



BHA Technology Office Hours

December 13, 2023

THIS MEETING WILL BE RECORDED



COLORADO
Behavioral Health
Administration

What are BHA Technology Office Hours?

Office Hours is a monthly meeting hosted by the BHA technology team for behavioral health organizations and providers 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 slides and recordings can be found on the [For Providers](#) BHA webpage.



Past Office Hour Topics

- Project updates for initiatives like Behavioral Health Claims & Eligibility (BHC&E) and Modernizing CCAR/DACODS.
- Research and user testing findings
- Research and user testing opportunities
- Live user testing
- Training and provider onboarding updates
- Presentations from other BHA divisions (ex. BHA Programs)



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 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 ~25 min**
 - 2023 BHA Tech Recap
 - BHA Technology Training Schedule
 - LADDERS (BHA Licensing System) Update
 - Modernizing CCAR/DACODS Project Update
 - Behavioral Health Claims & Eligibility (BHC&E) Project Update
- **Open Discussion ~25 min**



2023 BHA Technology Recap!

Tech Wins from 2023!

- Launched Central Registry, improving the process of admitting and discharging patients from OTPs.
- Improved our data ingestion, analysis and presentation for providers through our technology partner Snowflake.
- Updated our licensing system LADDERS.
- Conducted research, user testing, and technology pilots with **hundreds** of providers on:
 - Bed tracking
 - Inpatient / residential referrals
 - Peer navigation
 - Data reporting and administrative burden.



“Any time our team gets to speak with people outside of BHA, I feel proud. It's an honor to do work in service of improving how people give and receive care.” - **BHA Tech Team Member**



We would love to hear from you!

1. What are your teams focused on this year?
2. How could we support you in 2024?

We will share a more detailed 2024 timeline / roadmap early next year!



LADDERS (BHA Licensing System) Update

LADDERS Updates

Changes have been made to the LADDERS system to accommodate the changes to the new BHE/27-65/Safety Net structure. All current BHA providers will transition over to the new BHE structure by 12/31/2024. Additional details can be found on the [BHA Rules and Laws website](#) and the [LADDERS Provider Page](#)

Previous LADDERS application structure

The screenshot shows a web application interface with a navigation bar at the top containing the following tabs: Information, Mental Health, Substance Use, RSSO, Upload Documents, and Pay. The main content area is titled "Select License Types" and includes a sub-header. Below the sub-header, there is a paragraph of text: "You must apply for a Substance Use Disorder Treatment License in order to apply for a Controlled Substance License." Underneath this text, there are four rows, each with a text label and a checked checkbox:

- Apply for Mental Health Designation
- Apply for Substance Use Disorder Treatment
- Apply for Controlled Substance License
- Apply for Recovery Support Services Organization (RSSO) license

At the bottom of the form, there are two buttons: "Save" and "Next" with a right-pointing arrow.

NEW LADDERS application structure

The screenshot shows a web application interface with a navigation bar at the top containing the following tabs: Application(s), Agency Information, Upload Documents, Payment Amount, and Sign & Submit. The main content area is titled "Application Selection(s)" and includes a sub-header. Below the sub-header, there is a paragraph of text: "Please select the license(s), designation, and/or approval(s) that your agency is applying for." Below this text, there is a note: "NOTE: If applying for a Controlled Substance License (CSL), your agency must have a current Behavioral Health Entity (BHE) or Substance Use Disorder (SUD) treatment license issued by the Behavioral Health Administration (BHA)." Underneath the note, there are five rows, each with a text label and an unchecked checkbox:

- Behavioral Health Entity (BHE) license, including endorsement(s)
- 27-65 designation
- Essential Safety Net provider approval(s)
- Comprehensive Safety Net provider approval
- Controlled Substance License (CSL)
- Recovery Support Services Organization (RSSO) license

At the bottom of the form, there are two buttons: "Save" and "Next" with a right-pointing arrow.



BHA Technology Training Schedule

Training

DUI Training will occur every month on the second Tue. You are invited to register for any or all of the following Zoom meetings below.

When:

- Jan 09, 2024, 10:00 AM
- Feb 13, 2024, 10:00 AM
- Mar 12, 2024, 10:00 AM
- Apr 09, 2024, 10:00 AM
- May 14, 2024, 10:00 AM
- Jun 11, 2024, 10:00 AM

Register in advance for these meeting times:

https://us02web.zoom.us/meeting/register/tZArc-uspzwtHdelv0yrlwyyhvkzDr9il_a5

After registering, you will receive a confirmation email containing information about joining the meeting.

DACODS Training will occur every month on the third Wednesday. You are invited to register for any or all of the following Zoom meetings below.

When:

- Jan 17, 2024, 10:00 AM
- Feb 21, 2024, 10:00 AM
- Mar 20, 2024, 10:00 AM
- Apr 17, 2024, 10:00 AM
- May 15, 2024, 10:00 AM
- Jun 19, 2024 10:00 AM

Register in advance for these meeting times:

<https://us02web.zoom.us/meeting/register/tZYtf-6tpzMtGNJWRXNVvihnSl5w6m0Xxw2E>

After registering, you will receive a confirmation email containing information about joining the meeting.



Modernizing CCAR / DACODS Project Update

Administrative Burden | Next Steps

- BHA has been working on collecting feedback and preparing corresponding responses. We had initially planned to respond to feedback received in mid-November, but ran into some delays.
- These form responses will be published with corresponding BHA responses to the project site by **early January**.
- 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”



Behavioral Health Claims & Eligibility (BHC&E) Project Updates



Open Discussion / Q&A

Today's Questions

1. What does your organization do to ensure people in the community know about you and your services?
 - a. *Directories, websites, social media, flyers, other...*
2. Who at your organization is responsible for creating awareness within your communities?

To provide additional feedback, please email alexandra.orlov@state.co.us with the subject line "Office Hours"!



Office Hours 2024 Schedule

2nd Wednesday of every month

- January 10, 2024
- February 14, 2024
- March 13, 2024
- April 10, 2024
- May 8, 2024
- June 12, 2024
- July 10, 2024
- August 14, 2024
- September 11, 2024
- October 9, 2024
- November 13, 2024
- December 11, 2024

What should we do differently in 2024 for Office Hours?

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.





Thank You!

Future Office Hour Info:

<https://bha.colorado.gov/resources-for-providers>

Contact Us:

cdhs_bha_provider_support@state.co.us

