

STATE OF COLORADO PROVIDER DIRECTORY STRATEGY



VALUE OF A PROVIDER DIRECTORY ✓

- The **Colorado Health IT Roadmap**¹ identifies a centralized, up-to-date Provider Directory as one of Colorado's six core health IT services. Currently, at least six state-owned provider directories exist that are each separately managed and maintained. Private payers, medical associations, hospitals, and other partners manage *additional* directories.
- A **comprehensive Colorado Provider Directory** supports the following objectives:



- **Ensure no wrong door:** Coloradans can access the information they need to find health care quickly and easily, regardless of their insurer or needs.



- **Reduce administrative burden:** Providers can update their information easily in one place, with those updates reflected across the State directory landscape.



- **Accessible resource information:** Providers and Community-Based Organizations are empowered to maintain accurate information about their practices and available resources, so patients can feel confident they have accurate data.



- **Improve data analytics:** Identifying gaps in care delivery across the state strengthens health equity by providing opportunities for programs to focus on communities with the most need.

Strengthening care coordination by quickly connecting people to the providers and services they need will result in a healthier, more equitable Colorado for all.

THE OFFICE OF EHEALTH INNOVATION'S (OEHI) STRATEGY



- OeHI² aims to create a connected approach to the provider directory.
- A comprehensive provider directory is foundational to an effective **Social Health Information Exchange**³ and is intended to achieve the following long-term outcomes:
 - **Promoting Culturally Responsive Care:** Not everyone is looking for the same thing when it comes to finding a provider. Coloradans can identify providers with expertise in serving our state's diverse communities such as LGBTQ+ folks, American Indian/Alaskan Natives, and individuals with disabilities.
 - **Improved Opportunity to Address Social Needs in Real Time**
 - **Simplified Access to Complex Care:** Coloradans can find the information they need, when they need it, without communicating with multiple state agencies.

THE BEHAVIORAL HEALTH ADMINISTRATION'S (BHA) STRATEGY



COLORADO
Behavioral Health
Administration

- The BHA⁴ launched **OwnPath**⁵ in July 2022. Ownpath is a **searchable online directory** that allows Coloradans to find behavioral health providers licensed by the BHA, search for specific services, or use a guided search to identify providers that best meet their needs. In alignment with statewide care coordination goals, the OwnPath data set will grow to include behavioral health providers and resources not directly licensed by the BHA (e.g., practitioners licensed by DORA, Recovery Community Organizations, and safety net providers).
- To maintain accurate operational information about providers, the BHA is working with Google to build a **provider-facing interface** to keep their OwnPath records up-to-date. This provider update portal will allow providers to quickly and easily enter their operational information (e.g., languages spoken, populations served, hours of operation) into the system, which will then be publicly available as patients search on OwnPath for providers that meet their needs.
- By collecting operational data that are critical factors in a person's search for the right care, the BHA's provider-facing interface will serve as the first use case for OeHI's efforts to develop a **centralized statewide directory** that will be comprehensive of all provider types, including for physical, social, and behavioral health.



1. OeHI, & eHealth Commission. (2021, November). Colorado Health IT Roadmap: Leading Change Today for a Healthier Tomorrow. Retrieved 2023, from <https://oehi.colorado.gov/sites/oehi/files/documents/Colorado%20Health%20IT%20Roadmap%20Final%20November%20Version.pdf>
2. Home. Home | Gov. Office - Office of eHealth and Innovation. (n.d.). Retrieved November 30, 2022, from <https://oehi.colorado.gov/>
3. OeHI, & BHA. (2022). State of Colorado Care Coordination Strategy. Retrieved 2023, from <https://oehi.colorado.gov/sites/oehi/files/documents/CO%20Care%20Coordination%20One-Page%20v3.pdf>
4. Home. Home | Behavioral Health Administration. (n.d.). Retrieved November 30, 2022, from <https://bha.colorado.gov/>
5. Ownpath by Colorado Behavioral Health Administration. OwnPath by Colorado Behavioral Health Administration. (n.d.). Retrieved November 30, 2022, from <https://ownpath.co/>