

Support Stabilization Funding for Case Management

BACKGROUND

Case Management Agencies are a lynchpin for supporting people with disabilities to navigate, enroll in, and manage the services they rely on. Without this critical service, people with disabilities can't be connected to the services they need, and their providers can't bill for the services they provide. **Without effective Case Management, the system that provides critical daily supports to tens of thousands of Coloradans with disabilities simply cannot function.**

THE PROBLEM

Colorado's Case Management system is experiencing severe disruption due to the confluence of several systems changes and workforce issues:

- **Case Management Redesign** necessitating the transfer of thousands of people to new Case Management Agencies.
- The **end of the Public Health Emergency** requiring eligibility redeterminations for thousands of Medicaid enrollees at a time when county eligibility sites are experiencing significant staffing shortages.
- Implementation of the **new Care and Case Management data system** which has experienced technical problems and significantly increased the time it takes Case Managers to perform their duties.
- These systems changes have **worsened longstanding staffing shortages and high turnover** among Case Managers, who are increasingly exhausted and overwhelmed.

This "Perfect Storm" has created a system in chaos:

- People with disabilities are experiencing **breaks in eligibility** and gaps in case management service delivery that put their daily supports at risk.
- Provider agencies are **accumulating significant unreimbursed services** and dedicating thousands of unreimbursed hours to resolving eligibility issues and payment delays.
- Case Management Agencies are **struggling to maintain operations** due to the mounting backlog of issues to resolve, not being able to bill for activities, and losing staff day after day.
- **Mass confusion** among case managers, providers, and the people and families they serve about where gaps exist and how to fix them.

THE SOLUTION

The General Assembly should approve the stabilization funding plan proposed by the Department of Health Care Policy & Financing and the Governor's office. This plan will:

- ✓ Provide funding to Case Management Agencies to maintain their operations
- ✓ Fund two additional staff within HCPF to oversee and provide technical assistance for the new Case Management data system
- ✓ Provide additional funding for HCPF's contractor to make improvements to the new data system