



Dear Provider Partners,

Here are the highlights from this month's CQI NewsRoom.

For more information please visit our [CQI Newsroom Landing Page](#) or reach out to me mary.beckner@uhc.com.

April CQI NewsRoom

[Recovery and Psychiatric Rehabilitation](#) [Principles of Recovery and Psychiatric Rehabilitation](#)

- Reviewed the purpose and core values of psychiatric rehabilitation, with a focus on recovery, person-centered care, empowerment, and community integration.
- Discussed strategies to break the “revolving door” cycle through stronger outpatient connections and recovery-oriented services.

[Care Coordination & Transitions of Care \(RMHP\)](#) [RAE Care Coordination and Transitions of Care](#)

- Overview of RMHP care coordination teams, community partners, and the “health neighborhood” model.
- Emphasized Transitions of Care best practices, including real-time admission/discharge alerts, outreach within 48 hours post-discharge, medication reconciliation, and follow-up care scheduling.
- Shared referral pathways and contact information to support timely member engagement.

[Transitions of Care](#) [Transitions Of Care Review & TOC Tip Sheet](#)

- HCPF has opened Transitional Care Management (TCM) codes 99495 and 99496 for Medicaid, effective January 1, 2026.
 - These codes support improved care continuity following hospital or facility discharge and are designed to reduce preventable readmissions.
 - The Medicaid approach now aligns with existing Commercial and Medicare TOC workflows, helping standardize documentation and processes across lines of business.
- Why TOC Matters:
- TOC services focus on early post-discharge engagement, including medication reconciliation and addressing care gaps within 7–14 days of discharge.
 - Consistent TOC engagement leads to improved adherence, member stability, better outcomes, and lower readmission risk.
 - Reduced readmissions and improved outcomes may also support providers' ability to achieve shared savings.

[Member Rewards Program](#) [2026 Member Rewards Program](#)

- Introduced 2026 member rewards designed to close gaps in care across Medicaid, Commercial, and Marketplace lines of business.
- Eligible members can earn \$25 gift cards for completing preventive and quality measures such as well-care visits, screenings, and chronic condition management.
- Rewards are loaded to the UCard® once qualifying activities are completed and verified.

[Language Services & Health Equity Resources](#) [Annual HOA Language Requirements](#)

- Reviewed RMHP membership language data and NCQA threshold language requirements.

- Highlighted FREE language line services available to providers, along with cultural competency tools such as Just Plain Clear®, “I Speak” posters, and health equity training resources.
- Encouraged providers to update directory information to reflect languages spoken and cultural competencies.

Population Health Management – RAE 1 Colorado’s Population Management Strategic Plan

- Shared the biannual population health strategy, including member stratification using a three-tier model (Care Navigation, Care Coordination, Care Management).
- Reviewed priority conditions (maternity, diabetes, hypertension, cardiovascular disease, asthma, COPD) and associated care management programs and incentives.
- Reinforced the role of care coordination, condition management programs, and community partnerships in improving outcomes.

Additional Resources & Upcoming Opportunities

- Registration is open for upcoming RMHP Behavioral Health Provider Learning Series and “Rookie Roadmap” webinars.
- Slides, the recording, and additional resources are available on the CQI Newsroom landing page.

Please reach out to your assigned Clinical Program Manager or Mary Beckner with any questions or for additional support. Thank you for your continued partnership and commitment to quality care.

- [EPSDT Webinar April 30, 2026 Information and Registration](#)
- [Rookie Roadmap](#)
- [ECHO Colorado Managing Rheumatic Conditions in Primary Care](#)
- [2026 National Virtual Education Webinars- Spring](#)
- [HCPF Coding and Billing Updates April](#)

We heard you. Across our conversations and implementation work, the number one barrier to adopting the Collaborative Care Model (CoCM) has been limited access to a psychiatric consultant. Rocky is excited to share a new opportunity designed to address this challenge. Practices that have integrated behavioral health clinicians may now pursue CoCM implementation through the use of psychiatric eConsults serving in the psychiatric consultant role. This approach expands access to psychiatric consultation while maintaining the core elements of CoCM. To learn more, please email Kylanne.Briggs@uhc.com and Nacole.Johnson@uhc.com. *Please note that brief additional training is required prior to using this option.

Chronic Conditions Shared Savings Program – Important Reminder

PCMPs participating in the Chronic Conditions Shared Savings Program are encouraged to continue reviewing the chronic condition flags in their monthly RAE attribution report. When reviewing your report, please be sure to filter out Medicare members to see a more accurate count of members eligible for the program.

To remain eligible to continue participating in the Chronic Conditions Shared Savings Program, practices must demonstrate progress on their **ACC 3.0 Performance Track Quality Measures**.

By the end of Calendar Year 2026, practices must meet at least two Performance Track Quality Measures at the Basecamp level for the 2026 program year to maintain eligibility in the program.

Based on recent survey feedback from engaged PCMPs, many practices have expressed interest in optional 1:1 meetings to review current chronic condition data, assess Performance Track progress, and discuss potential next steps. **Barb Bishop will be reaching out over the next few weeks to offer a touch-base meeting for any PCMPs who would find this support helpful**, particularly as additional chronic condition and program data from HCPF is expected in June.

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You are receiving this NewsLetter because you attended or registered for the CQI NewsRoom or are the Primary Contact for your practice. Please share with anyone you think would benefit from this information and to get them added to future NewsLetters please email: mary.beckner@uhc.com.

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