

5/14/2026

# Colorado Access Behavioral Health Provider Town Hall

This is a monthly meeting where we share updates, provide information, training, and welcome your questions, feedback, and discussion.



# Agenda

Welcome & Introduction

Key Provider Updates

Compliance Corner

Provider Education

Questions

# Welcome! We are happy you are here today.

## 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
- Sophia Ruybal – Provider Network Manager





# Key Provider Updates



# Key Provider Updates

## Notice of Material Change – Effective July 1, 2026

- Rate updates for supportive, non-clinical services (Medicaid & CHP+):
  - H0038 – Self Help / Peer Services (15 min)
  - H2014 – Skills Training & Development (15 min)
  - H2032 – Activity Therapy (15 min)
  - Rate: \$7.71 per 15 min
- PAR required for 3.7 WM

# Key Provider Updates

SBHS Billing Manual – April 2026 Update





# Compliance Corner



# Compliance Corner

## Documentation Requirements

- Date of Service (DOS)
- Start and end time/duration of session and total contact time with person-served or collateral(s)
- Session setting/place of service (see Appendix K for list of Places of Service)
- Reason for the encounter, description of services provided, and interventions utilized
- Provider's dated signature and relevant qualifying credential. A title should be included where no credential is held.
- That a service was provided;
- That there is clinical rationale and medical necessity for the service;
- That the service code utilized is appropriate to the encounter;
- Whether the individual served is engaged and/or benefiting from the service.
- Documentation of consent to participate in the service (e.g. consenting to Telehealth)
- The individual's response to the service and/or demonstrated benefit from the service provided
- Assessments, which may include treatment history, results of screening and/or diagnostic tools, Mental Status Exam (MSE), and clinical impressions (as applicable)
- Relevance to the treatment plan/plan for service (as applicable)
- Plan(s) for follow-up, including coordination of care, referrals and recommendations

# Compliance Corner

- Even if a coding page does not list a minimum or maximum duration for that code, per the Service Documentation Standards, it is still required for notes to have the start and end time/duration of the session.
- Addresses, logo, the name of your practice or the building in which it is located in DO NOT suffice for Place of Service. Please see Appendix K in the Billing Manual for a list of Place of Service codes and their descriptions.
- Notes must contain a valid provider signature – meaning it is dated and has the provider's credential (or title where no credential is held).

For additional information please go to the HCPF Service Documentation Website.  
[HCPF Service Documentation Website](#)





# Provider Education



# New Courses Available for Peer Services

## Peer Services Training – Common Documentation Mistakes

- Frequent errors in documentation & billing
- Importance of detailed, timely notes
- Supervision and oversight

## Peer Services Training, Part 2 – Requirements, Documentation, Service Codes & Best Practices

- Allowable codes for Peer Support Professionals
- Documentation
- Best Practices
- Peer Support Professionals requirements



# HR1 Feedback Sessions for Providers & CBOs

**Purpose:** Opportunity for providers to learn about and give feedback on upcoming HR1 Medicaid communications.

**Who:** Colorado Access, in partnership with the Colorado Health Foundation and the Center to Advance Consumer Partnership (CACP), and in collaboration with HCPF, Medicaid members, and community organizations statewide, are working to enhance the delivery of HR1-related information to Medicaid members.

**Goal:** To ensure members receive information that is:

- Clear and easy to understand
- Accessible and timely
- Consistent across organizations

The CACP team will share an overview of this unified communication strategy, types of toolkit assets, and timelines for deployment. There will be an opportunity for discussion and feedback on key topics including:

- What communications resources and outreach support are most important for your organization to best help Medicaid members understand and manage the HR 1 changes?
- How and when can your organizations best support members as they navigate the HR1 changes?
- Where are there opportunities for better alignment and coordination across stakeholders in supporting Medicaid members?

Tuesday, June 2 <sup>nd</sup> at 8:00 am	Thursday June 4 <sup>th</sup> at 12:00 pm
Link to Register: <a href="https://us02web.zoom.us/j/83771136101">https://us02web.zoom.us/j/83771136101</a>	Link to Register: <a href="https://us02web.zoom.us/j/86159201334">https://us02web.zoom.us/j/86159201334</a>



# Stay Connected

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

**Visit:** [www.coaccess.com/providers/](http://www.coaccess.com/providers/)



# Questions



# Contacts

- **General questions**

Customer Service (800) 511-5010

- **Provider Network Services**

[providernetworkservices@coaccess.com](mailto:providernetworkservices@coaccess.com)

- **Claims questions**

[claimsresearch@coaccess.com](mailto:claimsresearch@coaccess.com)

- **Contracting**

[provider.contracting@coaccess.com](mailto:provider.contracting@coaccess.com)

- **Credentialing**

[credentialing@coaccess.com](mailto:credentialing@coaccess.com)

