

# Office of Community Living Updates

Colorado Department of Health Care Policy & Financing

Office of Community Living

August 22, 2023

# Agenda

- OCL Goals
- LTSS Stabilization
- LTSS Momentum
- Case Management Services
- Other OCL Updates
  - ◆ Access Rule
  - ◆ Rural Sustainability
  - ◆ Host Home bill and process
  - ◆ MPRRAC / Rate Updates
  - ◆ ARPA Reminder



***Thank You For Your  
Continued Collaboration***



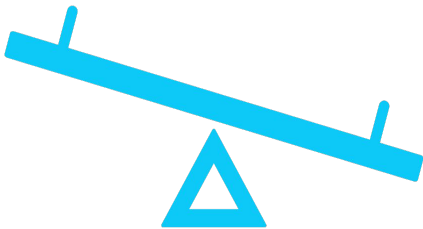
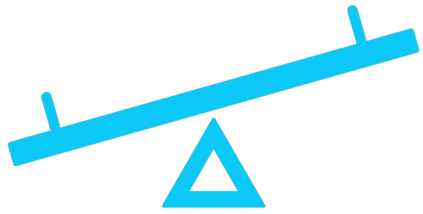
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# LTSS Stabilization

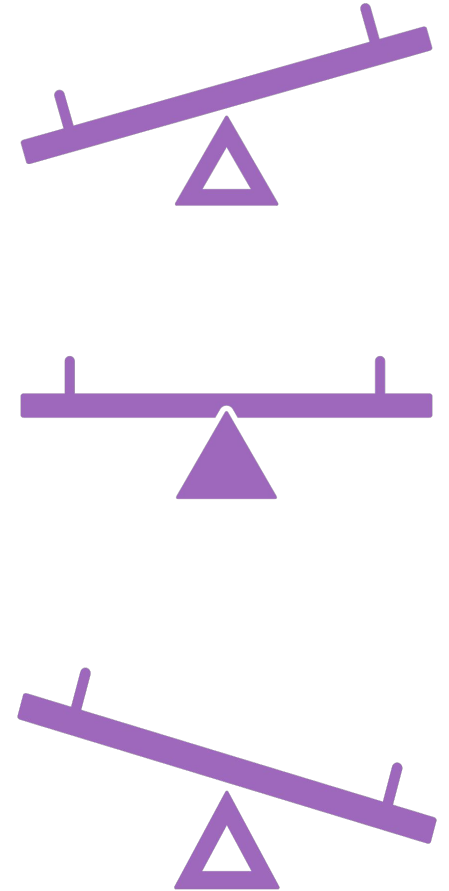
# Stabilizing Long-Term Services and Supports



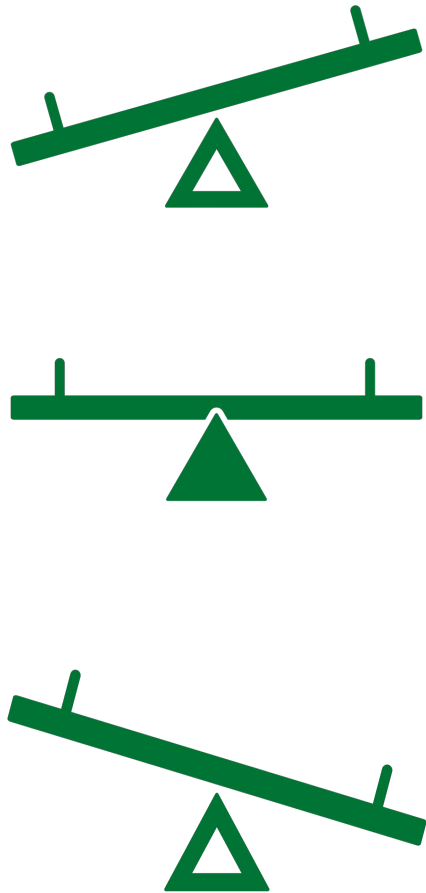
- Several concurrent challenges impacted the state's LTSS system:
  - **Increased county workload** due to the end of the PHE, combined with a record number of Medicaid and (SNAP) renewals
  - **Issues with the implementation of IT system changes** that has resulted in additional workload and frustration for case managers
  - **Unanticipated complications with the transition of members** to new case management agencies (CMAs) to achieve conflict-free case management

# Stabilizing Long-Term Services and Supports

- The impact of all three occurring at once - which was not intended - caused short-term challenges to:
  - Member eligibility
  - Provider reimbursement
  - Case management agency processing and member service response time
- In the coming months, the IT innovations and case management modernizations will create a better system for members, providers, and CMAs.
- Our top priority during stabilization is **ensuring ongoing coverage for LTSS members while mitigating payment delays for LTSS providers** so members can access needed services.



# Stabilizing Long-Term Services and Supports



We have identified five major areas of work to stabilize the LTSS system:

1. Protecting coverage for LTSS members
2. Paying providers timely to protect access to services
3. Identifying and resolving known IT issues in the Care and Case Management system and the interfaces with other Medicaid systems
4. Reducing case management and county backlog
5. Addressing appeals and escalations backlog

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# LTSS Momentum



# System Investments

The State has invested approximately \$840M in HCBS services between July 1, 2019 and June 30, 2025 including:



\$800 M in increasing the reimbursement rates for providers



\$8 M in expanding eligibility for the DD waiver



\$32 M for expanding services

# ARPA HCBS By the Numbers

10% Enhanced FMAP from April 1, 2021 - March 31, 2025

resulting in:

**61** Projects

11 Projects have been  
completed

1,572 Grantee Recipients

**10,700+**  
total attendance at  
ARPA Stakeholder  
Engagement  
Opportunities

**\$551 Million**  
*reinvestment*

90% Directly  
Benefiting the  
Community  
3.5% Admin

**9** months  
left

**98,001** page views on the  
ARPA webpage

# Group In-Reach Wins

- Team provided Group In-Reach counseling (information sharing about transition options and HCBS) at 181 nursing facilities last fiscal year
  - Over 1,000 individuals attended - members and families/guardians
  - Resulted in over 300 referrals to options counseling or transition coordination

# Conflict Free Compliance!



Completed transition from 44 Agencies to 15-  
implementing vision to have one agency to serve  
all people with disabilities in a community

# Nursing Facility Innovation

- Created new models of care that prioritize serving people with complex needs, including behavioral needs, and helping people move from the hospital back into the community.
- Rebased Nursing Facility rates while simultaneously placing greater financial emphasis on quality outcomes.
- Improved financial oversight and transparency measures.

# OCL Priorities

## ARPA HCBS

Leverage funds to enhance, expand, & strengthen HCBS.



## Increase Access to Community-Based Care

Increase member education on community options & expedite financial eligibility.



## Address critical staffing shortages

Focus on wage sustainability & increasing access to training.



## Transform the Nursing Home industry to ensure sustainability

Implement the nursing facility innovation plan with a focus on reimbursement, transformational change, & quality.



## Increase Person-Centered Case Management Services

Provide quality case management services to all individuals.

*ARPA = American Rescue Plan Act*



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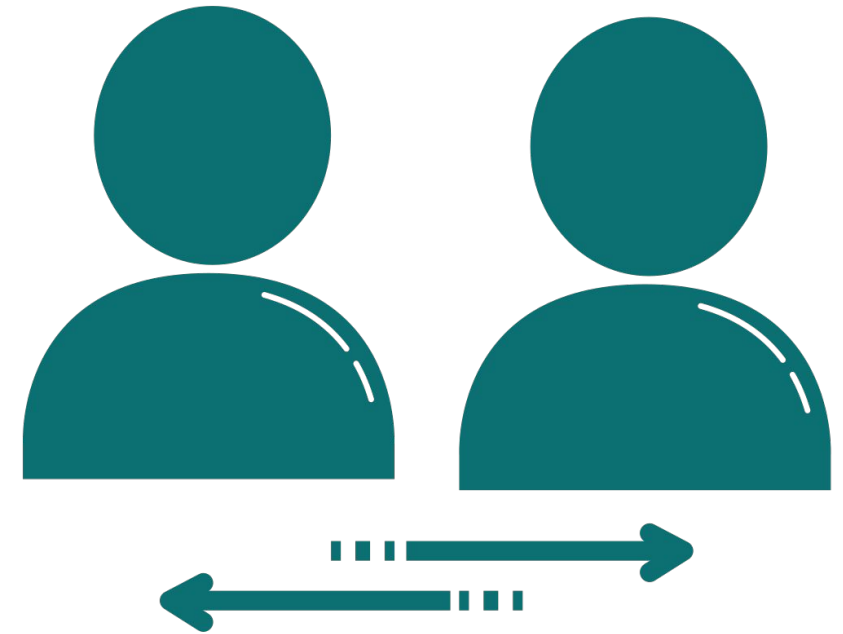
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# Case Management Services

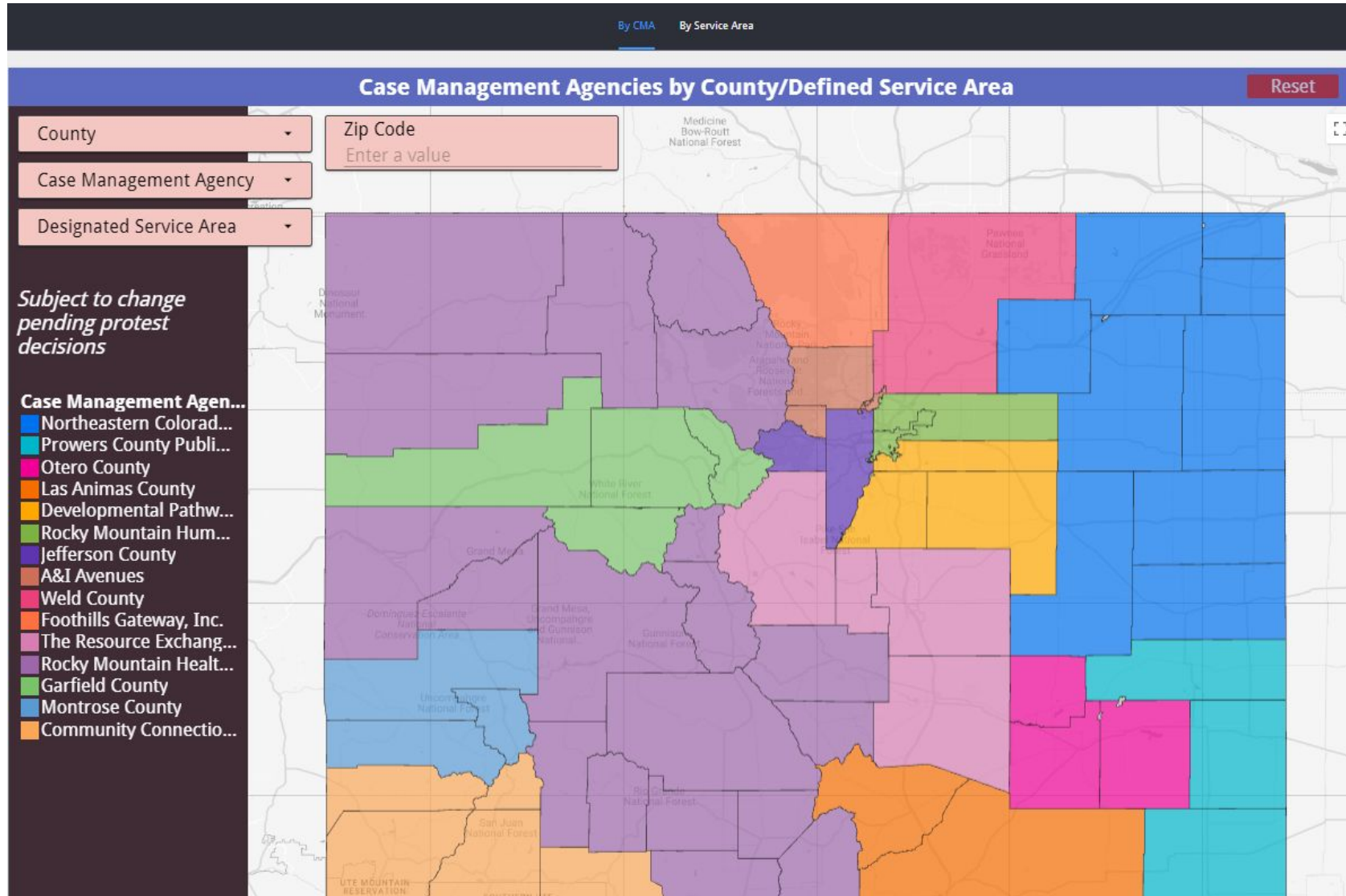
# Member Transitions Complete

- Case Management Redesign (CMRD) created one Case Management Agency (CMA) for each of the 20 Defined Service Areas (DSA) and based member affiliation to a CMA on member's county of residence, regardless of disability/waiver.
- Member transitions were phased
  - Phase 1: November 1, 2023
  - Phase 2: March 1, 2024
  - Phase 3: July 1, 2024





# Defined Service Area Map



# Agencies by Defined Service Area (DSA)

**DSA 1-** Northeastern  
Colorado Association of  
Local Governments  
(NECALG)

**DSA 2-** Prowers County  
Public Health

**DSA 3-** Otero County

**DSA 4-** Las Animas County

**DSA 5-** Developmental  
Pathways (DP)

**DSA 6-** Rocky Mountain  
Human Services (RMHS)

**DSA 7-** Jefferson County

**DSA 8-** Adult Care  
Management, Inc. DBA  
A&I Avenues

**DSA 9-** Weld County

**DSA 10-** Foothills  
Gateway, Inc.

**DSA 11-** The Resource  
Exchange (TRE)

**DSA 12-** TRE

**DSA 13-** Rocky Mountain  
Health Maintenance  
Organization, Inc (RMHP)

**DSA 14-** RMHP

**DSA 15-** Garfield County

**DSA 16-** Rocky Mountain  
Health Maintenance  
Organization, Inc (RMHP)

**DSA 17-** RMHP

**DSA 18-** Rocky Mountain  
Health Maintenance  
Organization, Inc (RMHP)

**DSA 19-** Montrose County

**DSA 20-** Community  
Connections, Inc. (CCI)



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# Care & Case Management (CCM) System

**Vision:** Create a modern IT application seamlessly integrated with statewide HIT systems to support an improved case manager & member experience.

## **Status of the Work:**

- Team is working hard on CCM Stabilization post-implementation
- Execution of the new contract with the IT vendor

**Future State:** Create a robust CCM System ecosystem that supports Case Management operations & is underpinned by the Colorado Single Assessment and the Person Centered Budget Algorithm.

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# Other OCL Updates

# Access Rule Timeline



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# Access Rule - Stakeholder Engagement

- HCPF will provide opportunities for stakeholders to provide feedback on how Access Rule requirements are met in Colorado.
- A stakeholder engagement plan for the Access Rule is in development for this upcoming winter and details will be communicated once available.





# Rural Sustainability Efforts



- Continued focus on increasing recruitment and retention of qualified direct care workers & providers
- GIS Heat Map highlighting care deserts across the state
  - From Heat Map data, exploring geographic rate modifiers to adjust reimbursement rates, and ultimately boost funding in areas with access to care challenges
- Support HCBS providers in building strategic partnerships
  - Develop community strategies to leverage provider and community strengths for structural change, such as supporting local workforce development, collective procurement, shared training costs, and cooperative staffing models

# Provider Rates Update

## The Big Picture

- Effective July 1, 2024
- **2% Across the Board (ATB) rate increase** for most Home and Community Based Services benefits
- The Department has also **increased the base wage** to \$17/hr statewide
- Additionally, the **Denver County** minimum wage increased to \$18.29/hr.
- All services that have a required increase to the base wage or minimum wage also receive an increase in addition to the ATB



# MPRRAC / Rate Updates

- After continuous collaboration with internal policy staff and the external HCBS provider community, the Department presented the rate comparison analysis results to the MPRRAC and the public on March 29, 2024.
- During the July 12, 2024 public meeting, the MPRRAC listened to the feedback from HCBS providers and incorporated it into their recommendations. They also reviewed these recommendations on August 16, 2024.
- Following the incorporation of MPRRAC's recommendations, alongside budgetary and policy considerations, HCPF policy SMEs are developing their HCBS recommendations between July and October 2024.
- The Department will submit the MPRRAC annual report and proposed rate change track document to the JBC and publish them on [the website](#) for public access.

# Host Home Bill and Process

- House Bill 23-1197
- Stakeholder engagement has occurred throughout the spring and summer. The vendor held focus groups to better understand issues at hand and goals for programmatic improvement.
- Convened separate workgroups with primary focus to delve into recommendations. Workgroups then report out to larger stakeholder group on recommendations.
- Next stakeholder meeting tentatively being held in September.
- Next steps: HCPF to draft legislative report on the recommendations developed with stakeholders

# REMINDER: ARPA Close-Out

## Key Dates

Sept.  
30th

2024

### Project Activities End

- All vendor or grant work must be completed by this date

Nov.  
31st

2024

### Vendor Invoices Paid

- Goal date to have all ARPA vendor or grantee invoices paid

Dec.  
31st

2024

### ARPA Projects Closed

- All ARPA HCBS projects closed with close-out reports completed

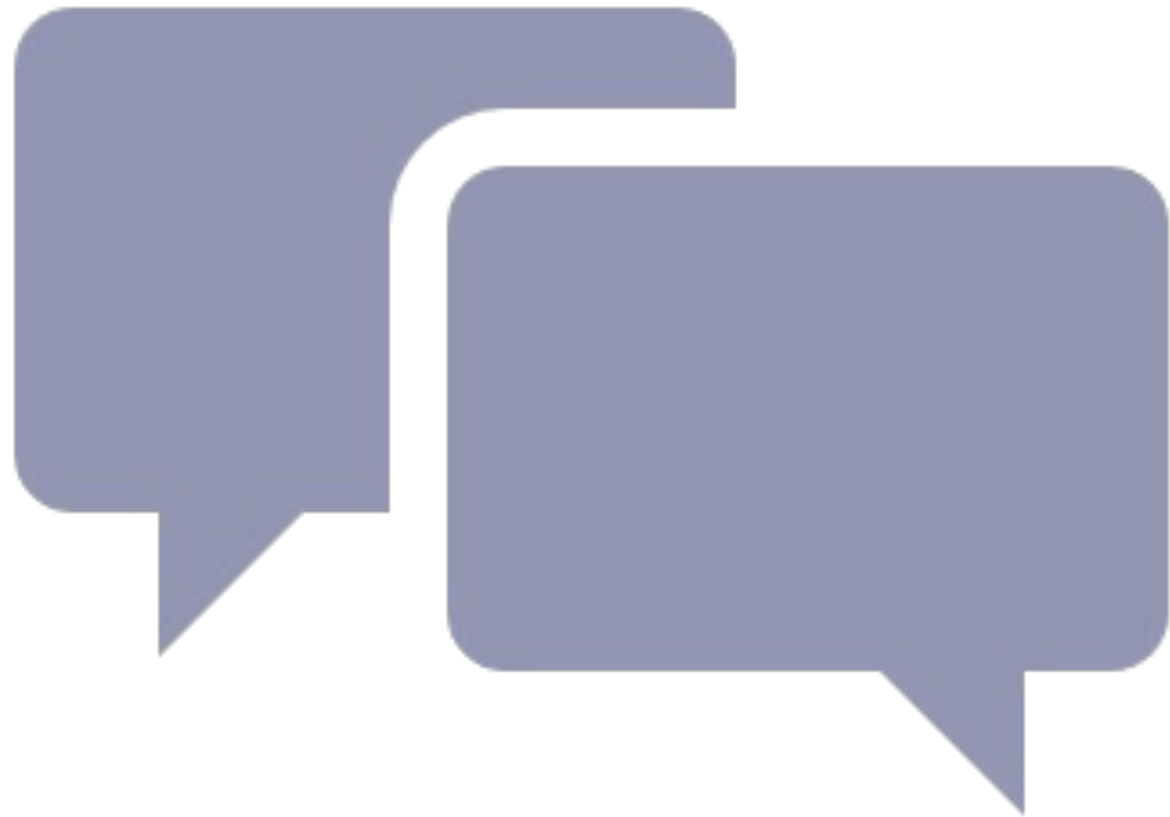
March  
30th

2025

### ARPA HCBS Ends

- All funds spent and final quarterly report submitted to CMS





# Questions?



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# Thank you!

