



Colorado Access Behavioral Health Organizational Credentialing

Colorado Access has a NEW credentialing process for organizational providers (including integrated care clinics) wishing to utilize unlicensed clinicians to render clinical services. This was developed to respond to the behavioral health workforce shortage. Our greatest priority is maintaining a high clinical standard of care for our members: our updated policies will help ensure that unlicensed providers within mental health organizations and integrated care settings are receiving appropriate supervision and oversight, with the goal of excellent patient care that also supports expanding the workforce pipeline.

Providers will complete a clinical application and then be credentialed individually to allow the use of unlicensed clinicians. We are no longer requiring providers to have an OBH clinic designation and will not require providers to obtain a BHE designation.

Unlicensed providers (supervised by a licensed clinician) can include the following:

- Bachelor's level staff functioning as case managers, community outreach staff, and/or peers
- Master's level interns
- Master's level pre-licensed clinicians
- Licensed clinicians not yet validated with Medicaid and/or credentialed with COA

We are currently in the pilot phase of this project and will open the process to all interested behavioral health and/or integrated care provider groups by May 2, 2022.

FAQs

1. Will Colorado Access be providing templates or suggested language for the clinical application?
No. We want to avoid dictating *how* providers practice; we want to see that policies are in place that address the elements listed in the clinical application.
2. What is the timeline for becoming a behavioral health organizational provider?
Once the provider submits a clinical application, the clinical team will review the application and supporting documentation submitted within 5-10 business days. If the application is insufficient or more information is needed, a site visit may be scheduled by the clinical team. Once approved, the application will be forwarded to Contracting and Credentialing, with a turnaround time of up to 45-60 days for processing (average turnaround time is 27 days). Once the provider has an "effective date" set on their contract, they can begin to serve Colorado Access members. It will take an additional 30-45 days for the provider to be loaded into the configuration system for claims to be paid.
3. Are unlicensed professionals providing care coordination and collateral services (such as a behavioral health navigator) included in this process?
Yes. All unlicensed/pre-licensed staff rendering clinical services are included. Colorado Access has no requirement that unlicensed providers be working toward licensure.