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# REVIEW OF “STATE BEHAVIORAL HEALTH SERVICES BILLING MANUAL”

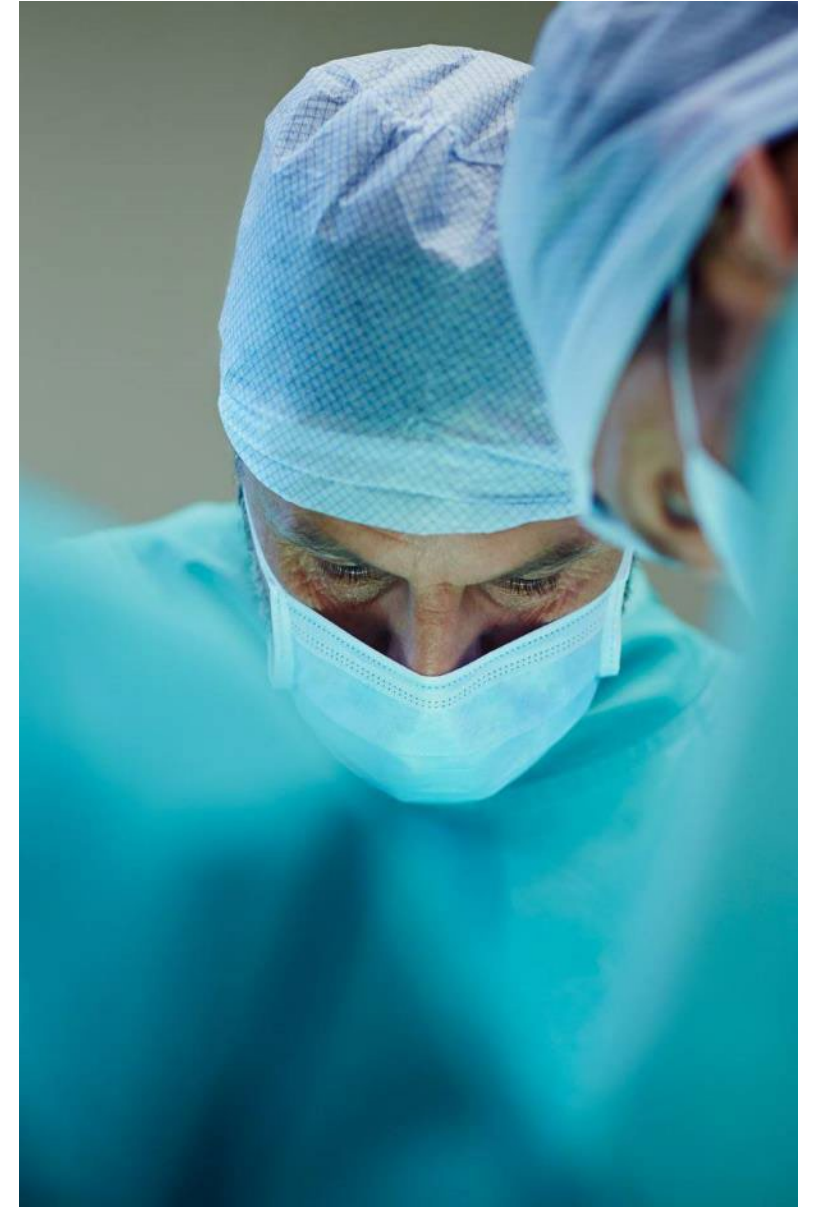
<https://hcpf.colorado.gov/sbhs-billing-manual>



## PANEL DISCUSSION

### Agenda/Objectives

- To give an overview of the layout and working knowledge of the 2024 State Behavioral Health Services Billing Manual produced in collaboration with Dept. of Health Care Policy and Finance (HCPF) and the Colorado Behavioral Health Administration (BHA).
- To Understand Rural Health Clinic (RHC) and Federally Qualified Health Center (FQHC) billing manual as separate from the BH Services Billing Manual.
- To review coding issues and questions, examples from the audience.



# INTRODUCTION TO PANEL

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**John and panel can you, briefly explain the relationship between HCPF and the Colorado Behavioral Health Administration (BHA)?**



Is there a separate manual  
for RHCs and FQHCs?  
Why? Is there any  
crossover?



**Which providers/practices use which manual and who bills HCPF vs BHA or the RAE ?**

**John, can you explain the six BH visit codes and who can bill those codes and how often**



We have resources that explain this on our [website here](https://hcpf.colorado.gov/accountable-care-collaborative-phase-ii-provider-and-stakeholder-resource-center#Behavioral%20Health%20Services). In brief, these 6 visits are billed to HCPF. the 7th+ visit is billed the RAE. <https://hcpf.colorado.gov/accountable-care-collaborative-phase-ii-provider-and-stakeholder-resource-center#Behavioral%20Health%20Services>

**I have on the screen the template used to lay out every billing code. Can you explain the sections and how the practices should use this for accurate billing, which in turn reduces the chance of denials.**



Starts on Page  
32 in the  
manual

<p>Modifiers Text Here Modifiers Text Modifiers Text Modifiers Text Modifiers Text Modifiers Text</p>	<p>Child (0-11), Adol (12-17), Young Adult (18-20), Adult (21-64), Geriatric (65+)</p>	<p><b>Min:</b> text <b>Max:</b> text</p>
<p><b>Place of Service</b></p> <ul style="list-style-type: none"> <li>• 03 School</li> <li>• 04 Shelter</li> <li>• 11 Office</li> <li>• 12 Home</li> <li>• 13 ACF</li> <li>• 14 Grp Home</li> <li>• 15 Mobile Unit</li> <li>• 21 Inpt Hosp</li> <li>• 22 Outpt Hosp</li> <li>• 23 ER</li> <li>• 31 SNF</li> <li>• 32 NF</li> <li>• 33 Cust Care</li> <li>• 34 Hospice</li> <li>• 50 FQHC</li> <li>• 51 Inpt PF</li> <li>• 52 PF-PHP</li> <li>• 53 CMHC</li> <li>• 54 ICF-MR</li> <li>• 56 PRTC</li> <li>• 72 RHC</li> <li>• 99 Other</li> </ul>	<p><b>Service Description:</b> (Including example activities)</p>	<p><b>Service Provider</b></p> <ul style="list-style-type: none"> <li>• Peer Specialist</li> <li>• QMAP</li> <li>• Bach Level</li> <li>• Intern</li> <li>• Unlicensed Master's Level</li> <li>• Unlicensed EdD/PhD/PsyD</li> <li>• LCSW</li> <li>• LPC</li> <li>• LMFT</li> <li>• Licensed EdD/PhD/PsyD</li> <li>• LAC</li> <li>• CAT</li> <li>• CAS</li> <li>• LPN/LVN</li> <li>• RN</li> <li>• APN</li> <li>• RxN</li> <li>• PA</li> <li>• MD/DO</li> </ul>
	<p><b>Notes:</b> (Including specific documentation and/or diagnosis requirements)</p>	<p><b>Provider Types That Can Bill:</b></p> <p>01, 02, 05, 10, 16, 20, 21, 24, 25, 26, 32, 35, 37, 38, 39, 41, 45, 63, 64</p>



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## REVIEW CODING ISSUES, QUESTIONS FROM THE AUDIENCE.

- How does a practice bill for nurse coordinator time? This is BH PC integrated practice.
- Can they bill the nurse coordinator, under the LCSW?
- Are the codes 99492, 99493 collaborative care codes, are they listed in the BH manual?

- Explain the New Benefit Autism Codes

**What does the practice need to look at to understand what went wrong with a denied claim?**

**WHO do they call when they have questions?**



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**For billing and coding questions, providers should contact your MCE (managed care entities)**

For billing and coding questions, providers should contact your MCE: SEE PAGE 20 of BILLING Manual

- RAE 1 - Rocky Mountain Health Partners (RMHP): [RAEsupport@uhc.com](mailto:RAEsupport@uhc.com)(opens in new window)
- RAE 2/4 - Northeast Health Partners (NHP) and Health Colorado, Inc. (HCI): [coproviderrelations@carelon.com](mailto:coproviderrelations@carelon.com)
- RAE 3/5/DH - Colorado Access (COA): [providernetworkservices@coaccess.com](mailto:providernetworkservices@coaccess.com)
- RAE 6/7 - Colorado Community Health Alliance (CCHA): [www.cchacares.com/for-providers/provider-assistance/](http://www.cchacares.com/for-providers/provider-assistance/)

For general questions related to existing content in the billing manual, providers can send questions to [hcpf\\_bhcoding@state.co.us](mailto:hcpf_bhcoding@state.co.us)(opens in new window).

For general questions related to BHA covered services and contracts, providers can send questions to [cdhs\\_bha\\_provider\\_support@state.co.us](mailto:cdhs_bha_provider_support@state.co.us)(opens in new window).

- They can come to us if they can't resolve things with the RAEs, but we ultimately request them to complete a "Provider Complaint Form" which HCPF then receives and monitors for resolution. The link to that is also on the [SBHS Billing Manual page](#).

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# QUESTIONS



Thanks to our Panel





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## RESOURCES

# RAE SUPPORT

## Colorado Community Health Alliance (CCHA)

- For CCHA providers (including PCMPs who want to become contracted with the RAE to submit BH claims) – our best contact email is CCHA Anthem.com [ccha@anthem.com](mailto:ccha@anthem.com) but we have an entire guide (attached) or linked [here](#) which should help!



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# RAE SUPPORT

## Colorado Access (COA)

- All behavioral health services billed to COA would fall under the [SBHS Billing Manual January 2024.pdf \(colorado.gov\)](#)



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# RAE SUPPORT

## Rocky RAE

- Below are a couple links to offer some clarity. A link to the HCPF policy around BH in the primary care setting. And then also a link to our Provider Manual, reference page 9 of the manual to review information about BH in a primary care practice.
- [Short-term behavioral health services: Accountable Care Collaborative Phase II \(colorado.gov\)](https://colorado.gov)
- [2024 Colorado Behavioral Health Care Provider Manual - UnitedHealthcare Colorado Rocky Mountain Health Plans \(uhcprovider.com\)](https://uhcprovider.com)
- The intention around these policies is that a PCP may provide 6 behavioral health visits to a member. After the 6<sup>th</sup> visit, care should be transferred to a licensed behavioral health clinician for continued service.



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