

Thank you



Thank you for joining us, we will get started in just a few minutes to allow others to call in.

We will get started at 11:03 am

To receive the slides shared today please email
COProviderRelations@Carelon.com

the slides and recording will also be posted to the RAE 2 and RAE 4 websites in the next week

[NHP](#)

[HCI](#)

Before we get started...

Please type your name and organization in the chat
so we know who you are.

If you have questions at any time during the webinar,
we ask that you type them in the Q&A within the chat

Everyone's line is muted during the webinar.

Thank you



March Provider Support Call

Monthly Provider Roundtable

March 14, 2025

What is the RAE?

The RAEs are responsible for the health and cost outcomes for members in their region, as well as:

- Developing a network of Primary Care Medical Providers (PCMPs) to serve as medical home providers for their members,
- Developing a contracted statewide network of behavioral health providers,
- Administering the Department's capitated behavioral health benefit,
- Onboarding and activating members,
- Promoting the enrolled population's health and functioning, and
- Coordinating care across disparate providers, social, educational, justice, and other community agencies to address complex member needs that span multiple agencies and jurisdictions.

NORTHEAST HEALTH PARTNERS, LLC

FQHCs:



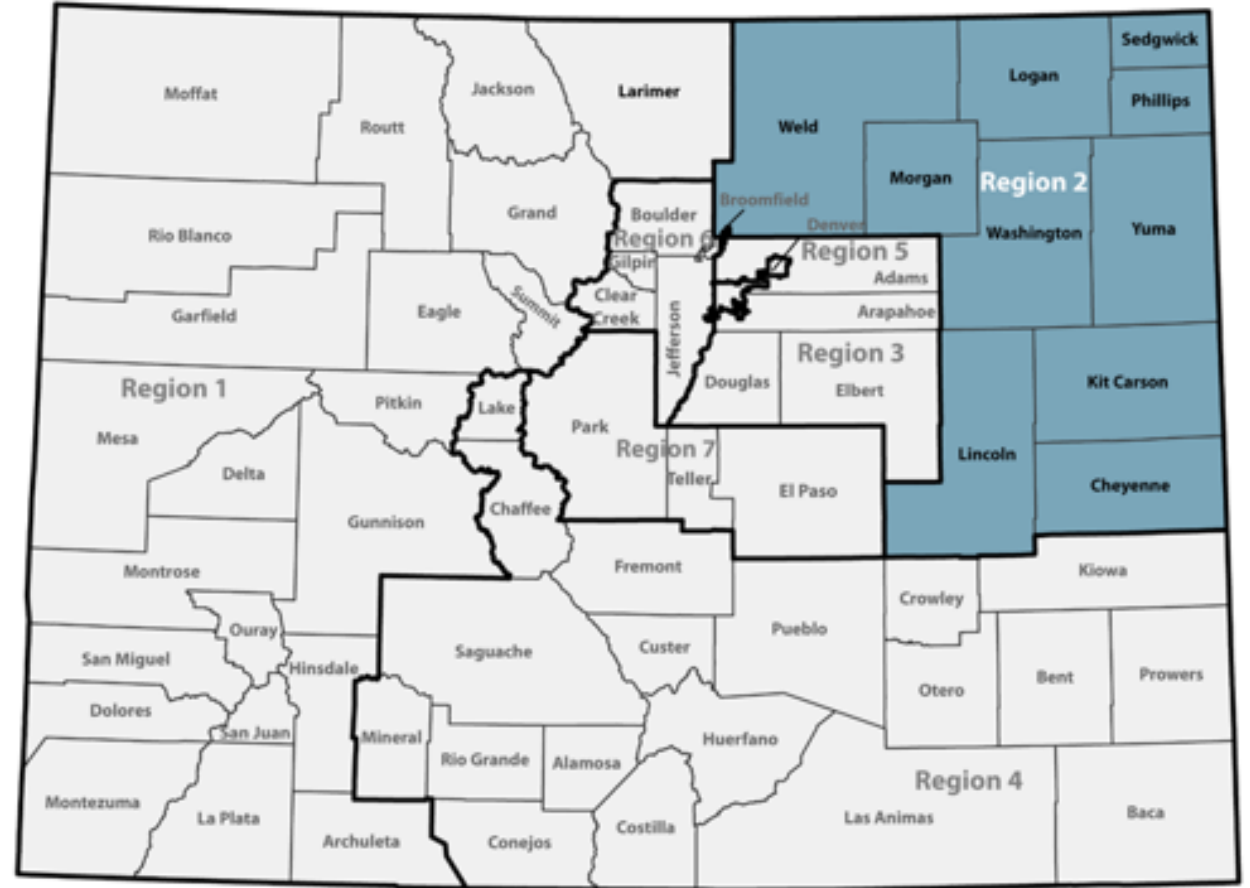
CMHCs:



Administrative Service Organization:

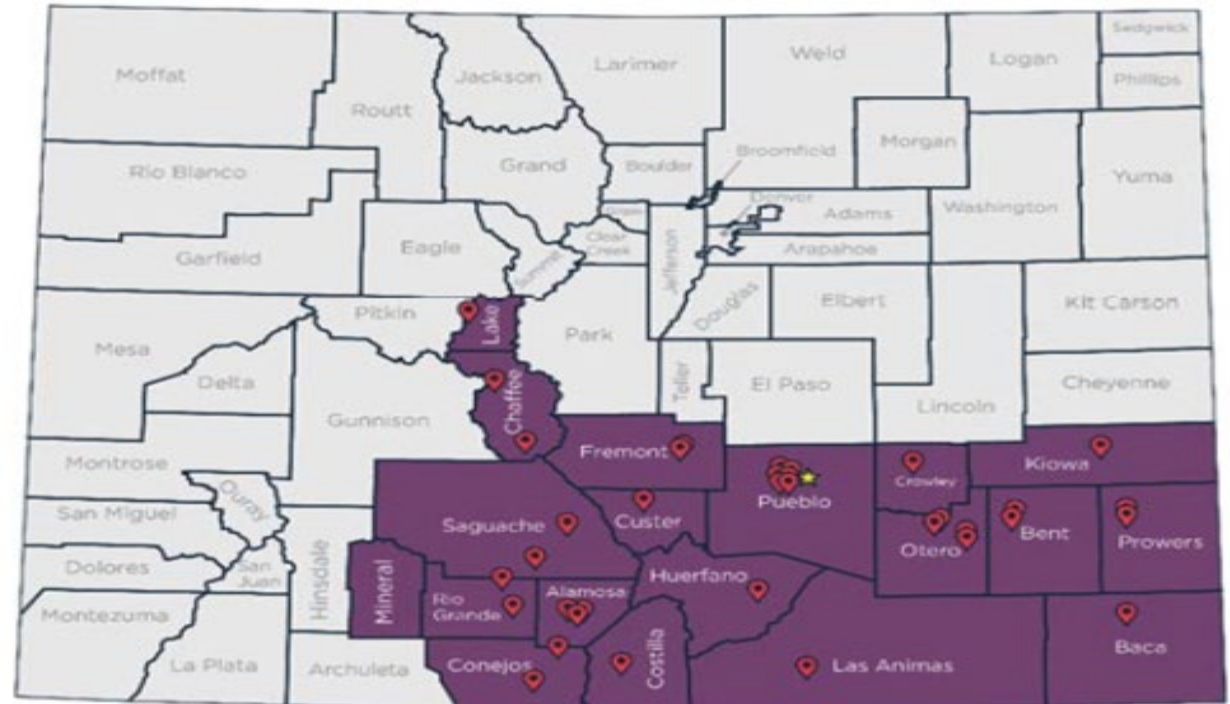


Northeast Health Partners





HEALTH COLORADO



What is a RAE Roundtable?

This is a monthly meeting where we share updates, provide information, training, and welcome your questions, feedback, and discussion.

Feel free to share this invitation with colleagues who also have an interest in attending.

Agenda

1. Welcome and Introductions
2. Introduction to the Chronic Pain Centers of Excellence- HCPF
3. Updates
4. Reminders, Questions, and Discussion

Chapter 01

Welcome and Introductions

Thank you for joining the Provider Support Call/Roundtable



Introduction to the Chronic Pain Centers of Excellence

Stacey Hollen, PharmD, BCACP

Assistant Professor – Department of Clinical Pharmacy

University of Colorado Skaggs School of Pharmacy and Pharmaceutical Sciences

Judy Mooney

Chronic Pain Referral Coordinator – Pharmacy Office

Department of Health Care Policy and Financing



COLORADO

Department of Health Care
Policy & Financing



Chronic Pain Centers of Excellence

A new program designed to address gaps in care experienced by people with chronic pain that are enrolled in Colorado Medicaid.

What we offer:

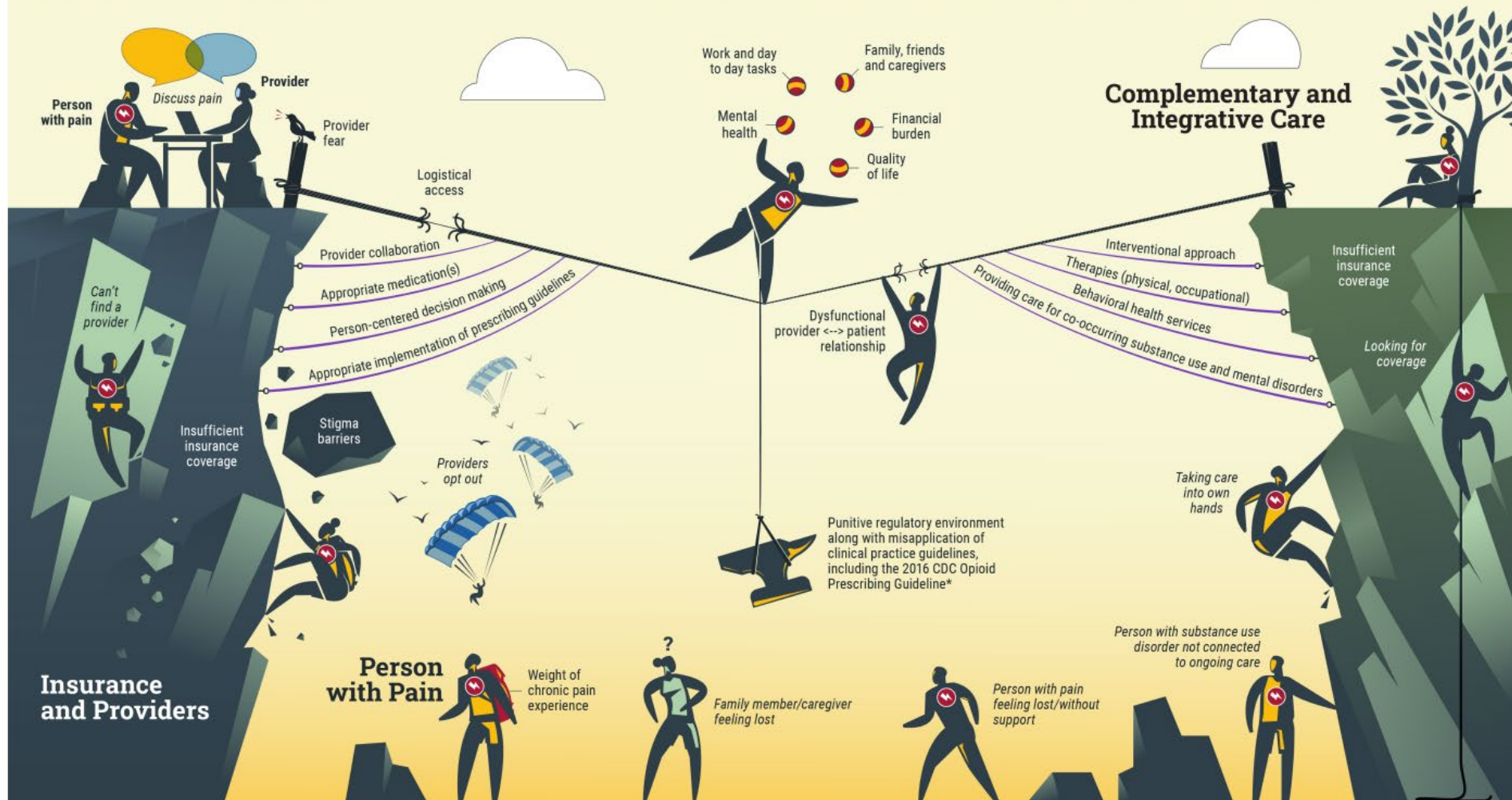
- **Education**
- **Support**
- **Connection to care**

Overcoming Barriers Involved in Chronic Pain Management

Chronic Pain Experience

Understand access to covered treatment and services for people with chronic pain.

This visual is derived from stakeholder interviews focusing on the experiences of those living with and treating chronic pain. Its intent is to highlight the most prominent barriers experienced by people accessing care and the influencers acting on providers, ultimately affecting the person with chronic pain, their quality of care, and their quality of life. These sentiments were derived from requests for information (RFIs) conducted by CMS and CDC, including as part of CDC's efforts to understand and integrate the lived experiences of patients and providers into their update to the 2016 opioid prescribing guideline.



* CDC is in the process of updating the 2016 CDC Guideline for Prescribing Opioids for Chronic Pain. The goal of the revised clinical practice guideline is to help advance effective, individualized, patient-centered care. The revision was designed with a focus on ensuring appropriate use as a clinical tool and to avoid misapplication of the guideline itself.

Overcoming Barriers Involved in Chronic Pain Management

COE's purpose is to offer support and provide resources to help overcome these barriers and improve care for people who live with chronic pain.

Barriers for patients

- Lack of providers to manage chronic pain
 - Providers opting out of managing pain
 - Lack of access to Pain Specialists in rural areas
 - Current provider retires leaving them without care
- Lack of access to comprehensive, holistic therapies
 - Interventional treatments
 - PT/OT
 - Behavioral health



Barriers for providers

- Hesitation to manage pain, esp. high MME's
- Insufficient insurance coverage/reimbursement for services
- Punitive regulatory environment/misapplication of 2016 CDC practice guidelines
- Opportunity for increased confidence in prescribing opioids beyond acute pain indications
 - Lack of resources/ education available

Resources Available through Chronic Pain Centers of Excellence

- **Education:** Training/ education for Primary Care providers on best practices in opioid prescribing to increase confidence in management of chronic pain
 - 2-hour CME/CE on-demand webinar accredited for physicians, nurse practitioners/ registered nurses, physician assistants, and pharmacists
 - Part 1: Best Practices in Opioid Prescribing
 - Part 2: Tapering Recommendations and Patient Cases
- **Support:** Pain management consults with Pain Specialist Physician/PharmD for complex cases
 - Initial and follow-up consults available if needed
- **Connection to care:** Referral coordinator to facilitate member/RAE connections for behavioral health services and multidisciplinary care

Best Practices in Opioid Prescribing 2- hour On-Demand Webinar

Register here:



#0008-0000-24-077-H08-P

Release 8/13/2024

Expires 8/13/2027

Chronic Pain Centers of Excellence

Meet Our Pain Specialist Physician

Alex Reish, DO

- Undergraduate training: CU Boulder
- Doctor of Osteopathic Medicine: University of New England College of Osteopathic Medicine
- Residency trained and board certified in both Family Medicine/Osteopathic Manipulative Medicine and Neuromusculoskeletal Medicine
- Fifteen years of experience clinically specializing in headache, pain, and minimizing opioids
- Consultant for HCPF Drug Utilization Review program performing pain consults since 2015
- 5280 Magazine Top Doctor in Pain Medicine in 2012
- In his off time, he enjoys spending time with his family, listening to music, gardening, playing soccer, fly-fishing, and skiing

Chronic Pain Centers of Excellence

Meet Our PharmD

Stacey Hollen, PharmD, BCACP

- Undergraduate/Pharmacy school: Purdue University
- Board certified in Ambulatory Care Pharmacy and credentialed by the American Academy of HIV Medicine
- 25 years of experience in pharmacy (17 years as a pharmacist)
- Experience includes roles in community, hospital outpatient, specialty, and ambulatory clinical pharmacy specializing in Internal Medicine
- In her off time, she enjoys hiking (including conquering 14'ers) and spending time outdoors, lifting weights, cooking, and spending time with friends and her dog

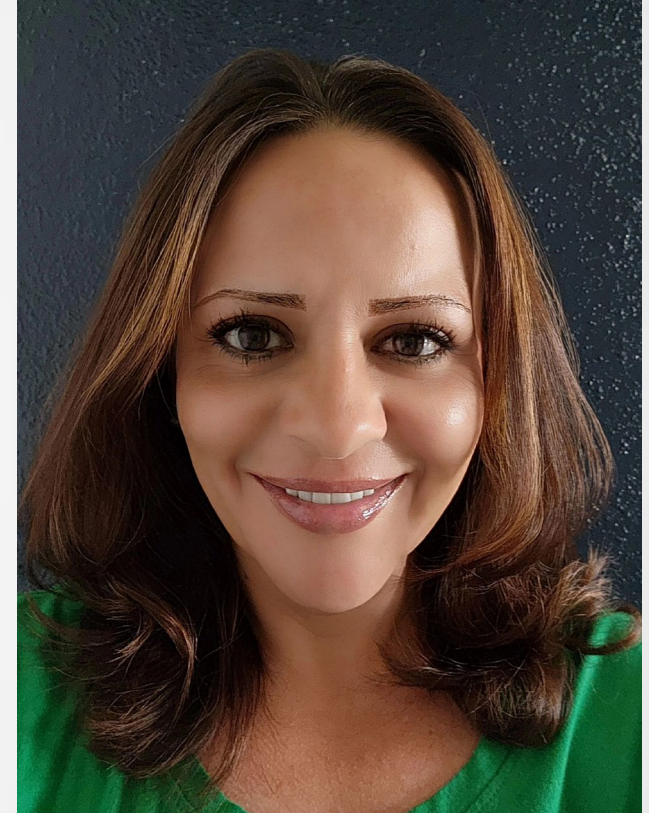


Chronic Pain Centers of Excellence

Meet Our Referral Coordinator

Judy Mooney, Chronic Pain Referral Coordinator

- 20 years of experience serving as a patient advocate in various roles in healthcare settings, including Emergency Departments, general practice and specialty clinics, nursing homes, and Case Management
- In her off time, she enjoys landscape design, riding motorcycles, world history, being a pet mom, and hosting gatherings of all kinds



Chronic Pain Centers of Excellence

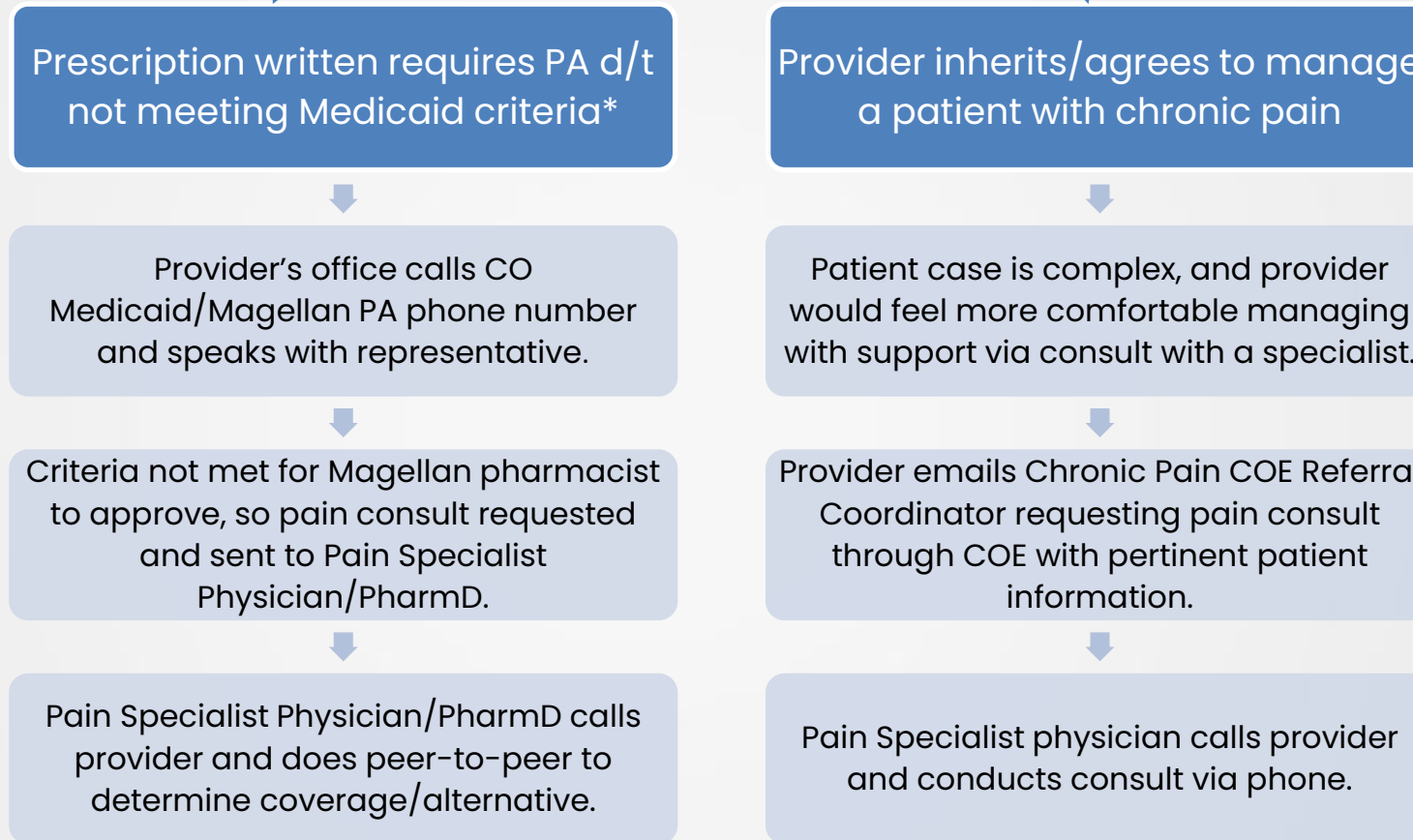
Workflow/Referral Process for Complex Pain Consults



Referral Coordinator: Judy Mooney
Email: judy.mooney@state.co.us

Chronic Pain Centers of Excellence

Prior Authorization vs. COE Pain Consults



*CO Medicaid requires PA for: opioid naïve 4th fill, short-acting opioid > #120/30 days, MME>200, non-preferred meds

Questions?



Chapter 03

Updates

Carelon Training Webinars - Monthly

Carelon offers monthly training webinars for providers. Here are examples of webinars scheduled for this month.

You can register for any of these trainings by going to:

<https://www.carelonbehavioralhealth.com/providers/resources/trainings>

Carelon Provider Orientation
Tuesday, March 11th at 12pm EST

eServices Overview
Wednesday, March 12th at 12pm EST

ProviderConnect Overview
Wednesday, March 19th at 12pm EST

Claims Submission Guidance
Wednesday, March 26th at 12pm EST

Carelon Training Webinars - Quarterly

Carelon also offers quarterly training webinars for providers. Here are examples of these webinars scheduled for this month.

You can register for any of these trainings by going to:

<https://www.carelonbehavioralhealth.com/providers/resources/trainings>

Nicotine Cessation: Behavioral Considerations
Thursday, March 13th at 3pm EST

Availability Provider Portal Enhancements
Tuesday, March 18th at 11am EST

Behavioral Health 101 & Warning Signs
Tuesday, March 18th at 3pm EST

Grief & Loss: Considerations for Mental Health Professionals
Wednesday, March 26th at 3pm EST

March Department of Health Care Policy and Financing (HCPF) Trainings Examples

[Billing Training: Audiology- Wednesday, March 12, 2025, 9-10:30 a.m.](#)

[Beginner Billing Training: Institutional Claims \(UB-04\) Thursday, March 27, 2025, 9-11:00 a.m.](#)

For a full list of trainings, resources, and calendars of trainings please visit the HCPF website:
<https://hcpf.colorado.gov/provider-training>

Chapter 04

Reminders, Questions & Open Discussion

Carelon Resources – How to connect...

Email Colorado Provider Relations at:
CoProviderRelations@carelon.com

Call the National Provider Service Line (NPSL) at:
[800-397-1630](tel:800-397-1630)

Carelon Resources – Forms and Guides

<https://www.carelonbehavioralhealth.com/providers/forms-and-guides>

Billing and claims

- Tip Sheets for how to complete billing forms

Change Request Forms

- Change of Address Forms, Facility Location Service Forms (LSF)

Clinical Forms

Reminder: Update Provider Contact Information

Please verify that all provider contact information is current to ensure you do not miss any important updates!

Provider Connect Portal

<https://providerconnect.carelonbehavioralhealth.com/pc/eProvider/providerLogin.do>

Stay Up To Date

Every month we provide a Newsletter that has information for providers- including upcoming webinars, events, updates, and resources.

Be sure to check out the Inspire Wellness newsletter!

To sign up please email:

CoProviderRelations@carelon.com

February 2025



Provider Newsletter INSPIRE WELLNESS

In this issue:

- **Department of Health Care Policy and Financing (HCPF)**
 - HCPF Provider Bulletin Index
 - Provider Trainings
- **Provider Resources and Information**
 - Provider Portal Enhancements to Availity Essentials
 - 1st Position Modifier Policy Transmittal
 - New Resource: Communications Toolkit
 - Updated SUD Standard Authorization Form
 - Provider Bulletin Update
 - Stay up to date with Council for Affordable Quality Healthcare, Inc. (CAQH)
 - Northeast Health Partners Website
- **Upcoming Events and Webinars**
 - Monthly RAE Provider Roundtable Webinar for February 2025
 - NHP's focus for February-Dental Benefits
 - Cover All Coloradans
 - RAE Roundtable Resources

DEPARTMENT OF HEALTH CARE POLICY AND FINANCING (HCPF)

HCPF Provider Bulletin Index

The Provider Bulletin is published monthly and posted to this web page. The bulletin covers topics of interest to providers and billing professionals. For access to the Provider Bulletin Index, please visit the [HCPF website](#).

Provider Trainings

Did you know the Department of Health Care Policy and Financing (HCPF) hosts trainings on the following topics?

- Billing Training

3/14/2025

February 2025



HCI Provider Newsletter A monthly collection of must-know information and resources

In this issue:

Provider Resources and Information

- Provider Portal Enhancements to Availity Essentials
- 1st Position Modifier Policy Transmittal
- NEMT Fraud And How To Report It
- Did You Know? Carelon Behavioral Health Provider Toolkit is Available
- Reminder: Stay Up to Date with CAQH
- Updated SUD Standard Authorization Form

Health Colorado Member Resources

- Member Engagement Opportunities
- Wellness and Prevention
- 988 Mental Health Crisis Support Information

Public Health Information

- Provider Trainings

Upcoming events

- Monthly RAE Provider Roundtable Webinar for February 2025
- Wellness and Prevention focus for February -Dental Benefits
- Upcoming Webinars and Archives

PROVIDER RESOURCES AND INFORMATION

PROVIDER PORTAL ENHANCEMENTS TO AVAILITY ESSENTIALS

[Availity Essentials](#) is a one-stop portal for all of your claims needs. They recently rolled out some exciting new features including several new dashboards (claims, new authorizations, and organization administration), as well as a single sign-on to existing provider portals.

The new features will allow you to:

- Submit authorization information

30

Upcoming Training

The Next RAE Roundtable

The 2nd Friday of the month


April 11, 2025


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Thank you



Contact Us

 888-502-4189

 888-502-4185

 www.northeasthealthpartners.org

 www.healthcoloradora.com

 northeasthealthpartners@carelon.com

 healthcolorado@carelon.com

 <https://www.facebook.com/northeasthealthpartners.org/>

 <https://www.facebook.com/healthcoloradora/>