County & Eligibility Partners Touch Base

March 28, 2024

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COLORADO
Department of Health Care
Policy & Financing

About this webinar

Will this presentation be shared?

Yes. A recording of this meeting and the slide deck will both be posted on the PHE Planning webpage in a few days.

https://hcpf.colorado.gov/covid-resources-county-and-eligibility-partners

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Today's Agenda

❖ Statewide Medical Assistance Performance

❖ Management Evaluation(ME) Kicked Off

❖ New Operational Memos

❖ LTSS Stabilization

❖ Open Forum

MAP Statewide Performance

Application Timeliness, 45 days

February 2024: 94.49%

Target Not Met

STATEWIDE, Target ≥ 95%

Timely Count: 15,296 | Untimely Count: 892

Month of Authorization	
February 2024	94.49%
January 2024	93.98%

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MAP Statewide Performance

Application Timeliness, 90 days

February 2024: 97.19%
Target Met

STATEWIDE, Target ≥ 95%

Timely Count: 761 | Untimely Count: 22

Month of Authorization =

February 2024	97.19%
January 2024	97.94%

Statewide MAP Application 45 Timeliness

98.07%
97.09%
97.90%
95.45%
90.66%
90.20%
92.51%
80.28%
96.15%
96.74%
97.67%
96.74%
97.17%
97.02%
95.33%
93.98%
94.49%

09/22   11/22   01/23   03/23   05/23   07/23   09/23   11/23   01/24
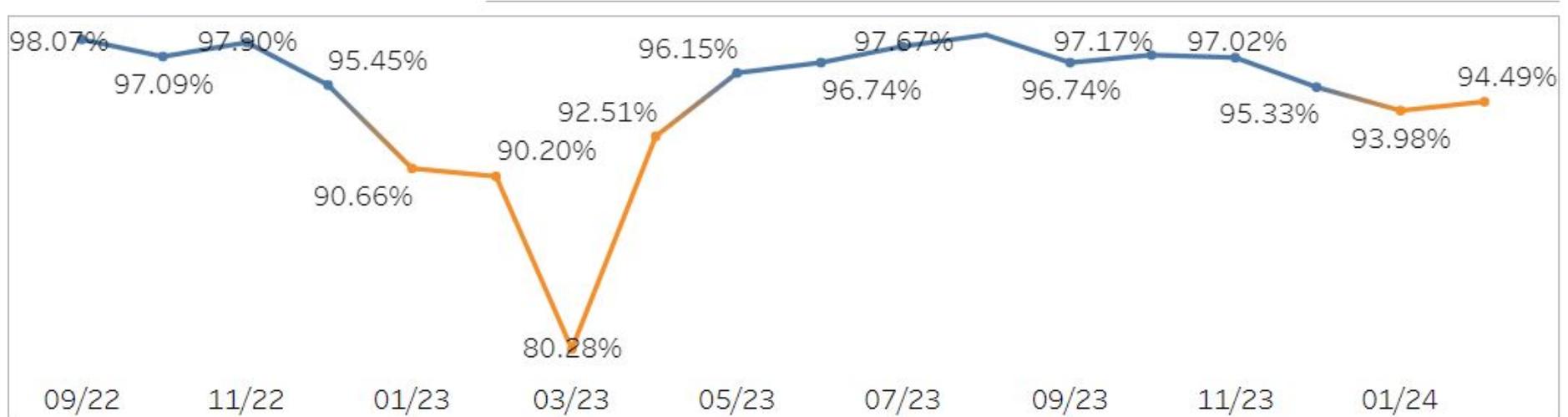
HCPF State Target 95% or Above

ME Kicked Off

State & County partnership to ensure the proper administration of the Medical Assistance Program.

Administration
- QA
- Member Experience
- Privacy/Confidentiality
- Performance Measures

Eligibility
- Hearings & Appeals
- Eligibility Determinations
- Ongoing Case Maintenance

*Not comprehensive list

ME Kicked Off

HCPF Improvement Efforts to ME Program

- Developing standardized templates for counties to utilize to increase efficiency & effectiveness of administration of program.

- Incorporating evaluations for future ME Reviews to address how feedback is collected to improve the program.

- Website revisions to the Oversight and Accountability website

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New Operational Memos

- Medical Assistance Re-apply function versus Rescinding
- Limited Authorized Representatives for Signing Applications or Renewals
- Can access memos here

Questions?

Long Term Services & Supports (LTSS) Update

New Actions To Protect Coverage of LTSS Members

HCPF's top priority is ensuring ongoing coverage for LTSS members

Mitigating and ultimately eliminating inappropriate LTSS terminations at least through December 31, 2024, while we stabilize the system

Collaborating closely with select counties and case management agencies to retrospectively review procedural terminations

- Expedite Backlog Processing
- Prevent Termination During Processing
- Temporarily Pause LTSS Terminations: for all reasons for two months past termination date
- Monitor and Reverse Inappropriate Terminations

Timely Provider Payments:

- Prior Authorization Request Extension
- Benefit Plan Extension

System Mitigations - Short term

Strategy: Prevent LTSS members from being terminated through at least Dec. 31, 2024, while the LTSS system is stabilized

Short-term
- Reinstate coverage using the Override functionality
  - February 29th terminations reinstated on 2/29/2024 for ~6600 members
  - March 31st terminations being reinstated between 3/24-3/29 for ~6000 members
- Mitigate terminations and future reinstatements
  - Pending State Help Desk Ticket added to LTSS and Buy-In cases on 3/20/2024
  - **Please continue to work cases and approve if eligible**
- Expedite an eligibility system change to process from CCM to CBMS the backlog of Level of Care (LOC) Certification entries
  - Timeline TBD but requirements underway
  - Eliminates need for eligibility workers to enter any backlog LOCs

System Mitigations - Long Term

Strategy: Prevent LTSS members from being terminated through at least Dec. 31, 2024, while the LTSS system is stabilized

Long-term
- Implement project to extend the LOC for 12 months
  - Applies a 12 month extension (on the back end) to all Long-Term Care (LTC) Level of Care (LOC) certification end dates as of 3/1/2024 or later. Ensures members are not terminated for no longer meeting the LOC criteria prior to next LOC determination. Scheduled for April 2024 build.
- Pause LTSS terminations for <u>all</u> reasons for two months (60 days) past the member's original termination date (except for death and relocation out of state)
  - If eligibility is still pending due to missing documentation or verifications after the two-month extension, county workers may implement a Good Faith Extension
- Identify and implement process to appropriately terminate individuals who do not meet eligibility criteria and not negatively impacted by backlogs

PARs & Provider Payments

Strategy: Ensure providers are able to receive payment for services rendered to LTSS members

- **Prior Authorization Request (PAR) Extension:** HCPF will extend Prior Authorizations for LTSS eligible members who do not have a current Prior Authorization in our claims payment system for an additional year.
- **Benefit Plan Extension:** In addition, HCPF will extend the member's current benefit plan (e.g., HCBS BI - Brain Injury Waiver) for an additional year. This will allow HCPF's claims payment system to continue to pay for services even if the case management agency has not had the opportunity to provide that information through the HCPF Bridge system.

Support for LTC Issues

Long Term Care Streamline Command Center Schedule 1:00 PM - 2:00 PM		
Date	Time	Add to Google Calendar
Tuesday, March 26, 2024	1:00 PM to 2:00 PM	March 26th
Thursday, March 28, 2024	1:00 PM to 2:00 PM	March 28th
Thursday, April 4, 2024	1:00 PM to 2:00 PM	April 4th
Thursday, April 11, 2024	2:00 PM to 3:00 PM	April 11th*
Thursday, April 18, 2024	1:00 PM to 2:00 PM	April 18th
Thursday, April 25, 2024	1:00 PM to 2:00 PM	April 25th

*The April 11th session is scheduled for 2:00 p.m. to 3:00 p.m. to allow time for the April Build Knowledge Transfer Call.

To join the Long-Term Care (LTC) Streamline Implementation Command Center by phone:

Phone: 1 302-481-5144
PIN: 440 893 544#

To join the Long-Term Care (LTC) Streamline Implementation Command Center by Google Meet:
https://meet.google.com/eoz-vpkz-ixe?authuser=0&hs=122

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Questions?

Open Forum