



Northeast Health Partners

RAE 2

February 26, 2025

Agenda

Introductions

NHP Overview

ACC Phase III

Next Steps

Contact NHP

Questions / Discussion





Meet the NHP Team

NHP Team members

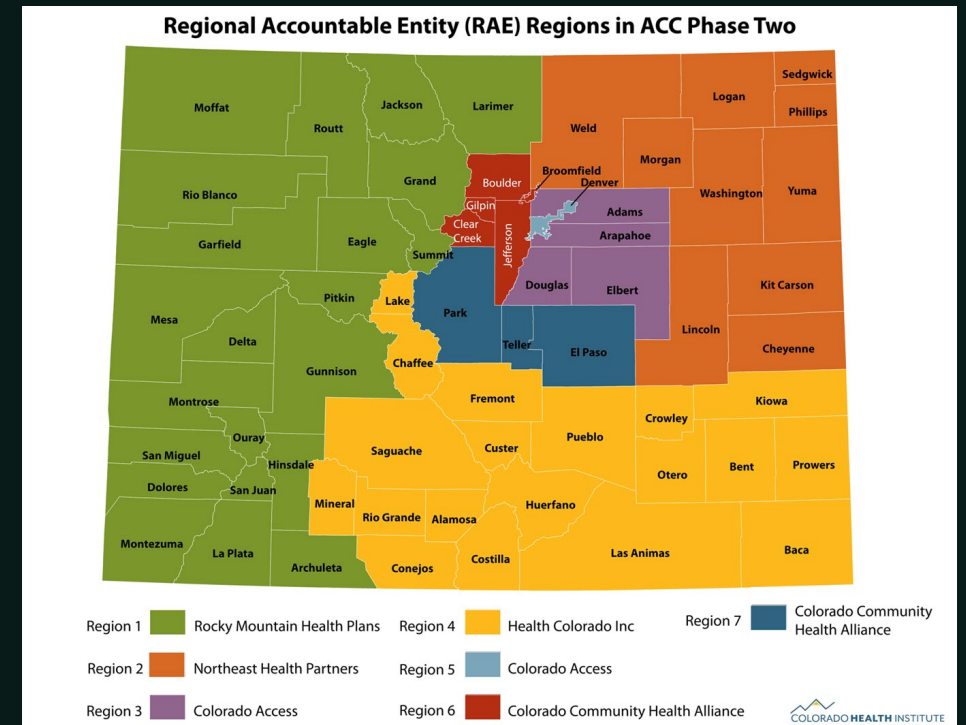
- Kari Snelson, CEO
- Dr. Brian Robertson, COO
- Jen Hale-Coulson, Chief of Clinical Operations (COCO)
- Tom Grimmer, CFO
- Wayne Watkins, CIO
- Raina Ali, Community Relations Manager
- Jennefer Rolf, Project Manager
- Chantel Hawkins, Quality Manager
- Alee LaCalamito, Pop Health Manager
- Natasha Lawless, Contract Manager
- Laura Cornell, Administrative Manager
- Diamila Konate, Data Analyst
- Joanna Martinson, Regional Care Coordination Administrator
- Alma Mejorado, Provider Network Consultant



NHP Overview

Who is Northeast Health Partners?

- Northeast Health Partners (NHP) is a non-profit regional organization established in 2017
- We are the current RAE for Region 2 and have served in that role since 2018
- 100% of our staff is Colorado-based
- We are expanding our team for Phase III!



Mission and Vision

Mission

It is our mission to serve the members in our communities and provide a comprehensive range of physical and behavioral health services with commitment to compassionate service to meet the needs of our members.

Vision

To become the state's preeminent Medicaid health plan by connecting local communities and resources together to meet member and provider needs.

Values

- **Unwavering Leadership**: We strive to take the lead in advocating for our members, our providers, and our community groups to streamline process and eliminate unnecessary burdens to ensure seamless access to services.
- **Customer Service**: We are committed to maintaining high-satisfaction for the service we provide across members, providers, and community-based organizations.
- **Achievement**: We believe in continuous improvement and constant refinement to achieve results and offer high-quality care to Coloradans.
- **Responsiveness**: We strive to be nimble and efficient in our operations and services.
- **Commitment**: As a local organization focused on healthcare, we are committed to the community to ensure high-value services are available and accessible.
- **Transparency**: We believe in clarity and openness to our activities for both our providers network and the public.



ACC Phase III


Updates & Key Changes



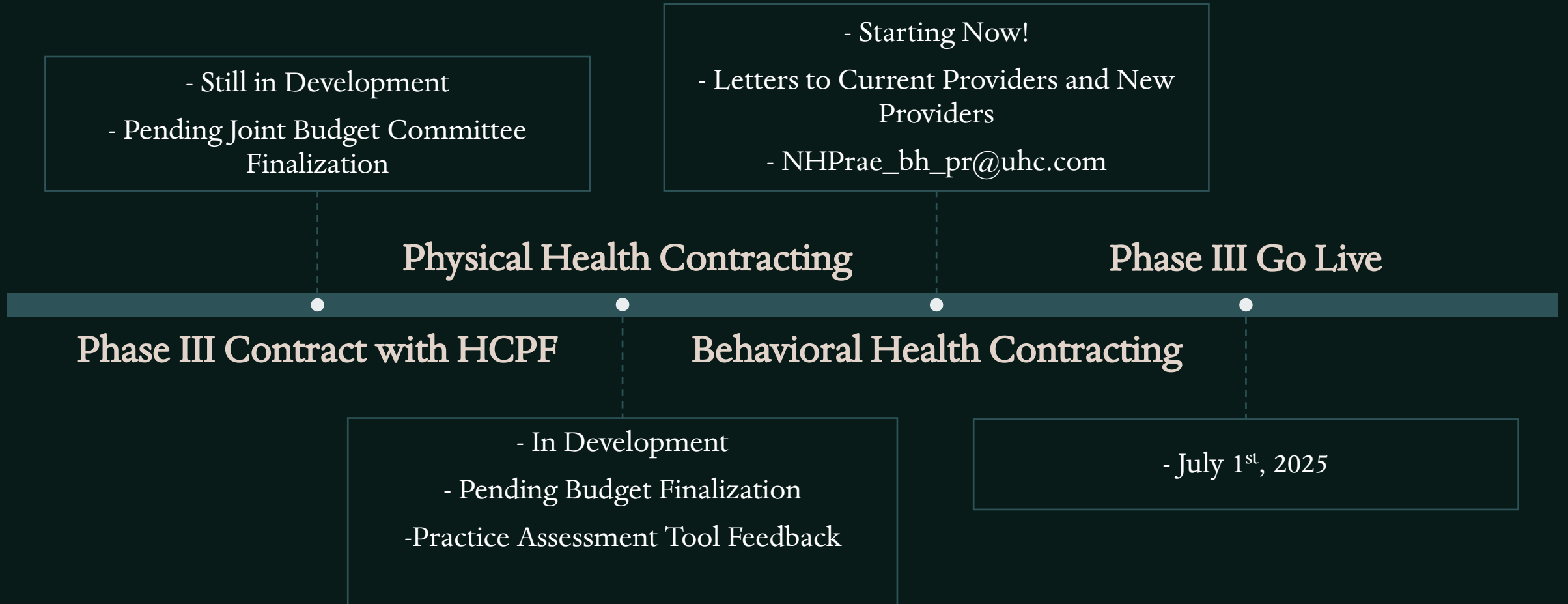
ACC Phase III Regional Entities and Counties



Key Changes for Phase III

- New Logo The image shows a transition from the old logo to the new one. On the left is the old logo: a white square with a large blue 'N' containing a sunset scene, with the text 'NORTHEAST HEALTH PARTNERS, LLC' below it. A grey arrow points to the right, where the new logo is shown: a stylized heart shape composed of blue and green curves, followed by the letters 'NHP' in blue.
- Expanded Office Locations
 - Greeley, Colorado: Corporate Office
 - Akron, Colorado: Regional Hub
 - Lamar, Colorado: Regional Hub
- New Behavioral Health Partnership with Rocky Mountain Health Plans
 - Seamless Behavioral Health Network
 - Single contract for BH Providers
- Physical Health Contracts will be managed by NHP staff
- NHP is always a point of contact!

Timeline





Program-Specific Changes

Updates & Key Changes

Physical Health Attribution & Performance Measures

Phase II Attribution

- Based on geography
- Uses a family-centric model
- Assigns members to clinics
- PCMPs are responsible for all assigned members
- Performance incentives are RAE-specific and depend on regional performance

Phase III Attribution

- No geographical attribution
- Does not assess family utilization
- Assigns members to clinics based on claims
- If the member has no claims, they will not be assigned a PCMP. The RAE will be responsible for assigning a PCMP.
- Performance measures are clinic-specific and are not dependent on regional performance

Physical Health Contracting

- PMPM amounts are still being determined by the state
- NHP has a draft PMPM framework for providers. We are awaiting a final budget
- PCMP Payments will be made based on the PCMP's tier
- PCMP contracts are in development and communications will be sent soon
- Contact Alma Mejorado, Provider Network Consultant, at alma@nhpllc.org



710 11th Ave, Suite 203
Greeley, CO 80631

Dear PCMP,

Northeast Health Partners (NHP) is pleased to inform you that we have been selected by the Department of Health Care Policy and Financing (HCPF) to continue service as the Regional Accountable Entity (RAE) for [Region 2](#) starting July 1, 2025. As part of this new phase of the Accountable Care Collaborative (ACC Phase 3), NHP will serve additional counties.

Existing Counties: Weld, Morgan, Logan, Sedgwick, Phillips, Yuma, Washington, Kit Carson, Lincoln, and Cheyenne.

New Counties: Elbert, Kiowa, Crowley, Otero, Bent, Prowers, Larimer, and Baca.

At this point, we are working closely with HCPF to finalize the details of ACC Phase 3. One key component is the implementation of a universal *Practice Assessment*. HCPF is currently discussing a standard process across the state where each individual Practice Site (clinic location) will complete a universal *Practice Assessment* at least annually. This will determine PCMP tier levels which then set monthly PMPM rates for each Practice Site. Practices Sites will be able to ask for a new assessment if they have any substantial changes that may enable them to advance a tier (such as hiring personnel or implementing new data systems). We will be providing you with additional details on the assessment, the scoring categories, and processes as they become available.

As a valued PCMP in Region 2, we are excited to partner with you to serve Medicaid members. I will be your primary NHP contact through this process. In the coming weeks, I will be reaching out to you to initiate the contracting process with NHP. Here is my contact information **Alma Mejorado**, Provider Network Consultant: alma@nhpllc.org.

Key steps in the contract process will include:

1. Ensuring enrollment in Health First Colorado (Medicaid).
2. Completing the Practice Assessment by PCMP Practice Site.
3. Submitting PCMP Practice Site demographic data, W9, and BAA forms.
4. Reviewing and signing contract sent via DocuSign.

Please let me know if there is a more appropriate contact person at your organization with whom I should work through the contract process.

We are looking forward to partnering with you to ensure our members receive the care they need and deserve.



Physical Health PCMP Tiers

- Phase III will include 3 different PCMP tiers based on capabilities and engagement
- Tiers will be based on a score from a practice assessment
- To obtain the Practice Assessment, please reach out to Alma Mejorado at Alma@nhpllc.org:
- Your feedback is requested!

Physical Health Care Delivery Domain	Number of Criteria Passed	Number of Criteria
TOTAL NUMBER OF MUST PASS CRITERIA:	-	8
Physical Health Care Delivery Domain	Points Received	Points Available
TOTAL POINTS:	-	100
NCQA PCMH Certified	-	100
1. Leadership (1 Criteria)		
1.1 Practice Leadership for Quality Improvement Initiatives		
1.1.1 Deploys a quality improvement champion	-	Must Pass
2. Data Driven Quality Improvement (5 Criteria)		
2.1 Quality Measure Tracking and Assessment		
2.1.1 Tracks performance on quality metrics	-	Must Pass
2.2 Quality Improvement Implementation		
2.2.1 Improves quality using data	-	1
2.2.2 Has a quality improvement team	-	1
2.3 Data Collection		
2.3.1 Connects to EHR	-	1
2.3.2 Connects to HIE	-	3
3. Empanelment (2 Criteria)		
3.1 Personal Clinician Assignment		
3.1.1 Process to assign patients to clinician	-	1
3.1.2 Assignment of 75% patients to clinician	-	1
4. Team Based Care (5) Criteria)		
4.1 Roles and Responsibilities of Team		
4.1.1 Defines team roles	-	1
4.2 Communication Within Team		
4.2.1 Holds care team meetings & implements team-based communication	-	1
4.3 Staff Training		
4.3.1 Conducts trainings on HCPF Tools	-	1
4.3.2 Cultural and disability competence training	-	Must Pass
4.4 Staff Satisfaction		
4.4.1 Assess staff satisfaction	-	2
5. Patient and Family Engagement (6 Criteria)		
5.1 Patient/Family Education and Self-Management Support		
5.1.1 Offers patient and family educational resources	-	1
5.1.2 Provides chronic condition self-management support	-	1
5.2 Patient/Family Feedback Collection, Assessment, and Implementation		

PCMP Key Dates for Contracting and Attribution

NHP Conducts Provider Meet and Greet	January 26, 2025 February 26, 2025 March, April, May, and June
NHP initiates individual PCMP Outreach	February 10, 2025
PCMP Practice Sites Complete Practice Assessment <i>Note: must be completed prior to progressing to contracting</i>	March 4, 2025
Execute Provider Agreements	March 5 - April 20, 2025
PCMP submits completed supporting documents (i.e. W9, BAA, practice demographics)	March 5 - April 20, 2025
NHP Submit Final List of Contracted PCMP to HCPF	April 30, 2025
HCPF begins member attribution process	May 1, 2025
HCPF begins member noticing	May 15, 2025
ACC Phase III Program Launch Date	July 1, 2025



Next Steps

Timelines & Upcoming
Events



Opportunities to Connect with NHP

Providers:

- April QI/Pop Health Committee
- April Regional and State PIAC
- Behavioral Health Office Hours
- Provider Council – New for Phase III

Members:

- Member Advisory Committee
- Member Materials Review Subcommittee
- Regional and State PIAC

Web-Based Meet-and-Greets

- March 19 at 2:00
- April 23 at 2:00
- May 28 at 3:00
- June 18 a 2:00

PCMP Contracting Webinar

- Tentative: Week of March 10th.

Practice Assessments:

- At your convenience

In-Person Meetings:

- TBD: We will come to you!

COME JOIN US FOR OUR NEXT MEETING!

PIAC MEETING SCHEDULE for FISCAL YEAR 2024-2025

This meeting will be held every quarter, on the fourth Wednesday of the first month of the quarter. All group members can attend via zoom, unless we are able to meet in person. If we are able to have the meeting in person, the location of the meeting will be determined and communicated as needed.

Meeting dates:	Time:	Location
Wednesday, July 24	10:00-11:30 am	Zoom https://us02web.zoom.us/j/83043861092?pwd=aFQwRGRiMC9aTmpDR3RIKzI4ZDJWZz09
Wednesday, Oct 23	10:00-11:30 am	Zoom https://us02web.zoom.us/j/83043861092?pwd=aFQwRGRiMC9aTmpDR3RIKzI4ZDJWZz09
Wednesday, Jan 22	10:00-11:30 am	Zoom https://us02web.zoom.us/j/83043861092?pwd=aFQwRGRiMC9aTmpDR3RIKzI4ZDJWZz09
Wednesday, Apr 23	10:00-11:30 am	Zoom https://us02web.zoom.us/j/83043861092?pwd=aFQwRGRiMC9aTmpDR3RIKzI4ZDJWZz09

Things to do Before July 1st

BH Providers:

- Start contracting with RMHP if you aren't already
- Submit current claims timely
- Reach out to your Practice Transformation Coach with any questions

Physical Health Providers:

- Look for future communications on contracting
- Review the Practice Assessment Tool and provide input to share with HCPF
- Reach out to your Practice Transformation Coach with any questions

All Providers and Members:

- Come to any of our regional meetings to learn more about Phase III programs activities
- Let us know if you want to meet in person!

Behavioral Health Contracting

- Can Be Found on <https://www.northeasthealthpartners.org/> under “Providers” → “Join Our Network”
- Email NHPrae_bh_pr@uhc.com with any questions
- Christopher Miller, RMHP Director or Provider Relations, at Christopher_Miller@uhc.com



NHP / Rocky Mountain Health Plans / Optum Application, Contracting and Credentialing Process

Hello Provider,

Below is an explanation of the NHP/ Rocky Mountain Health Plans (RMHP)/Optum application and credentialing process. Those items indicating “**Action Needed**” draw your attention to things you need to do as part of this process. If you have any other questions, please let us know!

Please make sure you are properly enrolled in [Health First Colorado \(Medicaid\)](#) as a billing individual or an individual within a group. If you have any questions about this let us know and we can get you some help.

The complete process of contracting, credentialing, and data loading will take approximately 60-90 days. You will be offered a contract before you are fully credentialed. Please note that you will not be fully in-network until both contracting and credentialing are complete. The detailed steps of the process are outlined below.

Step 1: CAQH

Action Needed: Fully complete [CAQH Application](#) or Re-attestation. When you start the application, all your information will be pulled from CAQH (update required annually) and if you have not updated your Medicaid ID, you will not be offered a RMHP (NHP) contract, until the outstanding requirements are complete.

Step 1.5: Review

Action Needed: Review the [First Time Registration for Provider Express](#) course to begin your application process and familiarize yourself with the [Optum - Provider Express Home](#) website as needed.

Step 2: Participation Request

Action Needed: Fully complete and *submit* online form. [Join Our Network](#) using your existing One Healthcare ID (or obtain an ID [Registration | One Healthcare ID](#) and then complete).

- **Note:** If you are already credentialed under a different Tax ID, you'll want to complete the ADD/UPDATE Tax ID form on your Provider Express profile instead of the full application. This can be found by going to your Provider Express profile -> My Practice Info -> My Network Status -> ADD/UPDATE.

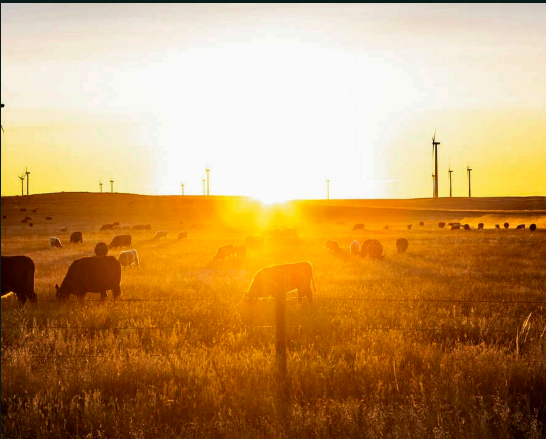
Step 3: Contracting

You will be offered two separate contracts, one for NHP/RMHP for Medicaid which will also include RMHP Exchange, CHP+, DSNP and Medicare Advantage lines of business



Contact NHP


- Kari Snelson, CEO: kari@nhpllc.org
- Dr. Brian Robertson, COO: brian@nhpllc.org
- Jen Hale-Coulson, CoCO: jennifer@nhpllc.org
- Raina Ali, Community Relations Manager: raina@nhpllc.org
 - 970-909-4318
- Phase III Questions: nhpphase3@nhpllc.org
- Behavioral Health Contracting:
 - NHPrae_bh_pr@uhc.com
 - Christopher Miller, Dir. of Provider Relations Christopher_Miller@uhc.com
- Physical Health Contracting:
 - Alma Mejorado, Provider Network Consultant, alma@nhpllc.org



Questions?

Thank you!

 Northeast Health Partners

 Nhpphase3@nhpllc.org

 Northeasthealthpartners.org

