



7/9/2026

Colorado Access Behavioral Health Provider Town Hall



Agenda

Welcome & Introduction

Key Provider Updates

Compliance Corner

Provider Education

Questions

Thank You for Joining Us

Colorado Access Members



Amber Pace

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Sarah Vigil

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Bill Pierini

Senior Provider Network Contractor



Sarah Otto

Manager of Claims Technical Operations



Wonder Moore

Behavioral Health Program Manager



Key Provider Updates



Rendering Provider Oversight (RPO): Behavioral Health Billing Updates

Provider guidance for billing pre-licensed clinicians & unlicensed professionals



As noted in the Health First Colorado Behavioral Health Rendering Provider Oversight (RPO) Policy, pre-licensed clinicians and unlicensed professionals are not able to independently deliver Medicaid reimbursable behavioral health services because they do not hold a valid active license in Colorado. They are also not able to enroll with Health First Colorado (Colorado's Medicaid program) as a provider. Therefore, to reimburse for care delivered by these individuals, their services must be billed under a **Rendering Provider**. There is no change to this policy.



Effective July 1, 2026



Add Modifier U9 to your claims

- Include Modifier U9 on all claim lines for behavioral health services your pre-licensed clinicians or unlicensed professionals deliver.
- Based on provider feedback, HCPF postponed the requirement to include identifying service-provider information until January 2027.



Effective January 1, 2027



Obtain an NPI & use Box 19

- Every service provider, including pre-licensed clinicians and unlicensed professionals, must obtain an Individual NPI through NPPES.
- List the service provider's NPI in Box 19 of the CMS 1500 claim form.



Applying for an NPI

<https://nppes.cms.hhs.gov/help/npi-application-help-page>

New Non-Emergency Medical Transportation (NEMT) Provider

Provider guidance

 Effective July 1, 2026



Health First Colorado (Medicaid) members now have a new provider for Non-Emergency Medical Transportation (NEMT): **MediDrive**. Providers can create a MediDrive provider portal account to help schedule rides for their patients.

On the MediDrive website, providers can:



Book a ride

Schedule Non-Emergency Medical Transportation for eligible members.



Set up an account

Register your facility's provider account to book rides for patients.



Training modules

Complete guided training on booking and managing rides through the portal.



MediDrive provider portal (Colorado): <https://medidrive.com/facilities/co>

The Language Services Program

Enhanced reimbursement for behavioral health care delivered in a member's language

10%

INCREASED REIMBURSEMENT RATE

WHAT THE RATE APPLIES TO

- Direct outpatient behavioral health services
- Offered in a member's identified language

Why it matters

Earn enhanced reimbursements for providing behavioral health services in languages other than English recognizing the additional effort, training, and expertise needed to deliver culturally and linguistically appropriate care.



Who qualifies Only contracted outpatient behavioral health service providers are eligible for this incentive.



Not eligible for the incentive

Federally qualified health centers · Community mental health centers · Inpatient hospitals · Residential or bed-based services



Want to participate? Reach out to Provider Network Services to learn more.

Supportive Services Communication Discussion

The change

Effective August 1, 2026, select supportive services carry hard daily and annual limits (CO MUEs), plus same-day billing edits (CO PTP).

Why it matters to members

When a limit is reached, claims deny with the message “Benefit maximum for the time period has been met.” Members may not know a cap exists until a service is turned away.

What we’re requesting

We want to understand how each provider communicates these hard cap limits to members today — before services begin, during care, and at the point a cap is reached.

Today’s focus: current communication methods — the how, the when, and the who.



Compliance Corner



H0023 – Behavioral Health Outreach Services

Appropriate Uses

- Outreach to individuals not engaged in services
- Community-based engagement activities
- Building rapport and trust
- Identifying barriers to treatment or recovery services
- Providing information on available behavioral health resources
- Encouraging connection to services and supports

Not Appropriate

- Therapy or counseling sessions
- Skill-building or training (H2014)
- Ongoing peer recovery support (H0038)
- Transportation or waiting time
- Case management activities (T1017)
- Generic check-ins with no outreach or engagement purpose



Provider Education



Upcoming HCPF Webinars

 REGISTER TO JOIN

Live stakeholder & provider webinars

JULY

15

1:00 PM

Cover All Coloradans Stakeholder Webinar

HCPF will provide updates on Cover All Coloradans, with time for questions throughout the webinar.

 Register: https://us02web.zoom.us/webinar/register/WN_q0h9C3ZMQpOfXWY_Tg-8uA#/registration

JULY

21

9:00 AM

HCPF Medicaid Work Requirements Webinar

HCPF explains work requirements and what's known today, what they may mean for members, counties, providers, and communities (including who may not have to comply), what comes next, and how partners can stay involved. Presenters also address FAQs from the June 2 webinar.

 Register: https://us02web.zoom.us/webinar/register/WN_SkRqDLAvTBSV5NEpT6ZDhQ#/registration

JULY

29

2:30 PM

HCPF Medical Frailty Webinar

HCPF shares what's known now about who may not have to report work, school, or volunteer activities based on medical frailty, plus federal guidance, provider and advocate feedback, and what it means for members.

 Register: https://us02web.zoom.us/webinar/register/WN_lxpALQsgSZezvcTwsS11VA#/registration

Stay Connected & Contacts

Provider resources & key contacts

Provider Emails

Sign up for Colorado Access provider emails to receive important updates, trainings, and resources.

Visit: www.coaccess.com/providers/

BH Town Hall Meetings

Register: www.coaccess.com/providers/

Questions regarding registration: clinical@coaccess.com

The slide deck and video will be uploaded no later than the following Friday.

Meeting materials: www.coaccess.com/providers/resources/trainings/

Contacts

General questions

Customer Service (800) 511-5010

Provider Network Services

providernetworkservices@coaccess.com

Claims questions

claimsresearch@coaccess.com

Contracting

provider.contracting@coaccess.com

Credentialing

credentialing@coaccess.com

Payment Questions

For questions unique to your contract please contact

provider.contracting@coaccess.com

Please note: Medicaid FFS questions should be directed to HCPF.

Questions

