

October 8, 2026

Colorado Access Behavioral Health Provider Town Hall

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Agenda

- Welcome & Introduction
- Compliance Corner
- Key Provider Updates
- Provider Education
- Questions

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Thank You for Joining Us

Colorado Access Members



Amber Pace

Senior Director of Behavioral Health Services



Sarah Vigil

Manager of Compliance Risk & Auditing



Renee Fletter

Supervisor of Claims Research



Bill Pierini

Senior Provider Network Contractor



Sarah Otto

Manager of Claims Technical Operations



Wonder Moore

Behavioral Health Program Manager

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Meeting Resources

Before we get started

Webinar Will Be Posted

This webinar will be posted on the Colorado Access provider resource and training page.

Visit: www.coaccess.com/providers/resources/trainings/

You'll Get an Email

An email will be sent to all attendees once the meeting materials have been posted.

No action needed today, just watch your inbox for the notification.

What's Included

Slide deck

The full presentation from today's meeting, available to download and share with your team.

Video recording

A complete recording of the webinar to revisit or share with colleagues who could not attend.

Questions: clinical@coaccess.com



Compliance Corner

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Common Behavioral Health Audit Findings

AUDIT READINESS

Six recurring gaps that create documentation, billing, and recoupment risk

01 Service-code mismatch

The note does not describe or support the HCPCS/CPT service billed.

02 Unsupported duration or units

Documented time, start/end times, or clinical activity does not support the units billed.

03 Medical necessity gaps

The assessment, diagnosis, or treatment plan does not clearly support the service or level of care.

04 Missing encounter details

Date, place of service, modality, reason for encounter, or required consent is absent or inconsistent.

05 Signature and staff issues

Signature, credential, provider type, supervision, or rendering-provider information is missing or misaligned.

06 Generic or incomplete notes

Cloned language, minimal interventions, and missing member response or follow-up weaken audit support.

Audit-ready documentation tells a complete story: why the service was needed, what occurred, who delivered it, how long it lasted, and how the member responded.



Key Provider Updates

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New Provider Contracting Pause

Colorado Access Choice, our Marketplace plan, is not affected

Contracting and Applications

- We have paused new provider contracting for our Child Health Plan Plus (CHP+) and Health First Colorado (Regional Accountable Entity, RAE) networks.
- During this pause, we are not accepting new contracts or processing new applications for these lines of business.

Enhanced Network Data

- The pause will remain in effect while we incorporate enhanced network data that will further strengthen how we align contracting decisions with member need, access, and network capacity.

Timing and Exceptions

- We do not have an end date for the pause at this time and will share updates as they become available.
- Only designated services addressing documented network shortages may qualify.
- Providers must meet specialized service and local access requirements.
- Applications do not guarantee a contract.

CHP+ and RAE Pause Exceptions

Statewide criteria for highly needed services

The only exceptions are providers who directly deliver services Colorado Access has identified as highly needed due to documented network shortages. The categories below apply statewide.

Colorado System of Care (CO-SOC)

Enhanced High Fidelity Wraparound, Enhanced Multisystemic Therapy, and Enhanced Functional Family Therapy.

Intensive treatment for children and youth

Substance use disorder and behavioral health residential, partial hospitalization (PHP), or intensive outpatient (IOP) services.

Eating disorder treatment

Treatment for any age.

Services in other languages

Behavioral health or substance use disorder services delivered directly by clinicians fluent in a language other than English or Spanish.

Behavioral health respite

Services for caregivers of children with complex needs.

County-level access gaps

A service in a county where the most recent quarterly network adequacy review identified an access gap for that service, primarily in the CHP+ network for rural counties.

Children: ages 0–12. Youth: ages 13–21.



Provider Education

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Colorado Access H.R. 1 Webinar

For providers and community partners | Thursday, October 29, 11:30 AM

Join the Session

Thursday, October 29 at 11:30 AM, hosted on Microsoft Teams.

Open to providers and community partners — register using the link at the bottom of this slide.

Register Here

Why Attend

This session is designed to help practices and partners better understand upcoming changes, prepare their teams, and connect members to available resources.

Questions: clinical@coaccess.com

What We'll Cover

Overview of H.R. 1 and key policy updates

Colorado Access strategy and operational response, including regional analysis of impacted populations

Practical considerations for operational readiness and member support

Resources and referral pathways to help patients maintain coverage

Panel discussion with county partners on local implementation plans, resources, and community support strategies

Register: https://events.teams.microsoft.com/event/52e6a5f6-50ec-4c9b-9c89-72a35fefc7bc@02ca57ad-93ea-4007-be00-1053bc1d4058

Community Resource Database

Connect members to food, housing, education, and financial assistance

What It Is

Colorado Access has created a searchable database to help providers locate the assistance members need.

Search for programs by ZIP code and category.

How to Use It

Enter the member's ZIP code, browse by need, and share or refer directly from the site.

What You Can Find

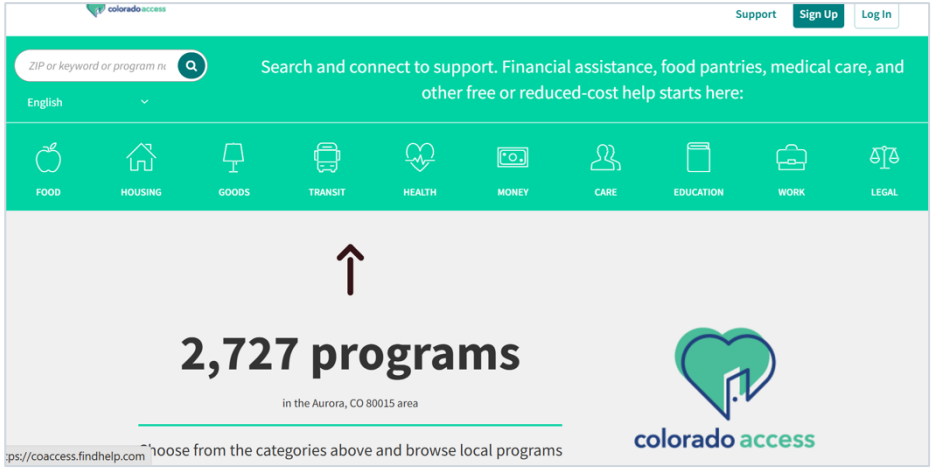
Food — pantries, meal programs, and nutrition support

Housing — shelter, rent and utility assistance, and housing navigation

Education — adult education, job training, and classes

Financial assistance — benefits enrollment, tax help, and emergency funds

Additional supports including transportation, health care, and legal aid



Visit: https://coaccess.findhelp.com/

We Want Your Feedback

Behavioral health provider town hall meeting survey

Share your feedback on our Town Hall

We are asking all behavioral health providers to complete a short survey on the Colorado Access behavioral health provider town hall meetings. Your input helps shape future topics, format, and timing.

Two ways to complete the survey

- Visit the survey link below
- Scan the QR code with your phone camera

https://forms.cloud.microsoft/r/mXQzVT5RET

Scan to complete the survey

Thank you for taking a few minutes to share your feedback with Colorado Access.

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

Contacts

General questions
Customer Service (800) 511-5010

Claims questions
claimsresearch@coaccess.com

Contracting
For questions unique to your contract, please contact provider.contracting@coaccess.com

Credentialing
credentialing@coaccess.com

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

Questions



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