BHA Technology Office Hours

February 8, 2023

COLORADO
Behavioral Health
Administration

Agenda

- Welcome
- (Re)Introduce BHA Health IT Division Team Members
- Behavioral Health Claims & Eligibility Updates
  - Project Overview
  - Provider Enrollment
  - Workflows
  - Q&A
- Provider Feedback
- Questions?

BHA Health Information Technology (HIT)Team

Product Manager - guides the success of a technology product and leads the cross-functional team that is responsible for improving it.

Human Centered Designer- advocates for the needs of people (often referred to as living experts or end-users) that are impacted by a digital product.

Systems Specialist - evaluates information needs and identify/develop/propose solutions to meet those needs using their deep knowledge of how products were designed and fit into the broader behavioral health tech ecosystem.
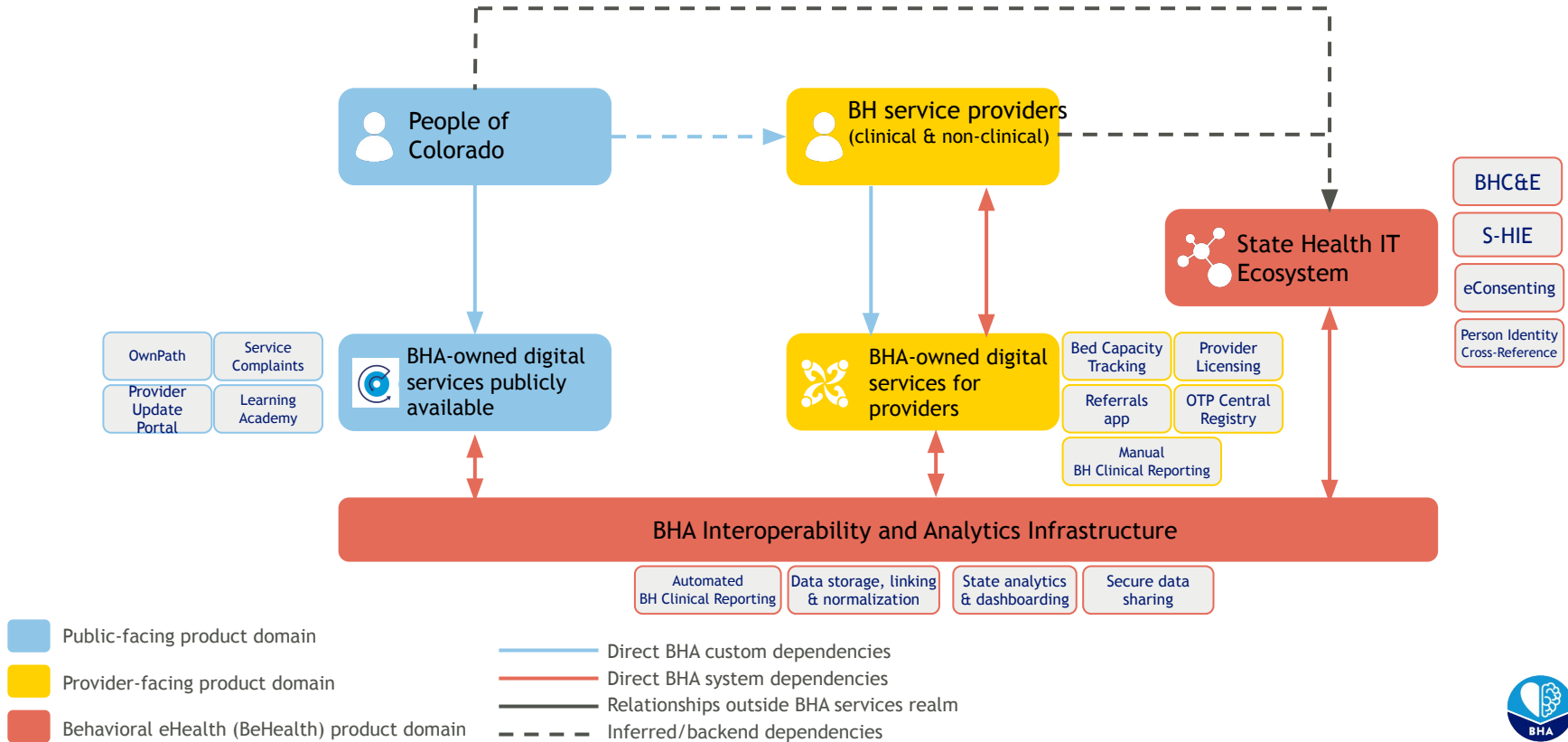
BHA Health Information Technology (HIT)Team

Engagement Manager - oversees onboarding and training processes for BHA public and provider facing systems.

Solutions Architect- The solution architect makes sure that our user needs have technology systems that can support the work that is needed.

Behavioral Health Technology Ecosystem

People of Colorado

BH service providers (clinical & non-clinical)

State Health IT Ecosystem

BHC&E

S-HIE

eConsenting

Person Identity Cross-Reference

OwnPath

Service Complaints

Provider Update Portal

Learning Academy

BHA-owned digital services publicly available

BHA-owned digital services for providers

Bed Capacity Tracking

Provider Licensing

Referrals app

OTP Central Registry

Manual BH Clinical Reporting

BHA Interoperability and Analytics Infrastructure

Automated BH Clinical Reporting

Data storage, linking & normalization

State analytics & dashboarding

Secure data sharing

Public-facing product domain

Provider-facing product domain

Behavioral eHealth (BeHealth) product domain

Direct BHA custom dependencies

Direct BHA system dependencies

Relationships outside BHA services realm

Inferred/backend dependencies

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Hello! We are from the Behavioral Health Administration Health Information Technology Team!

Alex Murphy
Interim Engagement Manager

Ashley Darnell
Digital Service Manager

Casey Carlson
Solution Architect

Christen Lara
Health IT Director

Natasha Galbreath
Support Desk

Jackie Urioste
DUI Program Specialist

Sarah Rodriguez
Engagement Researcher

Emmanuel Gillis
Support Desk

Janell Schafer
Tech Contract & Procurement Specialist

Michael Bratina
Data Specialist

Troy Evatt
Senior Data Strategy Manager

Public Facing Products

Justin Man

BH Learning Academy Product Specialist

Karyn Lu

Interim Product Manager

Tristan Vanech

Product Manager
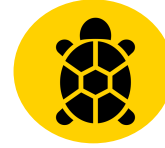
Alexandra Orlov

Human Centered Designer

Provider Facing Products

Abigail Fischer

Human Centered Designer
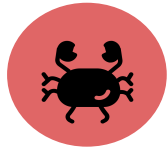
Gwen Gamound

Product Manager

Rebecca Maes
Systems Specialist

BeHealth - Behavioral eHealth

Dan Vortherms
Payment Reform
Project Manager

Jordan Bass
BeHealth Systems
Specialist

Jeanette Deupree
BeHealth Product
Manager

Jessica Pipkins
Payment Reform
Comms & Training
Specialist

Mark Gammon
Human Centered
Designer

Sharon Pawlak
Payment Reform
Systems
Specialist

Questions?

Contact us at cdhs_bha_provider_support@state.co.us

Central Registry: report issues through the Asana form

Behavioral Health Claims & Eligibility Updates (BHC&E)

BHC&E Project Overview

Leveraging State Medicaid (HCPF's) existing tech systems for BHA-funded services to improve how the state:

- Accounts for publicly funded behavioral health services

- Allocates funds across the state

- Assesses eligibility for publicly funded behavioral health services and maximize federal funds

BHC&E Project Overview

Through this project, we will:

- Standardize eligibility determination for BHA Funded Services

- Maximize use of federal funding for behavioral health services

- Provide single destination for BH encounter submissions

- Consolidate BH service data for the primary state and federally funded programs for more comprehensive analysis

State Medicaid (HCPF) Systems Involved

- Colorado Benefits Management System (CBMS)

- Colorado Program Eligibility and Application Kit (Peak/PeakPro)

- Colorado interChange

- Business Intelligence Data Management (BIDM) System

Provider Enrollment

- Because the interChange is a Medicaid system, providers must enroll to gain access
  - Enrollment information can be found at https://hcpf.colorado.gov/provider-enrollment
  - Can select whether a BHA service provider, Health First Colorado service provider, or both
  - Validation as current BHA service provider in good standing
  - Provider Participation Agreement
- Enrollment fees may apply
  - Based on provider type
  - Information on enrollment fees can be found at https://hcpf.colorado.gov/find-your-provider-type
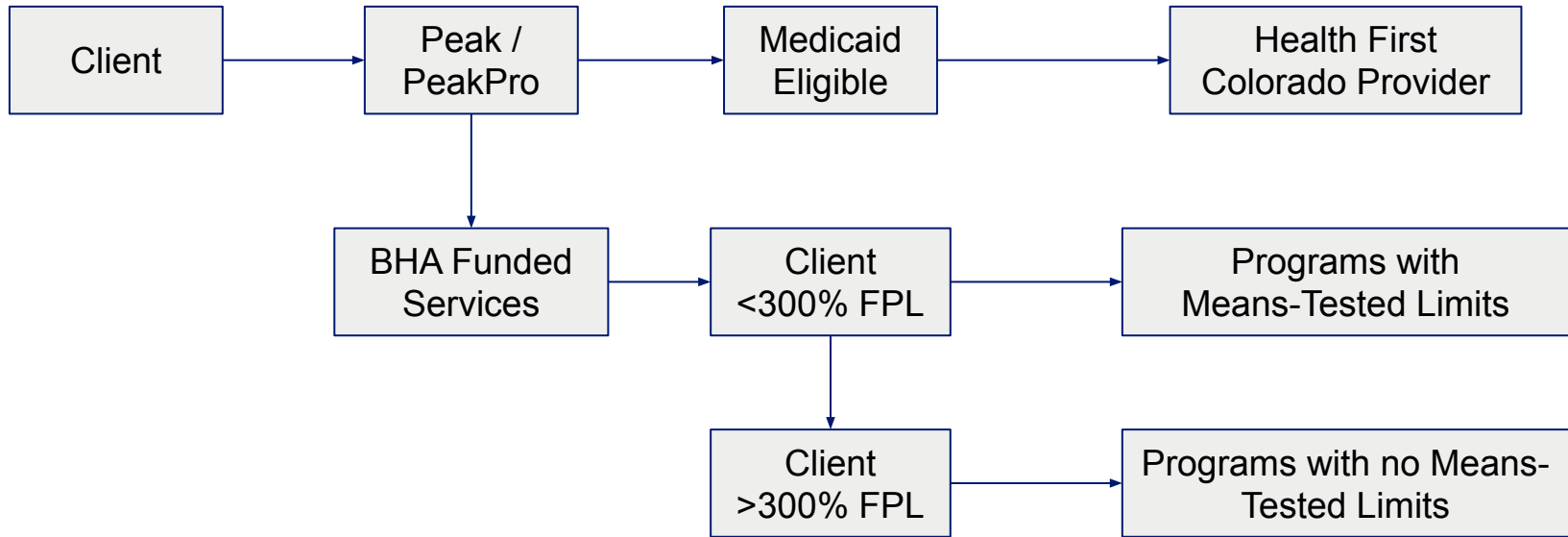
Client Eligibility Verification

- interChange Provider Portal can be used to determine whether client is currently enrolled in Health First Colorado
- Clients can utilize Peak to apply for benefits
- Providers will utilize PeakPro to assist a client to apply for benefits
- Clients given opportunity to apply for Health First Colorado benefits
- A minimum set of information must be submitted by a client in order to apply for benefits in order to receive an ID number

Eligibility Verification Flow

Crisis Programs Eligibility

- Immediate crisis services provided regardless of residency, citizenship and proper identification
- As soon as practical and if possible, identify client and determine eligibility for Health First Colorado
- Encounter submissions required per BHA Finance and Data Protocol #1 and service provider contracts
- Provision will be made in the system for encounters on unknown individuals

Encounter Submission Changes

- Current data submissions utilize variety of mechanisms for identifying how data is parsed
  - File names, file extensions and special studies codes
- All encounters will be submitted to interChange for FY24
  - Design still underway for interChange modifications
    - Encounters submitted over X12 interface
    - Special Studies Codes will still be required
- Concurrently, encounters will also be submitted directly to the BHA
  - Data integrity verification
  - Includes requirements to submit Medicaid encounters

Pilot Program

- Signal selected as pilot participant
- Can test ASO and MSO data flows
- Only single pilot participant desired so focus can remain on development
- Enrollment of Signal will begin week of February 6, 2023
- Encounter submissions will begin June 1, 2023
- Additional providers will be invited to enroll in a phased approach when the systems are ready

What Does Not Change

- CCAR/DACOD submissions
- Payment methods and processes
- Contract status management

Project Timeline

Provider Resources

- The Behavioral Health Provider Services webpage and Resources for Providers web pages are being consolidated to ensure efficiency
- A button for Resources for Providers will be placed on the BHA homepage to allow for easier navigation
- A BHA Funded Services webpage is being developed to provide updates on the BHC&E project in addition to information for training and support
- Details will be provided on the publishing of the outlined webpages within the coming months

Questions?

- An [FAQ](#) has been distributed to provide more information on the BHC&E project
- Continue to submit BHC&E questions to: daniel.vortherms@state.co.us

Tech Office Hours Feedback

Office Hours Feedback Discussion

1. What have you liked about previous Office Hours?

2. What do you wish would be different in future Office Hours?

3. Are there people you would like to be invited to Office Hours inside or outside of your organization that haven't joined yet?

Please fill out and share [this short survey](#) with your networks!

Questions or would like to be added to the listserve?

Contact Us At: cdhs_bha_provider_support@state.co.us

Central Registry: Report issues through the Asana [form](#)

Recap 2022 Office Hours Sessions

Product Roadmap

Launch of the BHA

LADDERS Updates

Central Registry

Provider Services System

OwnPath

Behavioral Health Claims & Eligibility (R23) Project