

## Section I

# GENERAL INFORMATION

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### WELCOME TO VALUEOPTIONS COLORADO MEDICAID NETWORK SERVING COLORADO HEALTH PARTNERSHIPS, FOOTHILLS BEHAVIORAL HEALTH PARTNERS, AND NORTHEAST BEHAVIORAL HEALTH PARTNERSHIP

As a ValueOptions Colorado Medicaid Network provider, you join with some of the most accomplished behavioral health care professionals in the country – people who share our commitment to making quality mental health care more accessible for our members. This handbook was developed to answer your questions about the new Colorado Medicaid Network and about how we manage and coordinate the delivery of behavioral health care to Colorado Medicaid members. It includes compliance with Medicaid requirements, services, clinical guidelines, policies and procedures, member rights and responsibilities and provider resources. Following these guidelines will assist us in giving you timely treatment authorizations and claims reimbursement.

If you have any questions or comments while reading the handbook or at any other time, please call CO Medicaid Provider Relations at our toll-free Provider Line, 1-800-804-5040.

**Provider Relations Needs: 1-800-804-5040**

#### **Clinical Authorization and Claims Needs:**

Colorado Health Partnerships 1-800-804-5008

Foothills Behavioral Health Partners 1-866-245-1959

Northeast Behavioral Health Partnership 1- 888-296-5827

Thank you for your participation in our network. We look forward to a long and rewarding relationship with you as we work together to provide high quality Member care.

#### **ABOUT THE VALUEOPTIONS COLORADO MEDICAID NETWORK**

ValueOptions Colorado serves three separate Colorado partnerships, each of which is contracted by the Colorado Medicaid Community Mental Health Services Program as a Behavioral Health Organization (BHO). BHOs are tasked with managing Medicaid mental health benefits and funds on a regional basis. BHOs must comply with all federal and state regulations regarding administration of the Medicaid program including good stewardship of Medicaid funds.

These three partnerships include Colorado Health Partnerships (CHP), Foothills Behavioral Health Partners (FBHPartners) and Northeast Behavioral Health Partnership (NBHP). Each partnership holds a contract with the Colorado Department of Health Care Policy and Financing for Medicaid funded behavioral health services on a regional service area basis. Together the three BHOs working with ValueOptions encompass 60 counties and over 300,000 Medicaid members throughout Colorado. Members are assigned a BHO based on the county in which they obtain Medicaid eligibility. (NOTE: This may not be their county of current residence. You are responsible for determining the Member's county of eligibility.) Each

Partnership is organized as a Colorado Limited Liability Company owned by Community Mental Health Centers local to the service area and ValueOptions.

**Colorado Health Partnerships (CHP)** includes Colorado West Regional Mental Health, The Center for Mental Health, Axis Health Systems, AspenPointe Health Services, Spanish Peaks Mental Health Center, Southeast Mental Health Services, West Central Mental Health Center, San Luis Valley Comprehensive Mental Health Center, and ValueOptions.

**Foothills Behavioral Health Partners (FBHPartners)** includes Jefferson Center for Mental Health, The Mental Health Center Serving Boulder and Broomfield Counties, and ValueOptions.

**Northeast Behavioral Health Partnership (NBHP)** includes Larimer Center for Mental Health, North Range Behavioral Health, Centennial Mental Health Center, and ValueOptions.

Each of these BHOs may have specific requirements and additional information that can be found in the BHO specific addendum that accompanies this handbook.

The Colorado partnerships are based on a unique model pioneered in Colorado in 1995. These partnerships bring together the advanced information and managed care strengths of a national company with the full array of high quality local service providers who practice throughout Colorado. The backbone of this provider system consists of Community Mental Health Centers that are regionally based and have long, local histories and outstanding records of service to local communities and residents. Colorado is one of few states that have such a strong public mental health system and one that delivers services to members at convenient locations throughout the rural and frontier areas of our state. One of the benefits to Colorado of the partnership model is that it strengthens and preserves Colorado's public mental health safety net.

By choosing to participate as a provider in the ValueOptions Colorado Medicaid Provider Network, you are assisting us in increasing capacity for quality services to Medicaid members.