

BHA Technology Office Hours

June 12, 2024

THIS MEETING WILL BE RECORDED



COLORADO
Behavioral Health
Administration



What are BHA Technology Office Hours?

- Held monthly on the 2nd Wednesday of the month at 1pm
- Intended for behavioral health providers & data/admin team members
- Updates are given regarding:
 - News & improvements related to BHA Technology systems
 - Answers to technology questions from the BHA tech team
 - Ideas & tips from others in the field
 - Opportunities to further engage with the BHA tech team

Agenda

- Learning Hub Introduction
- BHA Website Updates & Engagement Opportunity
- Technology Training Updates
- Client Care Search Updates
- Care Coordination - Technology Updates
- Behavioral Health Claims & Eligibility Updates





Learning Hub Introduction

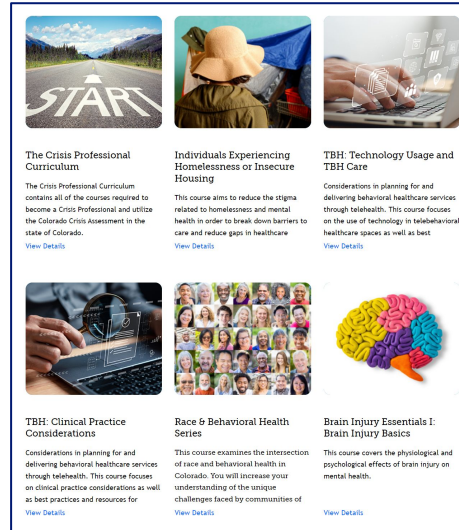
Mission & Background







Created in response to [Senate Bill 21-137](#), [Senate Bill 22-181](#), the [OwnPath Learning Hub](#) is a public-facing educational platform offering free behavioral health courses and training from the BHA.

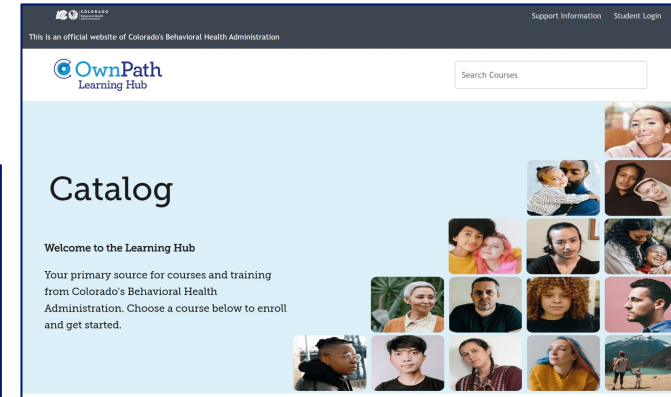
Key objectives:

- Support the expansion of the Behavioral Health Workforce in Colorado
- Content is free of charge

The platform officially launched on April 2nd 2024



 <p>The Crisis Professional Curriculum</p> <p>The Crisis Professional Curriculum contains all of the courses required to become a Crisis Professional and utilize the Colorado Crisis Assessment in the state of Colorado.</p> <p>View Details</p>	 <p>Individuals Experiencing Homelessness or Insecure Housing</p> <p>This course aims to reduce the stigma related to homelessness and mental health in order to break down barriers to care and reduce gaps in healthcare.</p> <p>View Details</p>	 <p>TBH: Technology Usage and TBH Care</p> <p>Considerations in planning for and delivering behavioral healthcare services through telehealth. This course focuses on the use of technology in telebehavioral healthcare spaces as well as best</p> <p>View Details</p>
 <p>TBH: Clinical Practice Considerations</p> <p>Considerations in planning for and delivering behavioral healthcare services through telehealth. This course focuses on clinical practice considerations as well as best practices and resources for</p> <p>View Details</p>	 <p>Race & Behavioral Health Series</p> <p>This course examines the intersection of race and behavioral health in Colorado. You will increase your understanding of the unique challenges faced by communities of</p> <p>View Details</p>	 <p>Brain Injury Essentials I: Brain Injury Basics</p> <p>This course covers the physiological and psychological effects of brain injury on mental health.</p> <p>View Details</p>



This is an official website of Colorado's Behavioral Health Administration

Support Information Student Login

OwnPath Learning Hub

Search Courses

Catalog

Welcome to the Learning Hub

Your primary source for courses and training from Colorado's Behavioral Health Administration. Choose a course below to enroll and get started.



CERTIFICATE OF COMPLETION

This is to certify that
Maria Gonzalez, MPH

Has completed, in its entirety, the following continuing education activity sponsored by the University of Colorado Department of Psychiatry:

Crisis Professional Curriculum
CE Credits: 1 Date granted: February 29, 2024 Certificate ID: 1674-7811-906

The University of Colorado Department of Psychiatry is approved by the American Psychological Association to grant continuing education for psychologists. The University of Colorado Department of Psychiatry maintains responsibility for this program and its content.
CO: Anschutz, SBH 9, Denver, CO, Aurora, CO 80045

Chad D. Morris, PhD
Faculty Director

OwnPath Learning Hub

COLORADO Behavioral Health Administration

University of Colorado Anschutz Medical Campus

Learning Hub Content - 6/12/24

- Crisis Professional Curriculum: The Learning Hub hosts 30 out of the 32 courses. The remaining courses and the assessment for license renewal are expected to be available by July 1st
- Behavioral Health Portfolio of standalone courses in topic areas such as Cultural Responsiveness, Children Youth and Family, Race/Ethnicity - 22 courses
- Future topics: Disability Cultural Competence, Criminal Justice, Peer Supervisory, Substance Use Disorder



The Crisis Professional Curriculum

Crisis Professional Curriculum
of the courses required to
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Culture & Behavioral Health

This course will lay the foundation for developing cultural competency and responsiveness by increasing your awareness about the cultural differences you encounter in the behavioral health field. This course will help you

[View Details](#)

Why use the Learning Hub

Continued Education Credits (CEUs) - will be available for most courses.
Currently there are 12 approved courses with more to come

Free - no cost to take any of the training courses

Accessible - courses follow well-established design standards for accessibility, such as WCAG 2.0 Level AA

Convenient - asynchronous training can be accessed at any time of day or night on any device with a browser - computer, tablet and phone - “Brightspace Pulse” mobile app

Continuing Education Information

This course is being reviewed to be eligible for American Psychological Association Continuing Education (APA CE) Credit.

Accreditation Details

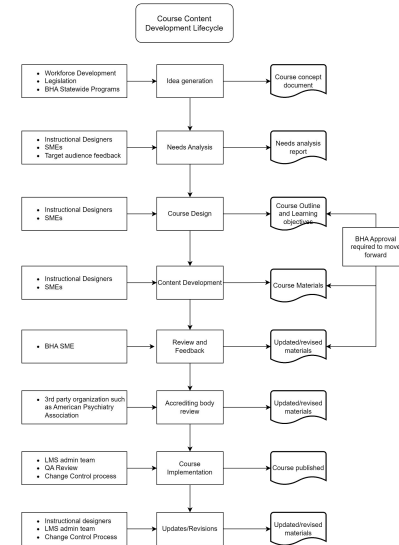
- Credits for completed courses may be retroactively applied once approved.
- An APA CE-accredited Certificate of Completion is provided if and when CE approval has been received.
 - A completion Award is provided in the interim for completing this course material.
 - Learners receive an email notification when CE Accreditation is provided and a CE-Accredited Certificate is available.
- APA CE credit is earned on an hour-for-hour basis.
- OwnPath Learning Hub courses are reviewed by the University of Colorado Department of Psychiatry for APA CE Accreditation.



Elements for Success

How do we ensure quality of content:

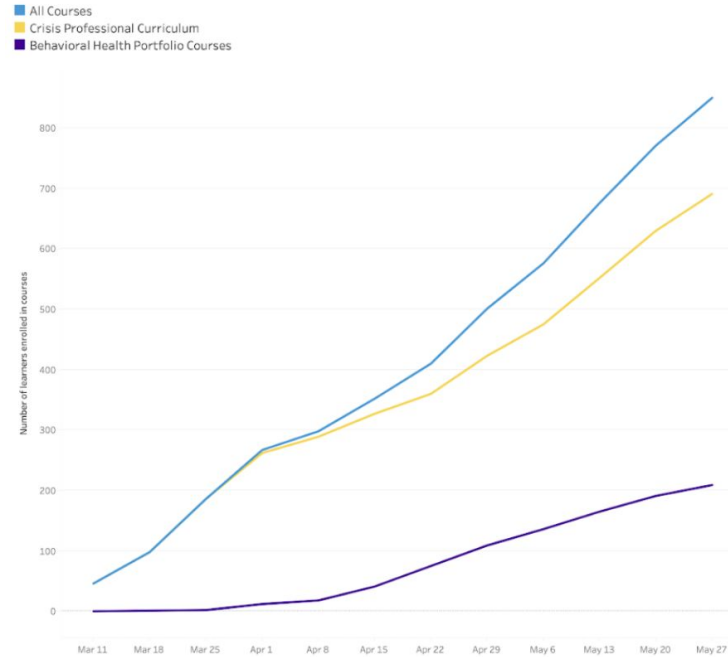
- Rigorous Design and Review process
- Quality Assurance
- EDI framework applied
- Continuous Improvement Cycle



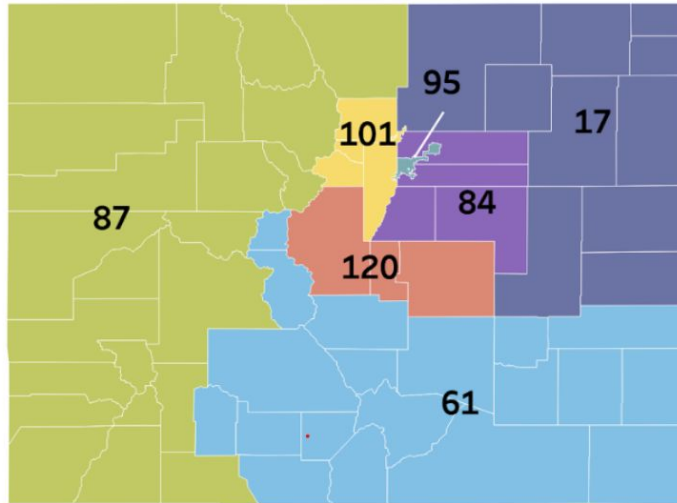
Usage Data

	Any Course	Crisis Professional Curriculum	Behavioral Health Portfolio Courses
Number of learners enrolled	850	691	209
Average number of new learners per week	70.8	57.6	23.2
Number of course enrollments	1,052	691	361
Number of learners who have passed at least one course	395	362	36

Total number of learners enrolled in courses by week



Learners enrolled by Regional Accountable Entities (RAE)



- Region 1** Archuleta, Delta, Dolores, Eagle, Garfield, Grand, Gunnison, Hinsdale, Jackson, La Plata, Larimer, Mesa, Moffat, Montezuma, Montrose, Ouray, Pitkin, Rio Blanco, Routt, San Juan, San Miguel, Summit
- Region 2** Cheyenne, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma
- Region 3** Adams, Arapahoe, Douglas, Elbert
- Region 4** Alamosa, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Lake, Las Animas, Mineral, Otero, Prowers, Pueblo, Rio Grande, Saguache
- Region 5** Denver
- Region 6** Boulder, Broomfield, Clear Creek, Gilpin, Jefferson
- Region 7** El Paso, Park, Teller

Learning Hub - where to find it

learninghub.ownpath.co



Race & Behavioral Health Series

This course examines the intersection of race and behavioral health in Colorado. You will increase your understanding of the unique challenges faced by communities of

[View Details](#)



Foundational Concepts: Integrating Health Care and Military Culture

The purpose of this course is to provide a culturally sensitive overview of military culture and of lived experiences of Veterans.

[View Details](#)



Serious Mental Illness: Introduction to Psychosis Etiology, Assessment, and Treatment

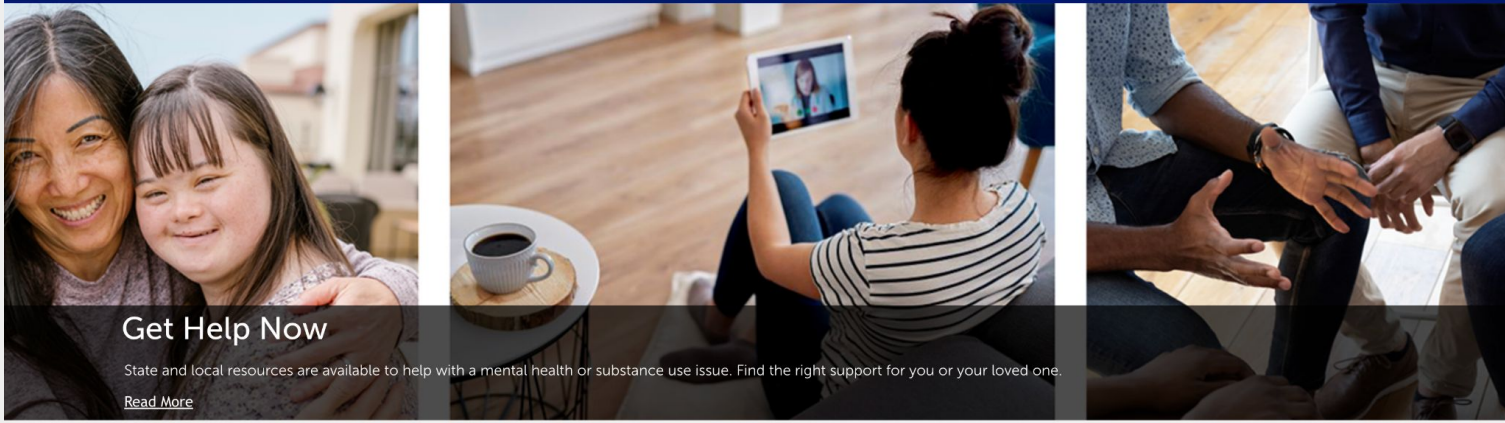
This course discusses the complexities involved in assessing, diagnosing, and treating "serious mental illness".

[View Details](#)



BHA Website Updates

Select Language ▾



Get Help Now

State and local resources are available to help with a mental health or substance use issue. Find the right support for you or your loved one.

[Read More](#)



Colorado's Behavioral Health Administration

With over 1 million people in Colorado in need of behavioral health services, we must strengthen our system — from prevention to recovery

Get Help



What's happening with the BHA website?

We're working on a big round of updates to:

- **Navigation** – clear menus, headings, and actions so stuff's easier to find
- **Readability** – plain language so it's easier to read
- **Accuracy** – up-to-date info, dates, and docs so it's trustworthy
- **Accessibility** – fixing inaccessible stuff so everyone can use it

What's the status?

- ✓ Understand → Collect research and data
- ✓ Define → Align on key problems, goals, and success metrics
- Design → Ideate, draft, and prototype solutions
 - Test proposed solutions (*happening now!*)
- Implement → Refine and launch new content design; track success over time

How can I help?

Participate in a 30-minute session to help us test a new way of finding things on the website. Help us tailor the design for service providers like you!



Sign up now

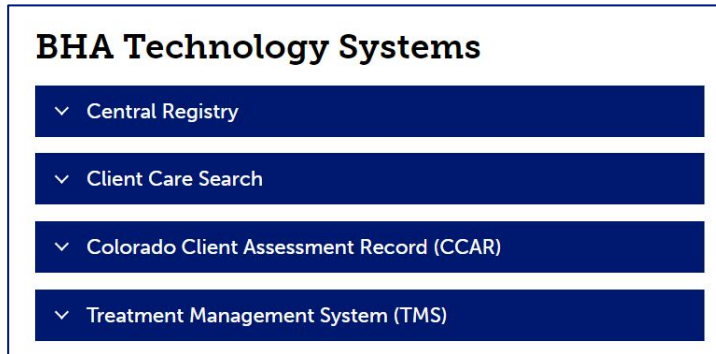
Put your email address in the chat and research lead, Bianca Fraser, will send a note with all the details your way.



Technology Training Updates

Technology Training Updates

- On-demand trainings are still a work in progress, we apologize for the delay!
- 1:1 training sessions are available for CCAR & TMS
 - Email cdhs_bha_provider_support@state.co.us to schedule
- BHA For Providers [webpage](#) has recently been updated



Frequently asked questions, trainings guides, slides and more!



Client Care Search Updates

<p>What is the Client Care Search?</p>	<p>A system where inpatient and residential behavioral health providers track their bed availability, and where care navigators can find information for client placements.</p>
<p>When does Client Care Search launch?</p>	<p>Client Care Search goes live on June 17th. Relevant providers have until August 1st to sign up for a training session and begin entering their data.</p>
<p>Why does BHA have a Client Care Search?</p>	<p>The “Client Care Search” tool is outlined in Colorado Revised Statute 27-60-104.5, which states that Colorado’s Behavioral Health Administration (BHA) must create “a behavioral health capacity tracking system of available treatment capacity and medication-assisted treatment programs...”</p>
<p>How can users get Client Care Search tech support?</p>	<p>Email cdhs_bha_provider_support@state.co.us, monitored 8am-5pm, Monday-Friday, with the subject line “Client Care Search.”</p>
<p>How is data from Client Care Search used?</p>	<ul style="list-style-type: none"> ● Data is used to validate that providers are remaining in compliance with 24 hour updates. ● Data in aggregate is sometimes used to do analysis on Colorado care navigation.
<p>How do people get access to Client Care Search?</p>	<p>Access to Client Care Search is limited to organizations that hold BHA license/designations. Please email cdhs_bha_provider_support@state.co.us if you think you should have access to Client Care Search and have not been contacted by BHA.</p>





Care Coordination - Technology Updates

Care Coordination Changes - July 1st

- Effective July 1st, BHA has expanded responsibilities to provide care coordination to people who are:
 - on terminated certifications pursuant to House Bill 22-1256 and C.R.S. 27-65-108.
 - adjudicated incompetent to proceed and have a petition pending or are on an involuntary short term civil certification House Bill 23-1138 and C.R.S. 27-65-108.5
- [Existing Google forms will be replaced with more comprehensive forms](#)
- Live and recorded trainings will be available to providers

For more information or to participate in training, visit

<https://bha.colorado.gov/behavioral-health/involuntary-mental-health-treatment/providers>





Behavioral Health Claims & Eligibility Updates

Behavioral Health Claims & Eligibility Updates

- PeakPro interface and Provider Portal in the Colorado interChange are still being optimized for BHA programs
- PeakPro not mandated for use in existing provider contracts
- Some MA approvals are for Medicaid Aid Codes that do not cover behavioral health
 - Emergency Medicaid, Family Planning
 - PeakPro would show MA approval and BHA denial
 - Still constitutes an uninsured/underinsured individual
 - Current contract allows service under BHA programs





General Q&A



Future Office Hours

- July 10, 2024
- August 14, 2024
- September 11, 2024
- October 9, 2024
- November 13, 2024
- December 11, 2024



Questions

Contact Us At: cdhs_bha_provider_support@state.co.us