

# Boulder Care Provider FAQs

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## What is Boulder Care?

Boulder Care® is a virtual platform that offers holistic telehealth treatment and 24/7 support for Substance Use Disorder (SUD), particularly for opioid addiction, alcohol addiction and any co-occurring conditions like nicotine dependence, depression, anxiety and insomnia. It's going live as a core benefit for Priority Health members who have coverage through an employer on **Jan. 1, 2026**.

## Which Priority Health members will be eligible for Boulder Care?

Members 18 and older who have Priority Health coverage through an employer group (theirs or a family member's) will be eligible for Boulder Care. However, the member must be in Michigan, New Mexico, Ohio, Oregon or Washington to receive coverage for services. (Priority Health is working to expand state eligibility.) Medicare, Medicaid and individual MyPriority plans do not include Boulder Care as a benefit at this time.

## Does Boulder Care work with a member's existing care team?

Yes, Boulder Care works in conjunction and collaboration with care from the Priority Health provider network and Priority Health's behavioral health support programs, like Community Care Management. Keeping the member's primary care team informed is a core part of the Boulder Care program. This includes Boulder Care providers sharing key clinical documentation, notes, treatment plan updates, medication changes and relevant lab results. When members require higher levels of care, the Boulder Care team will facilitate that transition.

## What does collaborative care look like between Boulder Care and a member's PCP?

Boulder Care views themselves as a specialty care provider and an extension of the member's care team. Their standard practice is built on collaboration, not fragmentation. The following are key elements of the collaborative relationship between Boulder Care and a member's PCP:

- **Proactive communication:** Upon enrollment, Boulder Care requests the member to sign a Release of Information (ROI) to share records and communicate with their PCP.
- **Dedicated care coordination:** Boulder Care's dedicated Care Coordination team acts as the primary liaison. They manage the flow of information, schedule check-ins and ensure there are no gaps in care.
- **Shared treatment plans:** Boulder Care provides the PCP with the initial treatment plan and subsequent updates so the PCP remains fully informed of the member's progress and care.

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### How are prescription drugs managed?

Boulder Care takes medication safety and coordination very seriously.

- Boulder Care prescribers review state Prescription Drug Monitoring Program (PDMP) reports for all members.
- Boulder Care coordinates with the member's PCP on all medications prescribed through the Boulder Care program to prevent adverse interactions and ensure a unified approach to the member's overall health.
- If a medication adjustment is needed that could impact care the member's in-person care team is providing, the Boulder Care team will reach out to that provider's office directly.

### How are members referred to Boulder Care?

Members can be referred in by a Priority Health care manager or by a network provider. Providers have two simple, HIPAA-compliant ways to refer a member:

- **Direct provider referral (recommended):** Complete Boulder Care's secure [online referral form](#). This is the fastest way to get the member into Boulder Care's system.
- **Patient-initiated intake:** Direct the member to call Boulder Care's intake line at **888.720.2236** to begin the enrollment process themselves.

### When is a referral appropriate?

Refer a patient to Boulder Care when they need compassionate, evidence-based telehealth treatment for Opioid Use Disorder (OUD) or Alcohol Use Disorder (AUD). Boulder Care is an excellent fit for patients who:

- Are seeking flexible, low-barrier care that fits into their daily lives.
- Have been identified with a potential SUD from a PCP visit or an emergency department encounter, or are transferring from another level of care.
- Would benefit from Medication-Assisted Treatment (MAT), such as buprenorphine for OUD or naltrexone for AUD.
- Are stable enough for an outpatient, virtual-first model of care.
- Are concerned with the stigma of seeking SUD care and want a discreet treatment option.

### How do members access Boulder Care?

Members can access Boulder Care through their Priority Health member portal. They can also call Boulder Care at **888.720.2236** to initiate program intake. Or, if they prefer, they could contact the Priority Health behavioral health team at **800.673.8043** for more information.

### What do members pay?

Standard member cost share and deductible apply, according to the member's virtual benefit coverage.

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### What does the Boulder Care treatment program include?

Care can include initial assessment and evaluation, periodic toxicology screening, medication management and virtual outpatient care for co-occurring mental health conditions that are considered non-severe, including mild to moderate depression, anxiety, PTSD and insomnia. Support will also address social factors like housing, transportation and other social determinants of health that influence recovery.

### Who is on a member's Boulder Care care team?

Boulder Care's dedicated care teams include:

- **Clinicians** who are specially trained in addiction medicine and can prescribe medication, supervise care and address related medical issues.
- **Care Advocates and Case Managers** to guide patients through the recovery process, helping with scheduling, insurance, pharmacy issues and more.
- **Peer Recovery Specialists** who bring understanding from their own lived experience of recovery to support patients and help with accessing local resources.

### What if a patient needs services beyond what Boulder Care can offer?

If a patient requires a higher level of care (e.g., residential treatment, intensive outpatient, or inpatient hospitalization), Boulder Care facilitates a "warm handoff" to ensure a safe and seamless transition. The process includes:

- **Needs assessment:** The Boulder Care clinical team works with the patient to identify the appropriate level of care.
- **Referral and placement:** Boulder Care actively assists the patient in finding and connecting with vetted, high-quality local resources.
- **Coordination of transfer:** **Boulder Care** coordinates directly with the receiving facility, providing them with all necessary medical records and clinical information to ensure continuity of care.
- **Follow-up:** Boulder Care maintains contact with the member (as appropriate) to support their long-term recovery journey, even after they transition from Boulder Care's direct care.

### How does a patient "graduate" from the Boulder Care treatment program?

Opioid Use Disorder and Alcohol Use Disorder are chronic diseases, and some patients may require treatment for the rest of their lives. If a patient does desire to taper off of medication, Boulder Care supports them through that process through an individualized plan tailored to the specific patient. Many patients are seen for at least 1-2 months after tapering off of medication to ensure stability and sustainability off of medication.

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### What if a patient drops out of the program?

Members drop out of the program in different ways:

- **Referral out:** Sometimes, in working with Boulder Care, it is identified that the patient needs a higher level of care or different model of care. In those cases, Boulder Care works with them to identify another provider to ensure a seamless transition and effective continuity of care.
- **Notification:** If a member notifies Boulder Care that they are stopping care, Boulder Care will work with the member and the member's care team, as appropriate, to ensure the member is still receiving necessary care from other providers.
- **Ghosting:** Boulder Care has a workflow to identify patients who have not been seen for more than 105 days without notification, which includes auto-unenrollment after that time period. This workflow generates a Discharge Summary, to be shared with the member and member's in-person care team, as appropriate.



### MORE QUESTIONS?

Visit [boulder.care/partners](https://boulder.care/partners) for additional information.