



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

1570 Grant Street  
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# Behavioral Health Services During COVID-19 State of Emergency

*Fact Sheet March 2020*

During the Coronavirus 2019 (COVID-19) state of emergency, the Department of Health Care Policy and Financing (Department) is collaborating with the Regional Accountable Entities (RAEs) to ensure members have access to services covered under the capitated behavioral health benefit. The Department's priority is to safeguard members' and providers' physical and mental wellbeing.

The Department is working closely with the Centers for Medicare & Medicaid Services (CMS) in order to seek increased flexibility to better serve Coloradans in need.

## Telemedicine

On March 18, 2020, the Department announced a temporary expansion of telemedicine services throughout the COVID-19 state of emergency (see [Temporary Authorization of Telemedicine Services During COVID-19 State of Emergency](#)).

For behavioral health providers, telemedicine is covered under the capitated behavioral health benefit administered by the 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).

The federal government has loosened requirements related to communication technologies and information sharing; RAEs and providers should track updated federal guidance.

- [Office of Civil Rights Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency](#)).
- [The Substance Abuse and Mental Health Services Administration Memo on COVID-19 Public Health Emergency Response and 42 CFR Part 2 Guidance](#)

## Alternative Funding Strategies

Our safety net providers play a unique role in our communities, particularly during state and national crises and with supporting individuals without coverage. Therefore, the Department is encouraging the RAEs to utilize alternative funding strategies available under capitated



managed care to support behavioral health safety net providers in creatively meeting Medicaid members' needs and the needs of their communities.

## Caring for Our Members

The Department has asked the RAEs and their behavioral health providers to identify members who rely on behavioral health services to maintain recovery and well-being. The Department has asked the RAEs to work with their behavioral health providers to proactively engage these members to develop safety plans; to make service accommodations, such as telemedicine, that maintain supports and services; and to monitor the well-being of their members.

## Additional Guidance from State Agencies

The Department encourages the RAEs and their behavioral health providers to remain current with the guidance being disseminated by other state and national agencies. Below are links to COVID-19 resources hosted by the following state agencies:

- [Office of Behavioral Health](#)
- [Department of Public Health & Environment](#)

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](#).

