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<tr>
<td>Urgent Care</td>
<td></td>
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<tr>
<td>• Medical</td>
<td></td>
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<tr>
<td>• Behavioral</td>
<td></td>
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<tr>
<td>• Mental Health</td>
<td></td>
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<tr>
<td>• Substance Abuse</td>
<td></td>
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<tr>
<td></td>
<td>Within 6 Hours</td>
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<tr>
<td>Behavioral / Mental and Substance Abuse</td>
<td></td>
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<tr>
<td>• Routine (NON-Urgent / NON-Emergent)</td>
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<tr>
<td></td>
<td>Within 7 Calendar Days</td>
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<tr>
<td>Primary Care</td>
<td></td>
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<tr>
<td>• Routine (NON-Urgent)</td>
<td></td>
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<tr>
<td></td>
<td>Within 7 Calendar Days</td>
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<tr>
<td>Primary Care Access to After-Hours Care</td>
<td></td>
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<tr>
<td>• Routine (NON-Urgent)</td>
<td></td>
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<tr>
<td></td>
<td>Office number answered 24 Hours a Day / 7 Days a week by answering service OR instructions on how to reach a physician</td>
</tr>
<tr>
<td>Prenatal Care</td>
<td></td>
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<tr>
<td></td>
<td>Within 7 Calendar Days</td>
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<tr>
<td>Preventive Visit / Well Visits</td>
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<td></td>
<td>Within 30 Calendar Days</td>
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<tr>
<td>Specialty Care (NON-Urgent / NON-Emergent)</td>
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<tr>
<td></td>
<td>Within 30 Calendar Days</td>
</tr>
</tbody>
</table>
Effective July 1, RMHP will implement a new outpatient hospital visit copay amount to be consistent with Health First Colorado’s copay policy, which was put into effect on January 1, 2018, by the Colorado Department of Health Care Policy and Financing:

- **$3**  
  For RMHP Prime claims with dates of service on and prior to June 30, 2018, Members will be responsible for a $3 copayment.

- **$4**  
  For RMHP Prime claims with dates of service on and after July 1, 2018, Members will be responsible for a $4 copayment.

Please contact your RMHP Provider Representative with any questions.