for a diverse, competent, and sustainable
Medicaid mental health workforce

Policy Title: Consumer Notification of Coverage Changes

Challenge: Colorado supports Medicaid mental health care by contracting with managed care entities (MCEs) also known as Regional Accountability Entities (RAEs). These are United Healthcare, Anthem, and Colorado Access. The state is divided into various geographic regions in order to "attribute" Medicaid members to a managing entity.

While generally the attribution of a member to a RAE is stable, providers have discovered that the covering entity for a member can change, without notification. The change from coverage by one RAE to another causes administrative challenges, as claims are denied by the old RAE and must be refiled with the new RAE.

Proposal: Amend CRS _ to include that managed care entities must notify the member and the member's current health care providers (known to HCPF through claims) that there has been a coverage change within 3 days of the change. Members must be notified by at least two (2) of : voice mail message, email message, traditional mail, or text message. Providers must be notified by both email and traditional mail unless the provider has opted out of traditional mail.

Fiscal Note: 0$