



# BHA Technology Office Hours

November 8, 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 [For Providers](#) BHA webpage.



# Office Hours Housekeeping

What's on your mind? Drop topics in the chat for our Q&A later in the session!

- 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](mailto:cdhs_bha_provider_support@state.co.us) with the subject line “Office Hours” if you have any questions!
- [Sign up](#) to stay informed!
  - We will be sunsetting the google group at the end of 2023. If you're already part of the group we will export you to our new mailing list. If you're not part of that group, please sign up.



# Agenda

- Today's Topics:
  - Training Schedule
  - BHC&E
  - Administrative Burden: CCAR/DACODS Modernization
  - Referrals Platform
- Open Discussion
  - Q&A



# Training Schedule

# Training Schedule

- DRS Training occurs every fourth Tuesday.
  - Click the following link to join any of the training's list below <https://meet.google.com/jbf-guam-ovi>
    - November 28 · 9:00 - 10:30 am
    - December 27 · 9:00 - 10:30 am
- DACODS Training occurs Monthly on the first Wednesday.
  - Click the following link to join <https://meet.google.com/mim-moor-kab>
    - Wednesday, November 29 · 10:00 - 11:30 am



**BHC&E**

# Background

- Behavioral Health Claims & Eligibility (BHC&E) project impacts CMHCs, ASOs, MSO, and provider networks created by ASOs and MSOs
- Originated from the Colorado Behavioral Health Taskforce Blueprint for Reform
  - Designate a single fiscal management system to be used to account for all publicly funded services to improve allocations
- Involves use of CBMS, Colorado interChange, BIDM





# Question 1

Q: It would be good to have an understanding of expectations around the intended use and workflow with Peak and PeakPro. Specifically around client registration and obtaining the State ID for data submissions.

- Peak is the web portal for clients to requested state managed benefits within CBMS
- PeakPro is the enhanced web portal for BHA providers to check eligibility, create applications for benefits
  - Though some screens say Peak, the functionality is enhanced from what a client sees
- A State ID is created when an application is submitted into CBMS
  - State ID is required for encounter submissions into the interChange
- Use of CBMS for eligibility determination will standardize eligibility determination for 300% FPL programs
- Where PeakPro use resides within an organization will be up to that organization



# Question 2

Q: Also, would like to discuss the management and maintenance of user accounts for PeakPro for larger agencies. Who is the point of contact for end users needing help with the site or are having problems? Do they contact the state or does this fall onto the agencies IT staff?

- Single point of contact is needed for each individual organization to request organizational access, approve that organization's individual users, receive system status information from the system vendor
  - Request agency administrator access  
[https://peak--coloradopeak.force.com/PeakPro/s/peak-pro-access?language=en\\_US](https://peak--coloradopeak.force.com/PeakPro/s/peak-pro-access?language=en_US)
  - 3rd Party User Access Request  
[https://hcpf.colorado.gov/sites/hcpf/files/3rd\\_Party\\_System\\_User\\_Access\\_Request\\_Form\\_11152022.pdf](https://hcpf.colorado.gov/sites/hcpf/files/3rd_Party_System_User_Access_Request_Form_11152022.pdf)
- Individual PeakPro user technical issues contact Peak Technical Support at 800-250-7741



# Question 3

Q: Account re-activation and recovery, is this something that requires provider intervention or can this be handled through a self-service option?

- Following initial activation, account must be used at least once over a running 60 day period
- User will receive 3 separate emails before an account is deactivated due to inactivity
- If an account is locked due to inactivity, the Organizational Contact must contact HCPF Agency Admin at [hcpf\\_security@state.co.us](mailto:hcpf_security@state.co.us)
- There is no user self-service option on deactivation



# Question 4

Q: Handling clients who do not qualify for, refuse or are unable to sign up for a Peak account. What (if any) documentation must we capture to provide this as being the case?

- For crisis programs, care comes first
  - If a person refuses to identify themselves, the generic ID would be used
- For other programs, the provider will be able to determine eligibility and create State ID through PeakPro



# Question 5

Q: What will we do for encounter submissions related to capacity based programs, knowing that a State ID will be required for any submission through interChange? I know a generic ID will be something available to use - is that generic ID unique for each agency or is it shared across the state?

- Any program that requires encounter submissions will have to include the State ID for the person receiving the service
- Generic IDs are available only for use by crisis providers if the person's identity is unknown
  - 3 IDs (male, female, unknown)
  - Not unique for every provider



# Question 6

Q: Will we have to submit replacement encounters when a State ID is known later after the generic ID was used? Vice Versa – we had an incorrect State ID used and now must change it?

- Initial view, may be subject to change
- Being crisis program use only, may not have to change previously submitted encounters
  - Person may transition to next care environment, in which case a State ID must be known
  - Use by providers will be monitored
- If an incorrect State ID is used, it would be incumbent on the provider to resubmit the encounter with a correct State ID

# Question 7

Q: Does the design of these new platforms include requirements for API integration and SSO?

- No API integration available or required
- PeakPro access is through a web interface
- interChange encounter submissions is through files dropped to a MoveIt folder with user ID and password



# **Administrative Burden: Modernizing CCAR/DACODS**

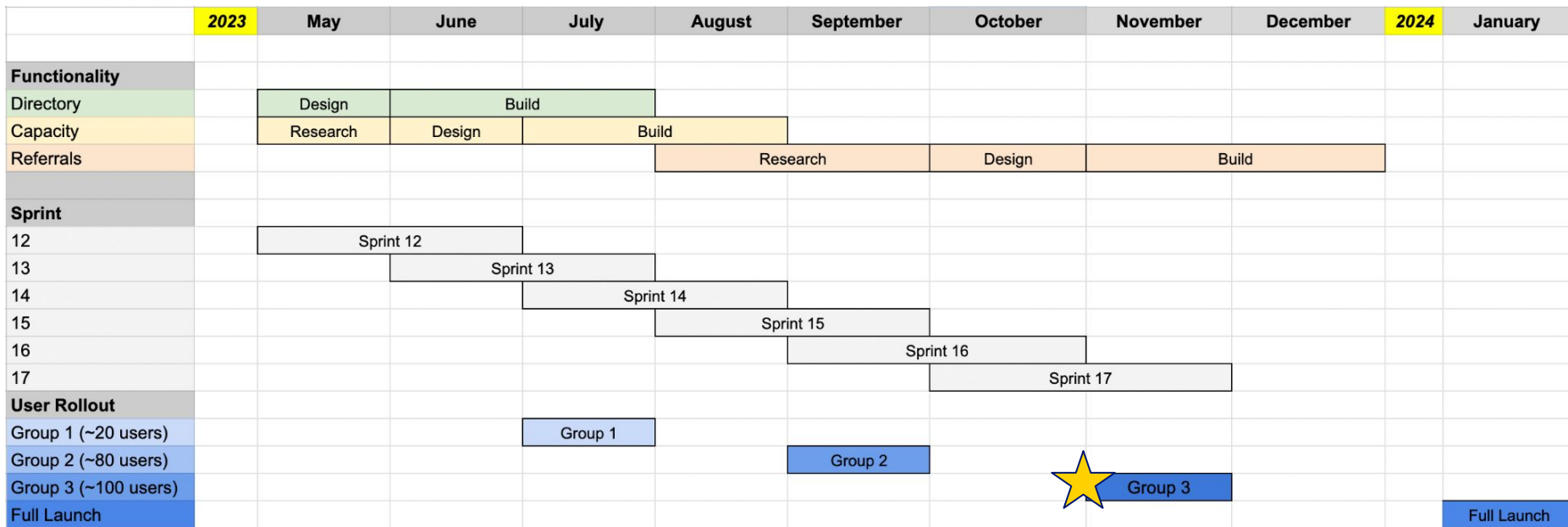


# Administrative Burden | Next Steps

- Thank you to all who provided feedback, both via form responses and through live sessions. We got over 50 responses!
- BHA is currently working to provide responses to the feedback. These form responses will be published with corresponding BHA responses to the project site by **mid-November**.
- The week following the publication of community feedback, we will host three more “Share Out & Discussion Sessions” **to be scheduled**.
  - At this time we will also be promoting additional ways to engage with this effort.
- [Sign up](#) to stay informed! Check “CCAR/DACODS Modernization”

# Referrals Platform

# Referrals Platform | Timeline



We will be releasing a more detailed launch timeline in mid-November, so providers have ample time to prepare

# Referrals Platform | Next Steps

- We will be conducting our third group of test users next week. Email [abigail.fisher@state.co.us](mailto:abigail.fisher@state.co.us) if you haven't been invited to that opportunity yet, but are interested in participating.
- Next steps will be information sessions held throughout December to prepare providers for the January 2024 launch of the tool. More detail to come there in the next few weeks.
- [Sign up](#) to stay informed! Check “Bed Capacity & Referrals Platform”



## Open Discussion / Q&A

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# 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

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# Office Hours 2023 Schedule

- Second Wednesday of the month:
  - December 13th

**We will announce the schedule for 2023 and do a reflection on the year of Office Hours in December!**





# Questions

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

Contact Us:  
[cdhs\\_bha\\_provider\\_support@state.co.us](mailto:cdhs_bha_provider_support@state.co.us)

