

Introduction

Every Medicaid member in Colorado should have equitable access to high-quality healthcare services when they need them, regardless of their payor or health condition.

Northeast Health Partners (NHP) is a long-standing partner in the Northeast region, serving Medicaid members and regional healthcare providers in Colorado. We are fully aligned to the state's goals for the Accountable Care Collaborative:

Improve quality care for Members. We are committed to ensuring our members have access to high quality care, being transparent in regional performance on state performance indicators, and working with you to reach clinic and regional-level performance goals.

Close health disparities and promote access for Members. All Coloradans should have access to clinical care regardless of sociodemographic or payor status. We are committed to monitoring access to care, utilization, and increasing performance to close gaps in care across several demographic variables.

Improve care access for Members. Ensuring members have access to care near their home is critical to improve health and wellness for our members. We are committed to recruiting healthcare providers to ensure members have adequate access to behavioral and physical health services.

Improve the Member and Provider service experience(s). We are committed to ensuring our members and providers are satisfied with the services we are providing, listening to feedback and correcting any deficiencies to achieve high satisfaction.

Manage costs to protect Member coverage, benefits, and Provider reimbursements. As healthcare costs continue to climb, we are committed to partnering with HCPF, our members, and providers to find effective solutions to lower costs.

NHP believes we are the right organization to serve as the Regional Accountable Entity because our mission, vision, values, and demonstrated capabilities have made positive impacts in our region and with our providers. As a local organization, the region, its members, providers, and community-based organizations are the same communities and organizations that we also live in and engage with daily.

Care Navigation

We must continue to move forward on the mission of achieving comprehensive, integrated, and seamlessly connected services from physical health, behavioral health, and community based social supports. Our care coordination services connect individuals to what they need when they need it; supporting seamless transitions to care and better health outcomes. Our care navigation and care coordination team is person-centered and focused on serving the clients' to improve their health and well-being.

RAE Vision



Community Integration

We believe healthcare is best delivered at the local level. As a result, interwoven partnerships with local organizations are critical to improving health and wellness for our members. Our health neighborhood is comprised of:

1. Physical and Behavioral Health Providers
2. Care Coordinators
3. Community Health Workers
4. Community-Based Organizations

NHP has extensive experience in connecting members to regional support services to better meet their needs. As partners, we are committed to supporting each of our health neighborhood groups to reach this end. From providing resources and tip sheets for providers and members to connecting regional organizations, our role is to support you. We have relationships with the largest network of safety net providers in Colorado throughout the region.

Committed to the Results and the Community

Change and transformation can be difficult especially in an ever-expanding healthcare environment. NHP actively seeks out the opportunity to take the lead on new initiatives and works directly with practices to support state-level programmatic implementations.

While new and challenging efforts invariably experience setbacks, one of our organizational values is to be results-oriented. To us, that means achieving high rates of performance and excellent health outcomes. As a non-profit community partner, we believe that we are stewards of resources and responsibilities that have been entrusted to us. As a local organization, we also focus on supporting communities and community organizations within the region.

To enhance our mission and impact healthcare for Medicaid members, we need partnership, experience, competence, and perspective; all components we possess. And as a local organization serving the community in which we live, we are committed to this end.

Appendix A

NHP's Mission, Vision, and Values

Mission

It is our mission to serve the members in our communities and provide access to a comprehensive range of social, 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.