



Talking Points for CMA Leaders

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Case Management Redesign (CMRD) Basics

- Case management is not going away – we need case management and supervisors now more than ever in order to achieve the high performing case management system we are hoping for (and required by HB 21-1187)!
- There will be no changes to the *need* for case management services for members – assessments, support plans, etc. for members to receive services will still be necessary throughout and after CMRD
- Case Management Agencies (CMA) may change in each catchment area, depending on business decisions and outcomes of the Request for Proposal (RFP) process).
 - CMA leaders should be preparing their staff and their communities for these changes.

Q: What is CMRD?

- CMRD is, at its core, the combining of the three different types of case management for home and community based services (HCBS) into one entity or case management agency (CMA) in each catchment area.
- CMRD aims to meet 5 goals:
 - Federal Compliance with conflict free case management requirements

- Consistent quality and support for case management agencies across the state
- Simplicity of the system so that members can navigate it with ease
- Stability of case management agencies in each catchment area so that members know where to go for their services
- Increased accountability and oversight for all case management agencies across that state to increase consistency and quality of the case management services offered in each catchment area

Q: Why is CMRD happening?

- CMRD is intended to simplify access to HCBS for members and to remove silos so members will be able to more easily navigate and find the right programs and services that work for them. It will require one case management agency to provide case management services for all waiver programs in each catchment area that is awarded by the Department through a competitive procurement process.
- These changes will meet the federal Conflict-Free Case Management requirement and allow the Department to ensure quality case management services for members across the state.

Q: Why is CMRD happening NOW?

- Colorado's deadline for coming into compliance with the 2014 federal rule for conflict free case management is July 1, 2024.

Q: What if Colorado doesn't implement CMRD?

- If Colorado does not come into compliance with conflict free case management, the risk is loss of federal funding, which is 50% of home and community-based services. This would be detrimental to people in Colorado being able to access these vital services in the future.

Q: What does “conflict free” mean?

- Conflict free means a case management agency will not provide both case management services and direct services to an individual, because this creates a conflict of interest.

Q: Will there be exceptions to conflict free case management?



- Yes, the Department will create a process for exceptions to conflict free case management in areas where the approved case management agency is also the only willing and qualified provider in a rural catchment area.
- Only CMAs with the current rural exception will be allowed to apply for an exception to conflict free case management.
- You can view the most recent informational memo about this process: [HCPF IM 22-014 Conflict Free Case Management Rural Exceptions](#)

Q: How will CMRD benefit members?

- Case Management Redesign will create a simplified system where there is one place to go in each catchment area for case management for all waivers.
- Case Management Redesign will create consistency in the quality, accountability and stability of the case management services people receive across the state. It will allow the Department to provide oversight and support to ensure a high performing case management system statewide.

Q: Will members still have a choice of agency?

- Members will receive case management services from the agency who holds the contract in their catchment area except for in cases where both the individual and agency agree to other terms.
- If a person wants to be served by another agency in an adjacent catchment area, if both the individual and the agency agree, this will be allowable but will require Department oversight.

Q: What will the impact be if a person moves from being served by a SEP or CCB to being served by a case management agency?

- The impact on members should be minimal if a transition does occur in your area. The Department works with both incoming and outgoing agencies to ensure a smooth transition for members.



- Members can expect to experience outreach and communication regarding a change in their case management agency from both the Department and the awarded case management agency.
- During previous transitions between agencies, case management staff experience and expertise are highly valued and new agencies seek to retain case managers whenever possible.

Q: How are catchment areas decided?

- The Department hired a contractor to analyze data, look at geographical issues, caseloads, and numbers of assessment and support plans and made recommendations and to garner feedback from stakeholders.
- Final catchment areas (the areas that the case management agencies service) were decided based on all this feedback in November 2021.
- You can find the map here: [Informational Memo IM 21-055 - CMRD Policy Update: Catchment Areas](#) - November 2021

Q: Will contracts for Case Management go to the lowest bidder through the RFP process?

- No. The rates for case management are set for all administrative and targeted activities. The RFP process will not evaluate costs but will evaluate best fit to serve the specific catchment area each agency applies for.

Q: How will CMRD impact Children's-Home and Community Based Services (CHCBS) and other children's programs?

- Each CMA will provide case management services for all 10 Colorado HCBS waivers, including all children's waivers.
- CHCBS members will continue to receive In Home Support Services (IHSS) and case management services.
- CHCBS case management will be part of the CMA contract in each catchment area.



Q: How will CMRD impact Community Centered Boards (CCBs) and mill levy?

- The definition of CCBs will be amended to exclude CMA functions but will ensure the continuity of local mill levy dollars as it pertains to HCBS recipients.
- Each catchment area will create their own plans for utilizing mill levy in their communities for people with Intellectual and Developmental Disabilities.

Q:How will CMRD impact providers or available services for members?

- Providers will continue providing the same direct services per rule and regulation.
- Providers will be notified of any changes in case management agency in each catchment area via provider bulletin, HCPF communication and communication from local case management agencies.

Q: What are some resources to get more information?

- [CMRD background information presentation](#) and [recording](#)
- [CMRD Website](#)

