



BHA Technology Office Hours

May 10, 2023

THIS MEETING WILL BE RECORDED



COLORADO
Behavioral Health
Administration

What are BHA Technology Office Hours?

Office Hours is a meeting hosted by the BHA technology team for behavioral health providers, specifically data/admin team members, to:

- Receive consistent updates on changes and improvements to BHA-managed technology systems
- Surface and discuss technology-related questions with the BHA tech team
- Provide feedback and expertise to ongoing technology efforts
- Understand opportunities to further engage with the BHA technology team

Past Office Hours can be found on the [Provider Resources](#) page of the BHA website.



Office Hours Housekeeping

- Take [our survey](#) for next month's hot topics!
- BHA Provider [website page](#) is now Office Hours source of truth!
 - For agendas
 - For slides and recordings
 - For Zoom meeting registration
 - For monthly hot topic survey
- Contact: cdhs_bha_provider_support@state.co.us with the subject line "Office Hours" if you have any questions!
- <https://bha.colorado.gov/resources-for-providers>

Agenda

- Quick Updates:
 - Help Desk Form
 - Learning Management System Engagement Opportunity
 - Licensing Stakeholder Engagement Opportunity
 - Behavioral Health Claims and Eligibility (BHC&E) Timeline
- Administrative Burden Engagement Opportunity
- Open Discussion / Q&A





Quick Updates



Help Desk Form

BHA Product/Services Support Form

- Purpose
 - Feedback on BHA Products/Services, user experience, etc.
 - Request assistance for our products and services.
 - Have a question? Feel free to drop in anything you would like to gain further knowledge.
- Where to find the form:
 - [BHA Website](#) - Resources - For Providers - Feedback and Support Tickets section
 - The team reviews these submissions daily during business hours

^ Feedback and Support Tickets

Ongoing feedback for the system or supporting processes can be submitted via this [feedback form](#). The BHA team will monitor feedback to inform future improvements to the system.



Link to [form](#)

BHA Product/Services Support Form

Welcome to the helpdesk support ticketing system for the Behavioral Health Administration (BHA) Provider Services system. We are committed to addressing any concerns, issues, or suggestions to improve the system and customer experience.

Your Name and Organization*

Your Role / Title / Position *

Email address*

Phone Number

What do you require assistance with?*

This field is required

Submit

Never submit passwords through Asana Forms.
[Report abuse](#) or check out our [privacy policy](#).



Learning Management System Engagement Opportunity

Learning & Education Discovery Focus

Answering the Question...

How might we better understand and improve the way **providers and other professionals (school staff, law enforcement, & more)** find and consume educational video content about behavioral health topics?

Reach out to Alex Orlov
alexandra.orlov@state.co.us if
interested in connecting about
this.



Discovery Timeline

May 22 - June 9

Research Planning

June 12 - 23

Research Execution



Interviews

June 26 - July 7

Synthesis, Refinement, & Share Out

Reach out to Alex Orlov
alexandra.orlov@state.co.us if
interested in connecting about
this.





Licensing Stakeholder Engagement

Provider Services LADDERS Work

- Provider Services is working with the Licensing and Designation team to identify and implement changes to LADDERS related to Licensing Rule changes.
- Work is ongoing, as of now changes to LADDERS are expected in January of 2024.
 - Providers will receive further updates along the way.
- Victoria Laskey from the LAD team is here with us today to discuss how to engage with LAD with rule feedback.

Licensing Rule Delay to January 1, 2024

- Delay based on legislation, HB 23-1236
- New timeline:
 - Rules effective January 1, 2024, which would include:
 - Behavioral Health Entity (BHE) license rules
 - Safety net and care management rules
 - 27-65 involuntary designation rules
- Stakeholder re-engagement through June 23, 2023
 - In person, virtual, and written comment opportunities

How Can I Learn More?

BHA Stakeholder Calendar

<https://bha.colorado.gov/resources/behavioral-health-administration-meetings-and-events>

Laws and Rules Web Page

<https://bha.colorado.gov/resources/laws-rules>

Contact:

CDHS_BHARuleFeedback@state.co.us





Behavioral Health Claims and Eligibility BHC&E Updates

Project status and what to expect in FY2024

Adding functionality to HCPF systems (Peak, PeakPro, CBMS, interChange, and BIDM) so that these systems can accommodate BHA funded services is on track to be incorporated this summer.

Project lingo in past has referred to this as “implementation”

These system changes and improvements will impact both intermediaries (i.e. ASOs, MSOs) as well as providers (contracted and subcontracted). Having this functionality available is the *first step towards* making these systems *available* for training and onboarding providers.

Fiscal Year 2023-2024 (June 2023 - July 2024) will be a capacity building and onboarding *year* for providers. Expect time to provide feedback, adjust your workflows, processes, and reporting practices throughout the year.



Development Status

- Provider enrollment
 - Changes to allow BHA ASO/MSO on schedule for implementation late June
 - Existing Medicaid providers would enroll with current provider type, with new BHA PPA
 - Atypical providers are not represented by current provider types; HCPF evaluating additional changes
- Client eligibility
 - Workflows for Peak, PeakPro, and CBMS to present BHA services is on schedule for implementation late June
 - Processing applications will follow existing MAGI processing
- Encounter processing
 - No system changes other than recognizing provider enrollment



Pilot Status

- Provider enrollment
 - Signal has successfully enrolled as BHA MSO Region 1 and as Trading Partner
- Encounter testing
 - HCPF test environment is being used for the testing
 - Successfully completed HIPAA compliance testing
 - Testing of encounter processing is ongoing
- HCPF preparing provider companion guides based on testing experience



Operationalizing BHC&E

- Provider enrollment other than atypical providers can begin July 1
- Training on PeakPro for BHA providers may not be available July 1, HCPF is accelerating training development
 - Client/member IDs generated through PeakPro are needed before encounters can be submitted
 - Client applications are needed for eligibility determination before providing services under a means-tested program



Implementation Plan

- Currently being revised
- Phased approach
 - Regional focus for ASO/MSO and subcontractors
- Similar testing as in pilot will be required for encounter submissions
- PeakPro training dates are not set
- “Earlier adopter” approach





Administrative Burden

Administrative Burden Discovery Focus

Answering the Question...

How might we better understand and improve the **actions, actors, processes, redundancies, and opportunities** that exist for a BHA provider's daily routine in regards to data and information collection, specifically for CCAR/DACODS?

This work will also review and update recommendations from the COMPASS project.



Discovery Timeline

March 27-31

Foundation Setting

April 3-29

Research Planning

May 1-May 19

Research Execution



Interviews & Site Visits

May 15-June 2

Synthesis & Outcome Creation

June 5 - June 16

Refinement & Share Out



Administrative Burden

Which data elements in CCAR/DACODS are the most difficult to collect? Why?

Which data elements are the easiest to collect?



Administrative Burden

What data currently collected by the BHA would you like to see shared back with you?

How would you use that data? (e.g. reports, dashboards, peer benchmarking, etc)

Reach out to
abigail.fisher@state.co.us to
provide more feedback!





Open Discussion / Q&A

What questions do you have for us?

We want to be thoughtful so we may follow up afterwards if we don't have answer or right people to address your question.



Future Office Hours

Office Hours 2023 Schedule

- Second Wednesday of the month:
 - June 14th
 - July 12th
 - August 9th
 - September 13th
 - October 11th
 - November 8th
 - December 13th



Questions

Future Office Hour Info: <https://bha.colorado.gov/resources/providers>

Contact Us:
cdhs_bha_provider_support@state.co.us



DACODS Training

- Every other Thursday
 - May 11, 2023: 10:30am-12:00pm
 - May 25, 2023: 10:30am-12:00pm
 - June 08, 2023: 10:30am-12:00pm
 - June 22, 2023: 10:30am-12:00pm
- Google Meet link
 - <https://meet.google.com/vmz-uams-mqg>

Chat Links

- Help Desk

- BHA Products/Services Support Form

- <https://form.asana.com/?k=BKgg22lpFEY9ZY442OMmeg&d=>

- BHA Rulemaking

- BHA Rules Stakeholder Kickoff meeting (via Zoom)

- <https://us02web.zoom.us/meeting/register/tZMtf-yupj4pGtMC07SsM-RgOl9ECFRw-SXD>

- More information on BHA Laws & Rules

- <https://bha.colorado.gov/resources/laws-rules>