



# Colorado Department of Health Care Policy & Financing

Office of Community Living

October 19, 2023

# Agenda

- PHE Unwind
- Case Management Redesign
- Rural Sustainability
- Transitions / DOJ
- Class B Licensing
- Other Updates
  - ◆ Movelt Data Breach
  - ◆ Deficit Reduction Act of 2005
  - ◆ Legally Responsible Persons - CES/CHRP
  - ◆ DD Residential Providers & SCC
  - ◆ Transportation

# PHE Unwind

# Renewal Strategies for LTSS Members

- Supporting counties with renewal processing to support members in retaining coverage
- Executing systems projects
  - Improving the ex parte rate (automatic approval) so that more members are approved without the need to gather documents
- Increasing outreach and communication
  - Redesigned the renewal packet
  - Additional outreach directly to LTSS members through a newly implemented Outbound Contact Center
  - **Ongoing 60-day extension for LTSS members through June 2024**
  - CMS strategy that allows delay for a month, we pushed for two months
  - Continue to encourage members to submit their packets on time

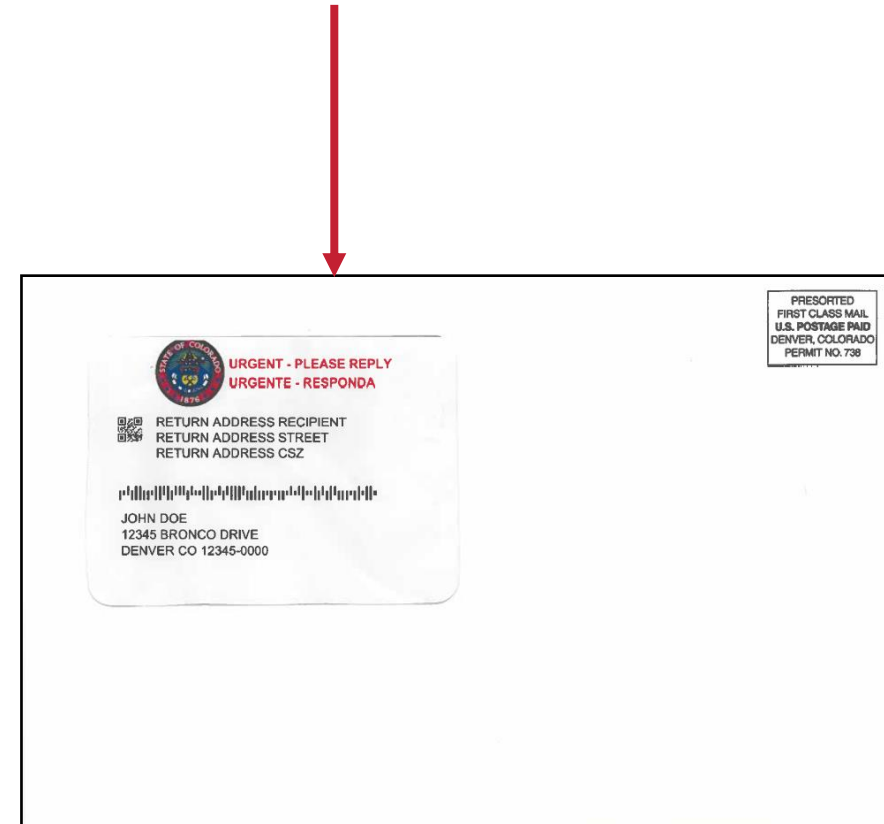


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# Redesigned Renewal Packet

- Based on member and community feedback
- It's shorter- no extra blank spaces and fewer pages
- Fewer pages to fill in financial information.
- Blank page at the end of the packet to add more information
- Additional emphasis on signing
- Color CO seal added to envelope window to help prevent it from being mistaken for junk mail.



# Medicaid Renewal Period for LTSS Members

## Notifications to Members

'Update your Address'  
Text Message (90 days  
out)

Text Message & Email -  
It's time to Take Action on  
Your Renewal

LTSS members have an  
extra 60 days to complete  
renewals if needed

Members may be  
disenrolled if renewal is  
not completed

Days to Renewal	75	60	45	30	15	0	60 Day Extension	90-day Reconsideration
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Renewal Period  
Begins  
(75 days out)

Reminder Letter  
Mailed

MCC Outreach via phone  
calls begins to members  
who missed their renewal  
due date

Reconsideration Text  
Message (coming  
Dec 2023)



# More Resources

- [PHE FAQs](#): New sub-categories for Renewals section, section on LTSS
- [LTSS-specific one pager](#)
- See something missing?  
Let us know

## COVID-19 Public Health Emergency FAQs

### Public Health Emergency Planning



#### Frequently Asked Questions

Jump to FAQ Categories:

General	Renewals	Eligibility	Unhoused	Medicare/Medicaid	Buy-In Programs	
Long Term Services & Supports (LTSS)	Former Foster Care	Maternity and Family Planning	Providers	Transitions in Coverage	Appeals	Reporting



Published: April 10, 2023

### Helping LTSS Members through the Continuous Coverage Unwind

This resource is designed to help Case Management Agencies (CMAs) and other partners who support members receiving Long-Term Services and Supports (LTSS) understand the Health First Colorado renewal process and the end of continuous coverage.

#### Key questions addressed include:

- What's different about the renewal process now for LTSS (non-MAGI) members?
- How does the automatic (ex parte) renewal process work for non-MAGI populations?
- How can caregivers help their loved one with LTSS care through the process?
- How can I help someone complete the renewal process?
- Where do I direct someone for in-person help?

# Case Management Redesign



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# When will my Defined Service Area (DSA) Transition?

**Phase 1: August 1-October 31, 2023**

**DSA 2-** Prowers County Public Health  
**DSA 3-** Otero County  
**DSA 5-** Developmental Pathways (DP)  
**DSA 6-** Rocky Mountain Human Services (RMHS)  
**DSA 11-** The Resource Exchange (TRE)  
**DSA 13-** Rocky Mountain Health Plans (RMHP)  
**DSA 14-** RMHP  
**DSA 17-** RMHP  
**DSA 20-** Community Connections, Inc. (CCI)

**Phase 2: November 1, 2023 - February 29, 2024**

**DSA 1-** Northeastern Colorado Association of Local Governments (NECALG)  
**DSA 4-** Las Animas County  
**DSA 9-** Weld County  
**DSA 10-** Foothills Gateway, Inc.  
**DSA 12-** TRE  
**DSA 18-** Rocky Mountain Health Plans (RMHP)  
**DSA 19-** Montrose County

**Phase 3: March 1-June 30, 2024**

**DSA 7-** Jefferson County  
**DSA 8-** Adult Care Management, Inc.(ACMI)  
**DSA 15-** Garfield County  
**DSA 16-** Rocky Mountain Health Plans (RMHP)



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# Care & Case Management (CCM) Update

- Key Priorities
  - Resolving Known issues
    - Priority is Program Card, Service Plan, Care Plan, and CIRs
    - Data Migration
    - Reports and CMA File Extract
- Provider Billing
- Weekly CCM Update Meeting
- Created a SuperUser Group
- Additional CMA Support and Training
- Intersection with PHE unwind



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# Rural Sustainability Update



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# Rural Sustainability

- ★ Current Status: The Vendor has completed the tool, and is working with the HCPF to identify stakeholder groups to outreach later this month.
- ★ Next Steps:

## October 2023:

- HCPF received the GIS Heat Mapping Tool and are running it through internal testing to ensure additional HIPAA compliance (above and beyond what the Vendor has already completed)
- Using the information gleaned from the heat mapping tool, Vendor will start work on Phases II & III which include stakeholder engagement, and research reports on developing geographic modifiers and creating shared systems in Colorado's rural communities

# Rural Sustainability cont.

## Projected October- December 2023:

- Vendor will conduct stakeholder engagement through targeted meetings, as well as using the Direct Care Workforce Collaborative and Action Groups

## Projected March 2024:

- Final Reimbursement Structures & Shared Resources Report due to HCPF for review

# Transitions & Community First Choice



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# Department of Justice

- DOJ filed suit against Colorado on Sept 29
- Despite their claims, we remain deeply committed to continue building a system that ensures people with disabilities have the option to live and receive their care in the community.
- Since the DOJ's findings letter was received in March 2022, Colorado has accelerated many of its efforts and dedicated over [\\$100M in additional funds](#) over the next 4 years to further strengthen and expand the state's HCBS options
- On Sept 28, [AARP named Colorado](#) best in the nation for 2023 for innovation in Long Term Services and Supports (LTSS) and fifth in the nation overall for LTSS services.

# HCPF Awarded \$43 Million Money Follows the Person Grant

- MFP is a federal grant program that creates a path to community-living for people living in Medicaid Long-Term Care (LTC) facilities.
- MFP Guidelines Update (March 31, 2022)
  - Introduction of MFP Supplemental Services to offer support that is not traditionally covered by Medicaid.
    - New Services: Rental Assistance, Food Assistance, Pre-tenancy Support, Peer Mentorship, Environmental Adaptations
- Implementation Plans
  - HCPF Finalizing Policy Requirements
  - Developing Training and Communications
  - Targeting Fiscal Year 2024-25 for Implementation

## Get Involved

Public Transitions Stakeholder Advisory Council (TSAC)

- [Meetings on the first Thursday of each month](#)

For More Information: Refer to [CMS Announcement](#)

Questions or TSAC Involvement: Contact [Matt Bohanan](#)



# CFC & Personal Care

- HCPF is working towards implementation of Community First Choice (CFC) on July 1, 2025.
- CFC will move select waiver services into the State Plan to allow for increased access to HCBS services, including self-direction.
- CFC consolidates Personal Care services offered across waivers into one service.
- Currently, waivers allow for different provider qualifications for similar services.
- Under CFC, provider qualifications must be standardized across a single service.
- This is an excellent opportunity for expansion.
- Once CFC is implemented all Personal Care agencies will be required have a Class A or Class B Home Care License.

# CFC & Personal Care

- The vast majority of waiver Personal Care providers are currently required to maintain a Class A or B license.
- This requirement is being expanded to the Supported Living Services (SLS) waiver.
- Any change to service delivery definition/new service creation would impact rate and require additional waiver changes.
- To support providers during this transition, Class A or B licensing fees will be waived for existing SLS waiver Personal Care providers until September 2024.
- Program Approved Service Agencies (PASAs) with a limited member base may also choose to explore Consumer Directed Attendant Support Services or In-Home Services and Supports.
- Also an opportunity for Remote Supports. More information forthcoming.
- For additional information, review [Policy Memo 23-008](#)

# Other Updates

# MOVEit Resources

- HCPF's vendor was among >2,000 companies worldwide impacted by this cyber attack
- Members should assume their personal information was compromised
- Encourage members to sign-up for 2 years of free credit monitoring from Experian
  - Members need to sign-up directly themselves, HCPF cannot do it on their behalf

# MOVEit Resources

- Enroll in credit monitoring either online or by phone:
  - Experian Website: [experianidworks.com/credit](https://experianidworks.com/credit)
  - By Phone: **833-346-1583**
  - Members need to reference ‘Engagement #: **B100639** and the ‘Activation Code’ from the breach notification letter they received from HCPF
    - Each member’s Activation Code is unique to them
  - If they have misplaced their letter, they need to call the number above and tell the call center agent
- These instructions can be found at: [hcpf.colorado.gov/moveit](https://hcpf.colorado.gov/moveit)

# Deficit Reduction Act of 2005 (DRA)

- Providers who make or receive annual Medicaid payments of \$5 million may receive an email from Gainwell on behalf of HCPF requesting a [DRA Declaration](#) to be submitted
- This is a federal requirement and must be completed
- The completed DRA Declaration and all required documents must be emailed to [hcpf\\_draact2005@state.co.us](mailto:hcpf_draact2005@state.co.us)
- For questions related to the DRA, please contact Eileen Sandoval at [hcpf\\_draact2005@state.co.us](mailto:hcpf_draact2005@state.co.us)

More information: <https://hcpf.colorado.gov/deficit-reduction-act-of-2005>

# Legally Responsible Persons-CES & CHRP

- Flexibility allowing legally responsible persons providing services in the Children Extensive Supports (CES) & Children's Habilitation Residential Program (CHRP) waivers has been in place since March 2020.
  - In early August of 2023, CMS provided updated technical guidance allowing this flexibility permanently within the 1915(c)-waiver authority.
- HCPF will pursue this permanent flexibility for legally responsible persons to provide Community Connector in the CES and CHRP waivers and Homemaker Services in the CES waiver.
  - A yearly limit that equates to ten hours a week for community connector & homemaker services will be imposed. Members will have access to 2,080 units annually for services provided by legally responsible persons.
  - There will also be an easy-to-utilize exception process for families to this limit for those experiencing extenuating services.
- If you missed yesterday's stakeholder engagement meeting: You can submit your comments through [this form](#).

# DD Residential Providers & SCC

*Will DD Res providers (FCG and HHP) continue to be able to provide SCC?*

- Residential Habilitation Services and Supports (RHSS) within the Developmental Disabilities (DD) waiver can be provided by a variety of live-in paid direct care workers
  - Family Caregivers
  - Group Home providers
  - Host Home providers
- HCPF made a temporary allowance through the Appendix K waiver, as a result of the Public Health Emergency, to allow the same DCW to provide both RHSS and SCC services to the same HCBS waiver member.
- Currently, Appendix K waiver allowances are set to expire on Nov. 11, 2023.
- HCPF plans to continue this allowance beyond Nov. 11, 2023.
- This means a RHSS DCW can continue to provide SCC services to HCBS members who reside in their home.

[Operational Memo 23-066 was posted 10/13/23 with all of the information.](#)



# Transportation

## NMT Denver Rate Billing

- *Do we need revisions to plans adding the code with modifiers?*
  - No. Only one waiver (Complimentary and Integrative Health Services) for Wheelchair and Mobility Van.
- *Do we need to add a zip code to all Denver codes in the portal for each trip?*
  - The Department's Fiscal Agent is targeting November 1, 2023 to release a solution that will **not require the use of ZIP Codes**.
  - Further guidance regarding billing in this respect will come in the form of a Revised Operational Memorandum.

## NEMT Moratorium

- Will not affect NMT at all.

# Thank you!