Training Series

Medicaid Participation & Organizational Readiness for Behavioral Health Providers

Training 1 Handout

Foundations of Medicaid Participation & Organizational Readiness

Supporting Your Medicaid Journey

This handout includes supplemental links to websites, resources, questions/checklists, and reference materials designed to reinforce the concepts presented in Training 1. Use it as a guide as you assess your organization's readiness and plan for successful Medicaid participation.

Links & Resources:

Colorado Behavioral Health Provider Solutions (CBHPS)

Centers for Medicare & Medicaid Services (CMS)
General Medicaid Information

Behavioral Health Administration (BHA)
BHA Licensing & Contracting
Is My Organization a Behavioral Health Entity (BHE)?
Behavioral Health Entity Endorsement Structure

Behavioral Health Administrative Services Organizations (BHASOs)

Colorado Department of Healthcare Policy & Financing (HCPF)
HCPF Providers
HCPF Provider News (newsletter & provider bulletin sign-ups)
HCPF Provider Trainings
HCPF Provider Enrollment & Enrollment Resources (CO Medicaid provider enrollment process)
HCPF Provider Enrollment Training Slide Deck
HCPF Regional Provider Support

- Region 2 (Boulder, Broomfield, Clear Creek, Gilpin, **Larimer,** Morgan, & Weld)
    - **Gennesis Quinonez -** Region 2 HCPF Provider Support Field Representative

HCPF CO Provider Web Portal
HCPF Medicaid Sustainability Plan (CO Medicaid landscape information)
HCPF Behavioral Health Policies, Standards & Billing References
State Behavioral Health Services Billing Manuals (Capitated BH Benefit)
Behavioral Health Billing Services (Fee-for-Service)

Health First Colorado (CO Medicaid Program)

Accountable Care Collaborative & Regional Accountable Entity Map

Regional Organizations (RAE) Information
Additional RAE Information (from Rocky Mountain Health Plans)

Rocky Mountain Health Plans (RMHP)-Region 1
- RMHP BH Provider Relations Contact Email: rmhpRAE_BH_PR@uhc.com

Northeast Health Partners (NHP)-Region 2
- NHP BH Provider Relations Contact Email: nhpRAE_BH_PR@uhc.com
- **Larimer County is in RAE Region 2**

Colorado Community Health Alliance (CCHA)-Region 3
- Provider Assistance Request Form

Colorado Access (CO Access)-Region 4

Questions to Ask When Evaluating an EHR & EHR Vendor

Before evaluating any EHR, ask your own organization:

- What Medicaid services will we provide?
- What workflows does our EHR need to support?
- Who will use the system (clinical staff, billing staff, supervisors, front desk)?
- What problems are we trying to solve?
- What reports do we need to generate?

Clinical Documentation & Workflow

- Can you demonstrate a complete behavioral health documentation workflow?
- How customizable are templates and workflows?
- How does the system handle supervision, note review, and approval (co-signature)?
- Can the EHR support Medicaid documentation requirements?
- Can workflows be customized as our organization grows?

Billing & Claims

- How does the system support Medicaid billing and claims submission?
- How are denied claims identified, corrected, and resubmitted?
- Does it integrate with our clearinghouse and billing processes?

Reporting & Quality

- What billing, compliance, and quality reports are included/can it generate?

Implementation & Support

- What implementation, training, and ongoing support are provided?
- How are software updates managed?

Cost & Long-Term Value

- What additional costs should we expect after implementation?
- Can you provide references from behavioral health organizations similar to ours?

One Final Question

- Does this EHR support our workflows—or will our workflows have to change to fit the software?

Questions to Ask Before Hiring a Consultant

Before you hire a consultant, ask your organization:

- What challenge are we trying to solve?
- What expertise do we already have internally?
- What type of support do we need (e.g., planning, billing, EHR, training)?
- What outcomes do we hope to achieve?
- Who will lead and participate in the project from our organization?
- What resources (time, staff, and budget) can we realistically invest in outside support?

Experience

- Have you worked with CO Medicaid?
- Have you worked with behavioral health providers/provider organizations?
- Can you provide references from organizations similar to ours?

Approach

- How will you tailor your approach to our organization?
- Will you help build our team's knowledge and capacity?

Deliverables

- What specific deliverables and outcomes can we expect?
- What is included, and not included, in your scope of work?

Cost & Communication

- How will progress be communicated? How will challenges be communicated?
- Are there any additional costs we should expect?

One Final Question

- Will this engagement leave our organization more self-sufficient when the project is complete?