



**COLORADO**  
Department of Health Care  
Policy & Financing

1570 Grant Street  
Denver, CO 80203

# Regional Accountable Entity Behavioral Health Telemedicine Services During COVID-19 State of Emergency

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*Fact Sheet April 3, 2020*

On March 18, 2020, the Department of Health Care Policy and Financing (Department) announced a temporary expansion of telemedicine services throughout the Coronavirus 2019 (COVID-19) state of emergency (see the Department's [Telemedicine–Provider Information website](#)).

For behavioral health providers, telemedicine is covered under the capitated behavioral health benefit administered by the Regional Accountable Entities (RAEs). Behavioral health providers should contact their RAE for guidance. For RAE contact information, see [www.colorado.gov/hcpf/acphase2](http://www.colorado.gov/hcpf/acphase2).

In an effort to remove administrative and regulatory barriers to delivering remote services during the COVID-19 state of emergency, all RAEs are currently allowing **outpatient treatment services** listed in the [Uniform Services Coding Standards Manual \(USCSM\)](#) to be delivered via audiovisual, telephone, or live chat modalities, when it is clinically viable and appropriate. The Department and the RAEs have **NOT** changed USCSM requirements, prior-authorization policies, or payment rules. Providers must follow each individual RAE's billing policies.

Specific guidance and frequently asked questions are available from each RAE through the following webpages:

- Rocky Mountain Health Plans (Region 1): [www.rmhp.org/i-am-a-provider/covid-19-resources](http://www.rmhp.org/i-am-a-provider/covid-19-resources)



- Northeast Health Partners (Region 2):  
<https://www.northeasthealthpartners.org/providers/coronavirus-information/>
- Health Colorado Inc (Region 4):  
<https://www.healthcoloradorae.com/providers/coronavirus-information/>
- Colorado Access (Region 3, 5, and Denver Health Medicaid Choice Behavioral Health):  
<https://www.coaccess.com/covid19/>
- Colorado Community Health Alliance (CCHA) (Region 6 and 7):  
<https://www.cchacares.com/media/1403/cchacovid.pdf>

*The Department will continue to post updates on policies, codes, and other information important to providers on our [website](#) as it becomes available. We will continue to send out communications via bulletins and newsletters too and will post those on our [COVID-19 Resource Center](#). Please sign up for updates on our [news page](#).*

