



Practice Innovation Program
UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS

Project funded by the Colorado
Department of Healthcare Policy
and Finance per House-Bill 22-1302
Healthcare Practice Transformation



COLORADO
Department of Health Care
Policy & Financing

1302 PF Learning Community

March 19, 2024



Department of
Family Medicine



Welcome!

Please put your name, pronouns, role and organization in the chat.

You can ask questions via the chat we will monitor it as we go along. We will also pause for questions periodically.

Slides from today will be made available on the Practice Innovation Program website.

Register Now!

Business Operations to Support Sustainable Behavioral Health Integration

2024 1302 Collaborative Learning Sessions

**Keynote Speaker
Cristen Bates, MPH**

*Deputy Medicaid Director and Office Director for Colorado Medicaid and CHP+
Behavioral Health Initiatives and Coverage
Health Care Policy & Financing*

**Plan to attend and learn from peers and subject matter experts who
understand your journey to integrate behavioral health**

Register Now! – click the link or scan the QR code



https://practiceinnovationco.co1.qualtrics.com/jfe/form/SV_e5rIs1vjAmQiuPk

Prepare your practice to sustain integrated behavioral health



**Anschutz Medical Campus
Health Sciences Building
Aurora, CO
April 17, 2024**



**DoubleTree by
Hilton Hotel
Grand Junction, CO
April 30, 2024**

1302 Behavioral Health Integration Project
 Collaborative Learning Sessions
 April 17, 2024 – Anschutz Medical Campus
 April 30, 2024 – DoubleTree Hotel Grand Junction, CO
Draft Agenda

A note about the structure of the day from the event organizers:

This is an interactive day of learning for practices and practice facilitators. Attendees will be assigned to small groups and travel together in a round robin style of participation to all four sessions. Presenters will repeat their content during each round-robin session, so all participants can hear the same content. The goal is to provide you with practical and approachable information that you can implement upon your return to your practices.

9:00 - 9:30	Registration
9:30 - 9:35	Welcome and Keynote Introduction Dr. Sean Oser, MD <i>Director Practice Innovation Program</i> <i>Associate Director Primary Care Diabetes</i> <i>University of Colorado School of Medicine</i>
9:35 - 10:25	Keynote Session Cristen Bates, MPH <i>Deputy Medicaid Director and Office Director for Colorado Medicaid and CHP+ Behavioral Health Initiatives and Coverage</i> <i>Health Care Policy & Financing</i>
10:25 - 10:45	Orientation to morning session Transition to Round Robin Session 1 See page 2 for session titles, objectives, and speakers
10:45 - 11:35	Round Robin Session 1
11:35 - 11:45	Break Transition to Round Robin Session 2
11:45 - 12:35	Round Robin Session 2
12:35 - 1:20	Lunch and Networking Transition to Round Robin Session 3
1:20 - 2:10	Round Robin Session 3
2:10 - 2:20	Break Transition to Round Robin Session 4
2:20 - 3:10	Round Robin Session 4
3:10 - 3:30	Closing remarks
3:30	Collaborative Learning Session Adjourns

Session Details April 17, 2024

Demystifying 42 CFR Part 2 Confidentiality Regulations for Integrated Care Providers

Mindy Klowden, MNM - Managing Director for Behavioral Health, Third Horizon Strategies

At the end of this session participants will:

- Gain a better understanding of recent changes to federal regulations related to exchanging behavioral health information.
- Determine any changes needed in workflows, electronic health records management, or compliance practices.

Uncovering and Fixing the Source of Claims Denials

Pamela Ballou-Nelson, RN, MSPH, FMC, CMPE, PhD & Christy Graham – Healthcare Consulting Inc.

At the end of this session participants will:

- Denials are trending upwards; what is your practice denial rate?
- Most denials are preventable; learn why.
- Discover steps to prevent future denials; bring your questions and examples.

Colorado Alternative Payment Models – Engaging and Connections to Behavioral Health Integration

Britta Fuglevand, Payment Reform Implementation Unit Supervisor – Health Care Policy & Financing

At the end of this session participants will:

- Understand the basics of HCPF and Federal APMs available in their region.
- Understand advantages to participating in APMs.
- Understand how APMs support sustained behavioral health integration.

Change Culture for Success in Integrated, Value-Based Care

Katie Ebinger, MSW, MPH & Diane Cardwell - HealthTeamWorks®

At the end of this session participants will:

- Identify characteristics of a strong change culture in integrated care settings.
- Use key components of successful change management to improve transitions to integrated and value-based care.
- Explore healthcare delivery differences in a fee-for-service culture compared to a value-based payment culture, and how they relate to integrated behavioral health.
- Describe key opportunities to improve sustainability within Colorado's Behavioral Health 1302 and Alternative Payment Model programs.

Session Details April 30, 2024

Demystifying 42 CFR Part 2 Confidentiality Regulations for Integrated Care Providers

Mindy Klowden, MNM - Managing Director for Behavioral Health, Third Horizon Strategies

At the end of this session participants will:

- Gain a better understanding of recent changes to federal regulations related to exchanging behavioral health information.
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Uncovering and Fixing the Source of Claims Denials

Pamela Ballou-Nelson, RN, MSPH, FMC, CMPE, PhD - Healthcare Consulting Inc. & Kylanne Briggs, Rocky Mountain Health Plans

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AGENDA

Overview of practice feedback reports

Plans for ongoing practice facilitation

Review of upcoming deliverables



Building Block Assessment Practice Feedback Reports



Building Blocks Milestone Progress



Building Block	Test Practice	All 1302 Practices
	Baseline	Baseline
Leadership	100% (3/3)	55% (202/369)
Data Driven Quality Improvement	17% (1/6)	29% (214/738)
Team-Based Care	100% (2/2)	36% (88/246)
Patient and Family Engagement	25% (1/4)	31% (153/492)
Population Management	0% (0/5)	55% (341/615)
Access	67% (2/3)	59% (217/369)
Comprehensiveness and Care Coordination	0% (0/6)	49% (359/738)
Advanced Coordination and Care Management	67% (8/12)	32% (476/1476)
Integrated Behavioral Health Professional	25% (2/8)	40% (390/984)
Psychiatry	11% (1/9)	22% (248/1107)
Advanced Care of Substance Use Disorders	17% (1/6)	35% (257/738)

* n/N (%)

n: n Milestones Completed

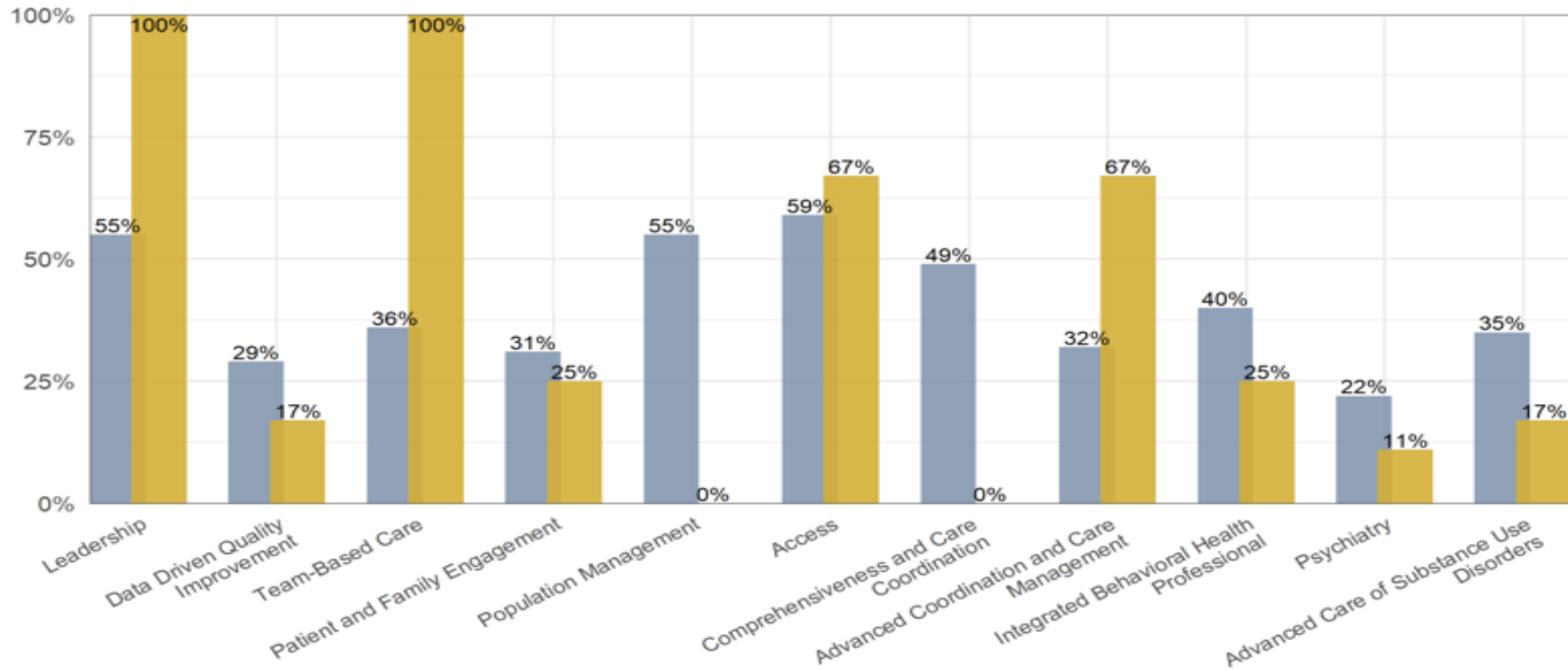
N: Total Building Block Milestones

(N, All 1302 Column = Total Building Block Milestones * Total Practice Responses)



Building Block Milestone Progress

Percent of Building Block Milestones Completed by All 1302 Practices
and Test Practice



Practices with Building Block Completed

Building Block	All 1302 Practices Baseline
Leadership	33% (40/123)
Data Driven Quality Improvement	4% (5/123)
Team-Based Care	24% (30/123)
Patient and Family Engagement	11% (14/123)
Population Management	33% (40/123)
Access	26% (32/123)
Comprehensiveness and Care Coordination	10% (12/123)
Advanced Coordination and Care Management	0% (0/123)
Integrated Behavioral Health Professional	11% (13/123)
Psychiatry	4% (5/123)
Advanced Care of Substance Use Disorders	18% (22/123)

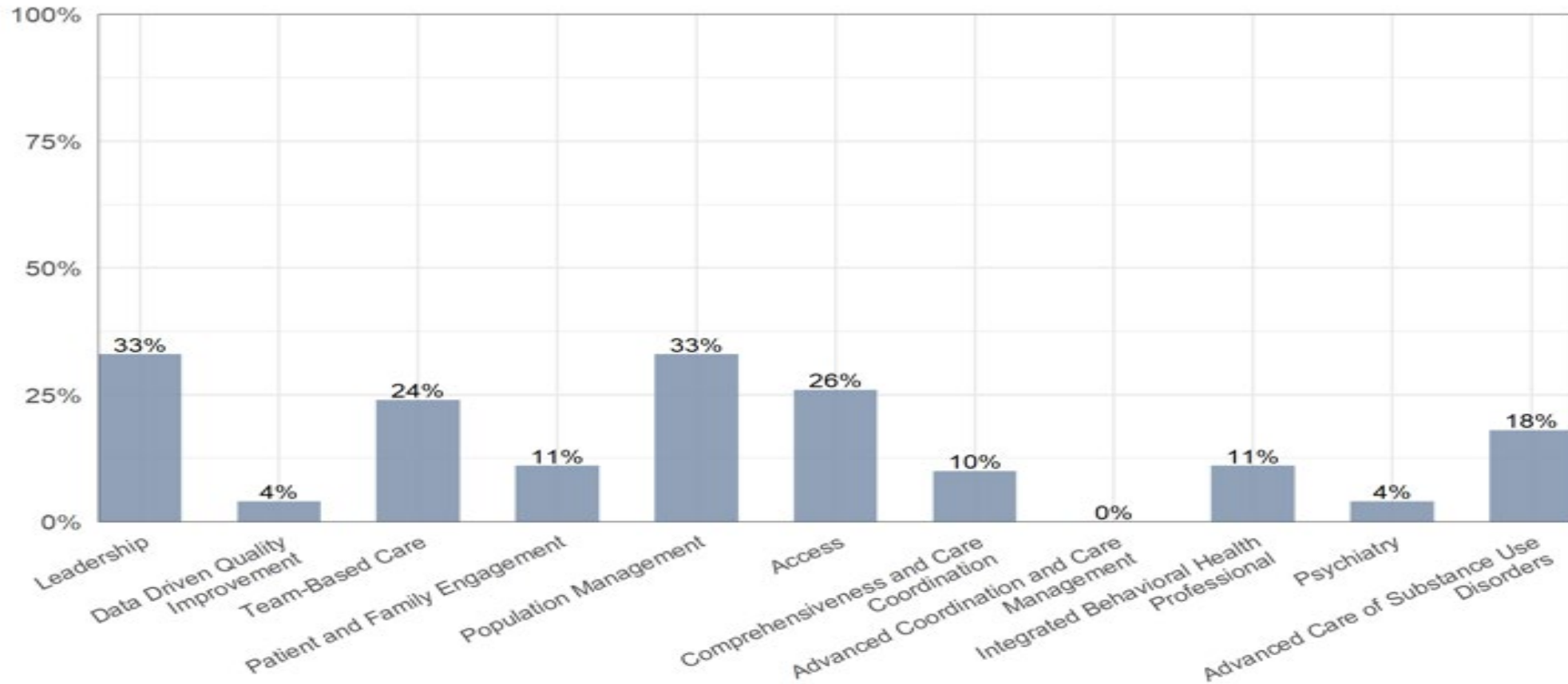
* n/N (%), where:

n = n Practices with Building Block Completed

% = n/N (Total Responses (Practices))

Percent of Practices: Building Block Complete

Percent of **All 1302 Practices** (n=123) that have completed the Building Block.



Questions and Discussion



Plans for Continued Practice Facilitation



Plan for Practice Facilitation July 2024 – January 2025

- All practices will continue with current monthly model of practice facilitation through December 2024
 - Scopes of Work will be extended through January 2025 as soon as PIP has funding from HCPF to do so (around June 2024)
- Late Summer/Fall 2024 – We will be collecting information from facilitators and practices (survey, etc.) and reviewing assessments to assess which practices should continue with monthly facilitation beyond December 2024 and which practices should move to a “quarterly +” model.
 - Will communicate decisions to PTOs, facilitators and practices ~October/November 2024
- Some practices will move to quarterly + model in January 2025; others will continue with monthly facilitation
 - Scopes of Work will be extended for January – June 2025

Assessment Schedule Now – January 2025

Activity	Final Due Date
March 2024 Field Note	4/8/2024
Quarterly PTO Snapshot- Q1 2024	4/30/2024
Update Building Blocks of Behavioral Health Integration: Care Delivery Assessment	5/15/2024
April 2024 Field Note	5/8/2024
May 2024 Field Note	6/8/2024
June 2024 Field Note	6/30/2024
Quarterly PTO Snapshot- Q2 2024	6/30/2024
July 2024 Field Note	8/8/2024
August 2024 Field Note	9/8/2024
September 2024 Field Note	10/8/2024
Quarterly PTO Snapshot- Q3 2024	10/31/2024
October 2024 Field Note	11/8/2024
Update Building Blocks of Behavioral Health Integration: Care Delivery Assessment	11/15/2024
November 2024 Field Note	12/8/2024
December 2024 Field Note	1/8/2025
Quarterly PTO Snapshot- Q4 2024	1/31/2025

Questions?

<https://medschool.cuanschutz.edu/practice-innovation-program/current-initiatives/1302-behavioral-health-integration>



Scan to
complete the
evaluation



https://practiceinnovationco.co1.qualtrics.com/jfe/form/SV_8GSauz4STWFaXvE

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Thank you!