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

Policy Title: Improve Medicaid Provider Directory

Challenge: The Health First Colorado (Medicaid) web page currently states “Search for Health First Colorado or Child Health Plan Plus doctors, waiver services, pharmacies, and other providers. For behavioral health services please contact your regional organization. Not sure if you should see a doctor?”

This situation, where Medicaid members must go through a different process to locate a behavioral health provider versus a medical provider, impacts access to care. Many members report that they did not know that they were “covered by a RAE” and think “I just have Medicaid.”

Members are directed to each RAEs website, which provide varying quality interfaces and varying quality response data. At the time of this writing, the CCHA (Boulder, Golden, Colorado Springs) digital directory returns no providers and offers this error “DataTables warning: table id=search-results--table - Ajax error. For more information about this error, please see http://datatables.net/tn/7”

Proposal: Amend CRS _ to require the state’s Medicaid program to create access to provider directories that are similar between medical care and mental health care.

Fiscal Note: 0$