

# HCPF/County Directors & Leadership

## Monthly Support Call

October 29, 2024



# Agenda

- Welcome - 2 minutes
- Executive Steering Committee Updates - 10 minutes
- MAP Statewide Performance - 10 minutes
- LTSS Sunsetting Override and Pend HDT Project - 10 minutes
- Cover All Coloradans - 15 minutes
- ARG Request - 2 minutes
- 1115 Waiver Updates - 20 minutes
- Medicaid Eligibility During Incarceration - 15 minutes
- Pregnancy Records Update - 5 minutes
- County Hot Topics - 5 minutes

# Upcoming Directors Call

- No November Call - Nov/Dec calls were combined due to the holidays
- December 10, 2024 Meeting - Need to Extend
  - 1st Half - 1038 Deliverables Update & QA Errors Updates
  - 2nd Half - Review County Admin Rules

# Executive Steering Committee Updates

Presented By: Jamie Ulrich & Katie McDougal



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# MAP Statewide Performance Update

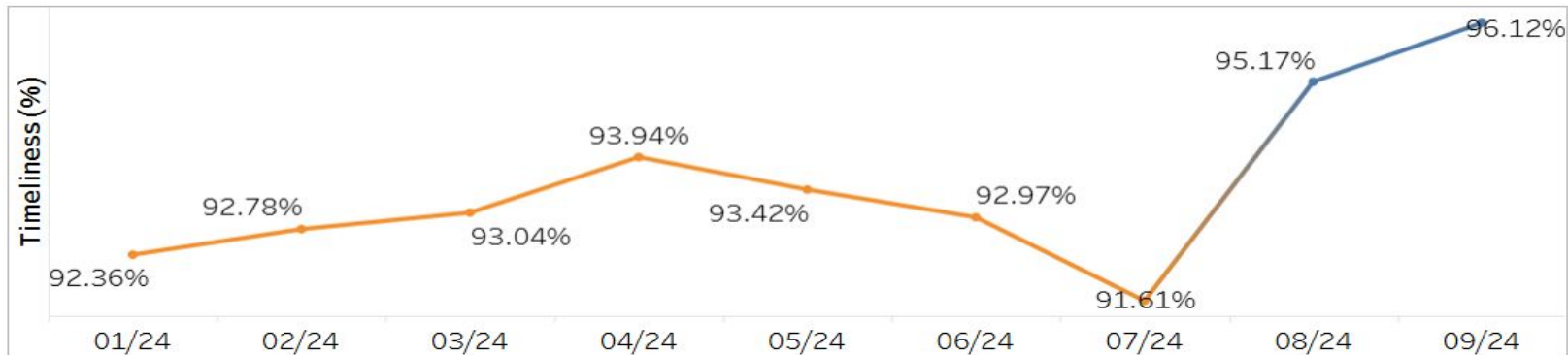
Presented By: Arturo Serrano



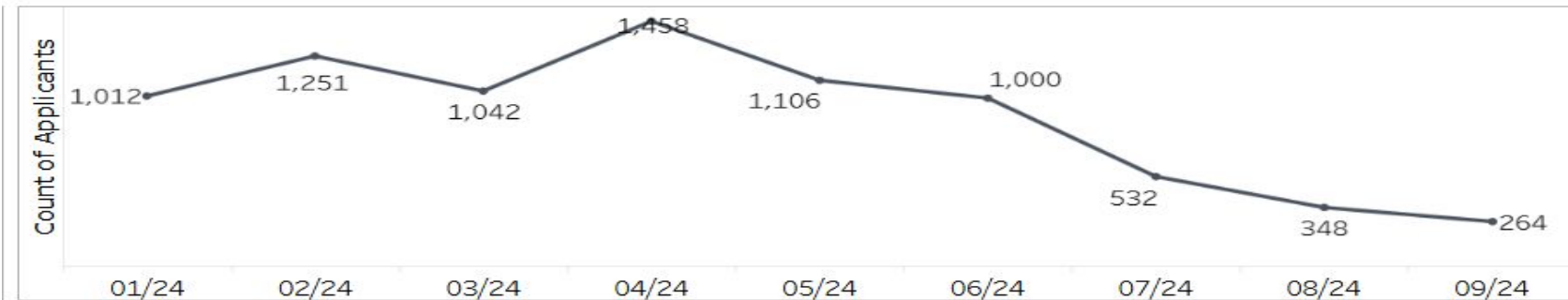
# Statewide App 45 Timeliness

September Target Met

**96.12%**



## Statewide EPG 45



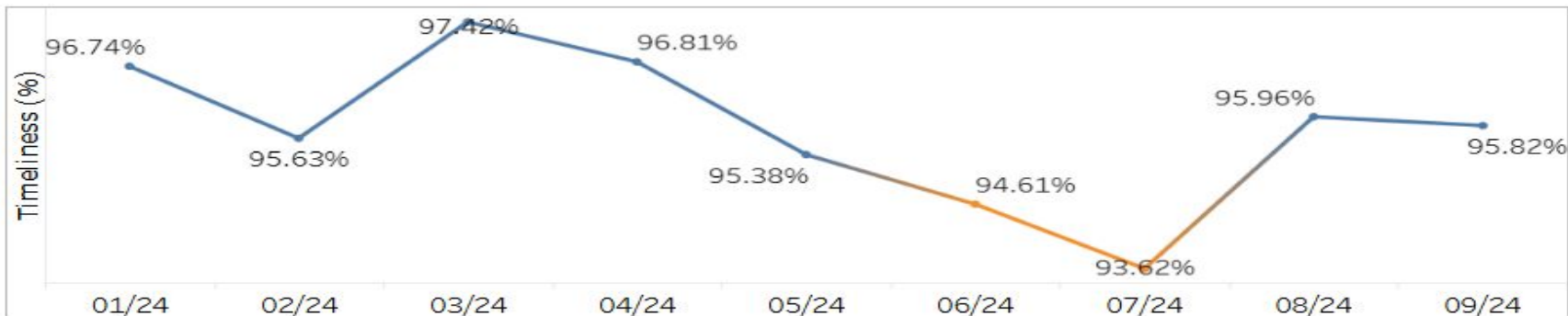
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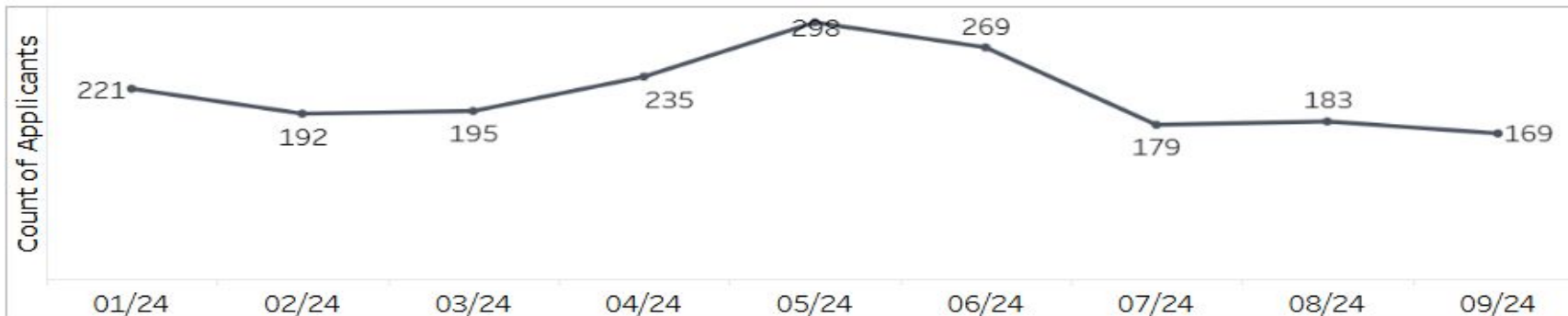
# Statewide App 90 Timeliness

September Target Met

**95.82%**



## Statewide EPG 90



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# Statewide Renewal Non-LTSS Timeliness

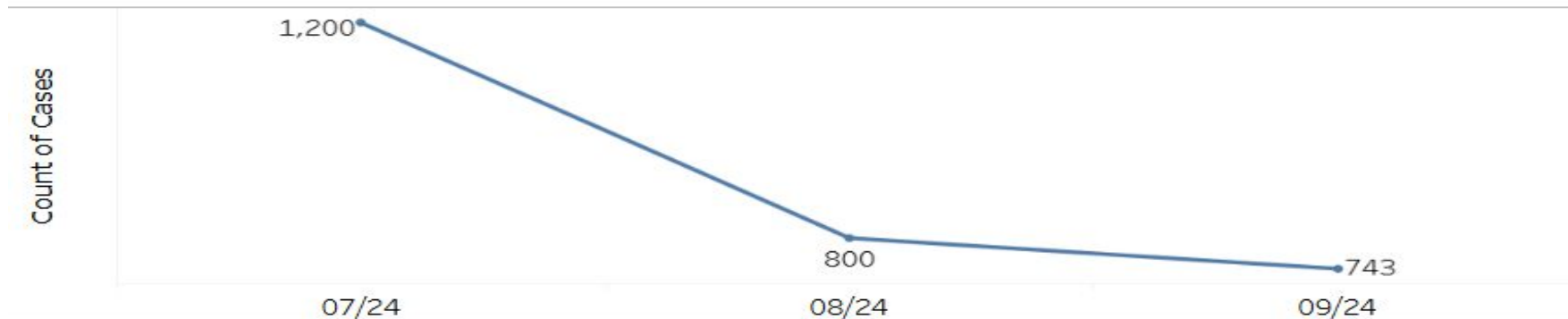
September Target Not Met

**91.81%**

Month of Authorization



## Statewide Renewal Non-LTSS EPG



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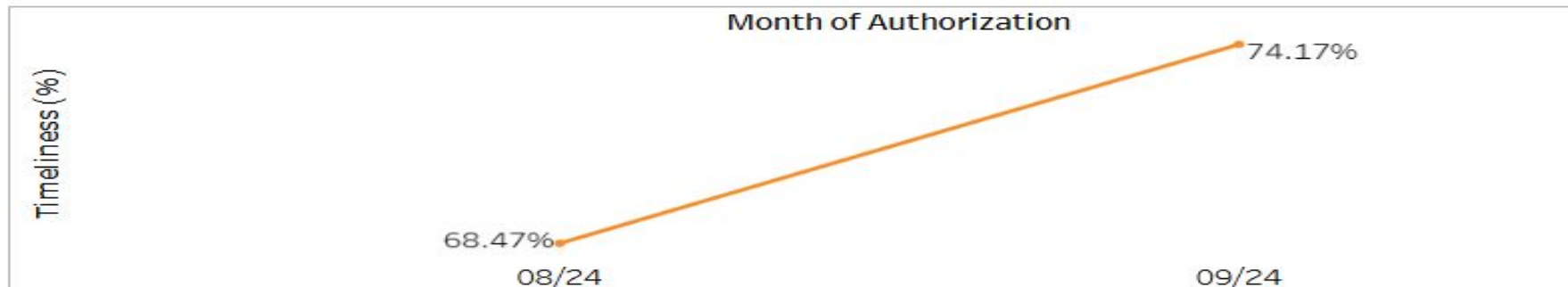
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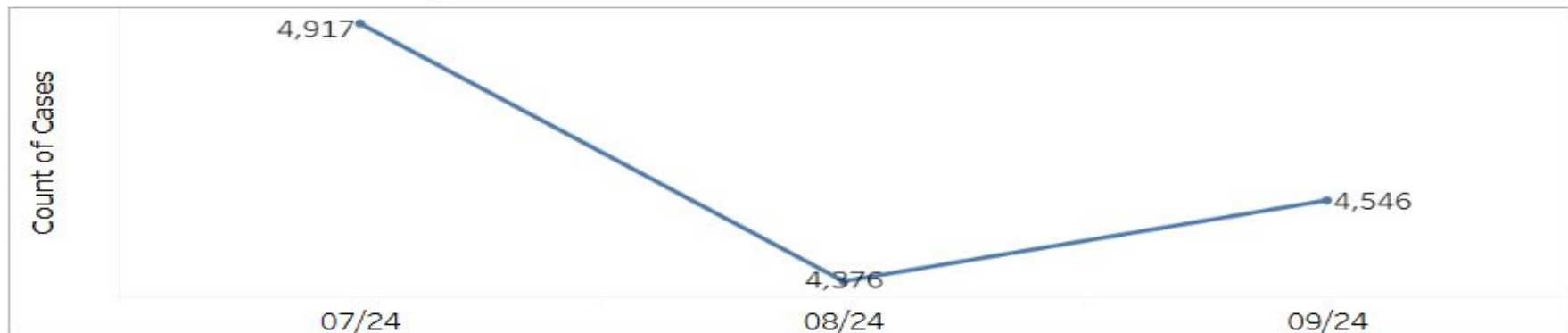
# Statewide Renewal LTSS Timeliness

September Target Not Met

**74.17%**



## Statewide Renewal LTSS EPG



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# MAP Updates

The HCPF Medical Assistance Performance (MAP) Team will be hosting *MAP Relaunch Part 3 - Renewal Timeliness & MAP 2025* on November 5th from 11:00 a.m. to 12:00 p.m.

**Required Attendees:** Eligibility Site MAP Owners who are designated by the Eligibility Site to review *MAP Dashboards*, monitor pending workloads, timeliness, and county incentive contracts.

**Recommended Attendees:** Lead workers, Supervisors, Managers, and Directors who are responsible for monitoring pending workloads, timeliness, and county incentive contracts.

Zoom meeting link:

[https://us02web.zoom.us/webinar/register/WN\\_NMMWunFbRni96DTiusaxEA](https://us02web.zoom.us/webinar/register/WN_NMMWunFbRni96DTiusaxEA)

# MAP Top Performers

App 45, App 90, EPG 45, EPG 90

- Small
  - Costilla - App 45 - 7/24 - 33.33%, 9/24- 100%
  - Pitkin
  - Ouray
- Medium
  - Saguache - App 45 - 1/24 - 14.29%, 9/24 - 92.86%
  - Gunnison
  - Delta
- Large
  - Jeff Co: App 45 - 1/24 -79.22%, 9/24 - 94.36%
  - Larimer
  - All-stars - El Paso, Denver, Arapahoe, \*\*\*\*Weld - App 45 - 99.40%

# LTSS Sunsetting Override and Pend HDT Project

Presented By: Marivel Klueckman & Lisa Pera



# Current Process - Pre-Implementation

Sep 9,  
2024



Sep 10,  
2024



Sep 22,  
2024



Sep 23,  
2024



Ongoing



## Eligibility determination

Member on Long Term Care determined ineligible due to failure to provide verification. Eligibility worker removes the "Pend HDT" and authorizes the case due to other members in the household determination. Eligibility worker adds "Pend HDT" back to the case after authorization. If this is missed, CBMS action adds the "Pend HDT" to the case again in the evening.

## Termination Notice

Notice sent to member indicating they are no longer eligible as of 9/30/2024 due to failure to provide verifications.

## Reinstatement

Member is identified as part of the reinstatement group. Member is re-enrolled through the override process so there is no gap in coverage as of 10/01/2024.

## Approval Notice

Notice sent to indicating approval for Long Term Care as of 10/01/2024.

## Override & Pend HDT Status

Case will remain in Override & Pending HDT status until further action is taken by the State.

# Plan to Sunset Reinstatements and HDT

- The sunseting of the protections (reinstatements and pend HDT) will occur in a phased approach beginning with January 2025 renewals.
  - This approach was selected to be able to support members and workers by working through smaller cohorts instead of sunseting everyone at once
  - LOC extension will remain as-is (sunset date TBD)
- Members determined ineligible will not have coverage terminated immediately. Instead they will be provided 60 days notice to allow for documentation to be submitted, changes reported, and/or for worker to process the case.
  - A final determination letter with appeal rights will be sent to members based on changes made or if no changes made by the 60 day due date.
- The annual Cost of Living Adjustment (COLA) provided by Social Security will be applied appropriately during the month of December.
  - We will be monitoring this very closely and keep members enrolled until their upcoming renewal

# Plan to Sunset Reinstatements and HDT

- The Pend Help Desk Ticket (HDT) will no longer be applied to new cases automatically as of January 2025.
  - This means that if a worker removes the HDT to process a case such as to provide approval, the HDT will no longer be applied. If a negative determination is made in the future, the member will be provided with the 60 day advance notice.
  - Example:
    - Case has a July 2025 renewal and worker removes HDT in February to process documentation and approve case.
    - In May 2025, new information determines member to be ineligible.
    - This member will receive the 60 day notice.
- We have identified cases that will need further support due to missing Level of Care assessments and/or disability determinations.
- The list of all the members protected through LTSS Stabilization was sent out to counties on 10/18/2024 with guidance for proactively working on those cases.

# Implementation of 60-day Project, COLA, Override and Pend HDT

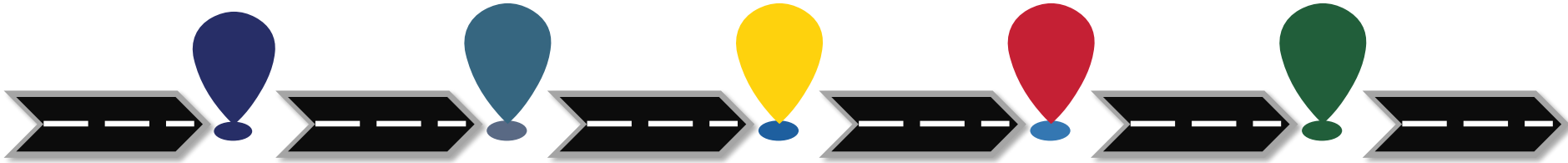
Prior to  
October  
Ex-Parte

Week of  
10/21/2024

Week of  
11/18/2024

Week of  
12/12/2024

Jan 5, 2025



## Override End Date

All existing Override records will have their end date extended from 12/31/2024 to 3/31/2025

During the COLA run, the End Date will be set as 12/31/2024 to allow for accurate determinations for the month of January 2025

## Reinstatement 10/31

Members terminated as of 10/31/2024 will have their benefits reinstated as of 11/1/2024 through the override process

## Reinstatement 11/30

Members terminated as of 11/30/2024 will have their benefits reinstated as of 12/1/2024 through the override process

## Reinstatement 12/31

Members terminated as of 12/31/2024 will have their benefits reinstated as of 1/1/2025 through the override process

The monthly reinstatement process will end

## Override End Date

All Override Records will have their end date updated from 3/31/2025 to 1/31/2025



# Implementation of 60-day Project, COLA, Override and Pend HDT

Dec 15,  
2024



## Implement 60-Day Ext

Project will be implemented with an effective date of 01/01/2025

This project will also include a requirement to update past due Renewal Dates by 12 months (such as moving May 2024 to May 2025)

Dec  
19-23,  
2024



## COLA Runs

Pend HDT will be removed for all cases that have a COLA to be applied. Any negative termination notices will be suppressed.

Dec  
23-24,  
2024



## Reinstatement

All members who failed will be reinstated with override end date of 3/31/2025 and Pend HDT applied back on

Jan 5,  
2025



## Remove Pend HDT for Jan Renewals

To do a phased approach, the Pend HDT for any January 2025 renewals ONLY will be removed. Cases that terminate will have the 60-day logic applied (letter and 60 day extension).

The nightly Pend HDT process will be removed

5th of  
each  
month



## Remove Pend HDT by Renewal Month

To continue the phased approach, the Pend HDT will continue to be removed from cases at renewal month (February renewal cases on 2/5/2025, March renewal cases on 3/5/2025 - through Dec 2025 renewals.

If worker removes the HDT for future renewal and case is determined ineligible, the 60-day logic will apply. No reinstatement and no HDT added later.



August 30, 2024

Case ID: 1BXXXX

Ryan XXXXXXXX  
XXXX XXXX  
Unit X  
Broomfield CO 80023-4558

## Two month health coverage extension

Dear Ryan XXXXXXXX,

We are experiencing a high volume of work because of recent system changes. We want to make sure **Ryan XXXXXXXX** keeps health coverage while we process everything.

Because of this, Health First Colorado (Colorado's Medicaid program) coverage for **Ryan XXXXXXXX** will continue for an additional 2 months until **November 30, 2024**.

### Action needed

Your case may still be under review, or we may not have received all the information we need. Our current records show you could lose coverage for these reasons:

- **the value of the things you own is over the limit. Things you own might include cars, checking and savings accounts, burial insurance, life insurance, and stocks.**

We need all of your information before **November 10, 2024**.

- **If you have submitted your information:** Contact your county department of human services using the information below and make sure they have received your information.
- **If you have not submitted your information:** Review any letters we've sent you, or sign in to Colorado PEAK or the mobile app to find out what information we need to decide if you qualify.
  - **Online:**
    - **Colorado PEAK:** Sign in to your account at [CO.gov/PEAK](https://CO.gov/PEAK) or create an account and check your 'To-Do list.'
    - **Mobile app:** Sign in to the Health First Colorado app using your PEAK account or create an account in the app. Check 'Deadlines' for missing documents.

Upload any missing documents as soon as possible. (Maximum file size: 3 MB)

- **Call or in person:**

Broomfield Department of Human Services  
100 Spader Way  
Broomfield CO 80020  
(720) 555-6659

Gather the required documents and return them as soon as possible. Please provide copies of documents to your county or online. Do **not** send originals.

## What happens next

We will send another letter to let you know if **Ryan XXXXXXXX** will still qualify, or if we need more information. If we decide **Ryan XXXXXXXX** does not qualify anymore, you can appeal that decision if you disagree with it. Appeal information will be in the letter.

## Questions?

- **Contact:**

Broomfield Department of Human Services  
100 Spader Way  
Broomfield CO 80020  
(720) 555-6659 (State Relay: 711).

Thank you,  
Health First Colorado

Manage your Health First Colorado coverage at [CO.gov/PEAK](https://CO.gov/PEAK) and on the Health First Colorado mobile app. Sign in or create an account to get started.

# Questions?



# Cover All Coloradans

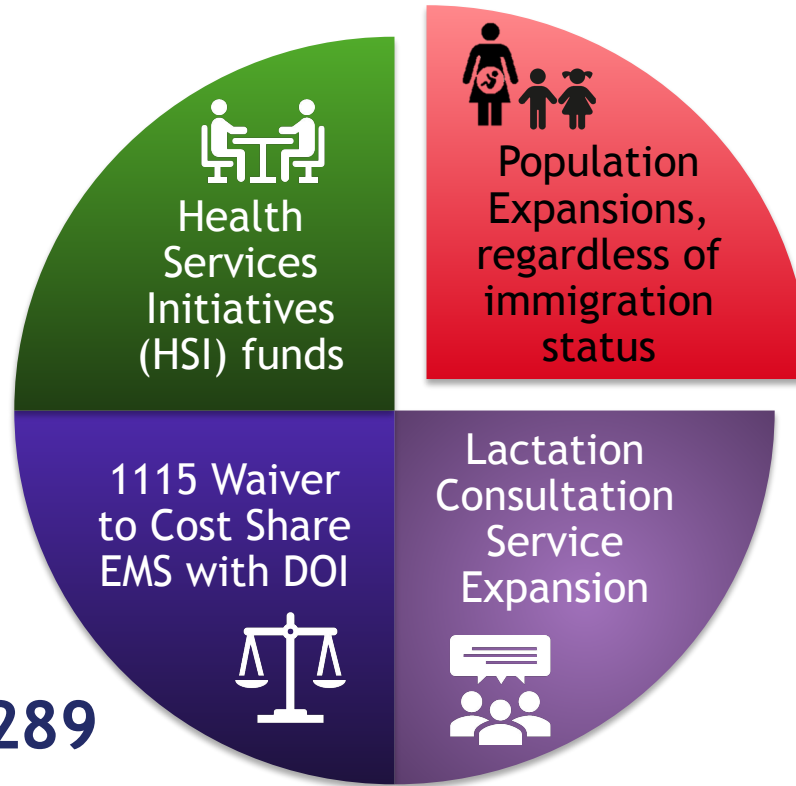
Presented By: Marivel Klueckman & Lisa Pera



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# Cover All Coloradans



## House Bill 22-1289

# Health Coverage Regardless of Immigration Status

Starting January 1, 2025, Colorado children ages 18 and younger and pregnant people living in Colorado, **no matter what their immigration is**, can apply to get health coverage through Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+).

There is **no limit** on how many people can receive coverage. All qualified people will receive benefits.

There is **no application deadline**. People can apply anytime.



Population  
Expansions,  
regardless of  
immigration  
status

People may qualify if they:

- Live in Colorado, and
- Meet the income and household eligibility requirements, and
- Are pregnant, have had a pregnancy end on or after Jan. 1, 2025, or are 18 years old and younger.

# CAC Members are Health First Colorado and CHP+ members

- Effective Jan. 1, 2025, these newly eligible populations are entitled to the same support and services as existing members from providers, counties, eligibility sites, RAEs, case managers.
- There will be no difference between the benefit and services for this population and members.
- The only difference is that eligibility will end when the member turns 19 or 12 months after the pregnancy ends.

# Privacy and Security

- The information applicants share is private.
- Colorado law keeps personal information safe when Coloradans apply for or use most public benefits.
- Applying won't affect people's immigration status and it can't be used against them in decisions about their immigration status.

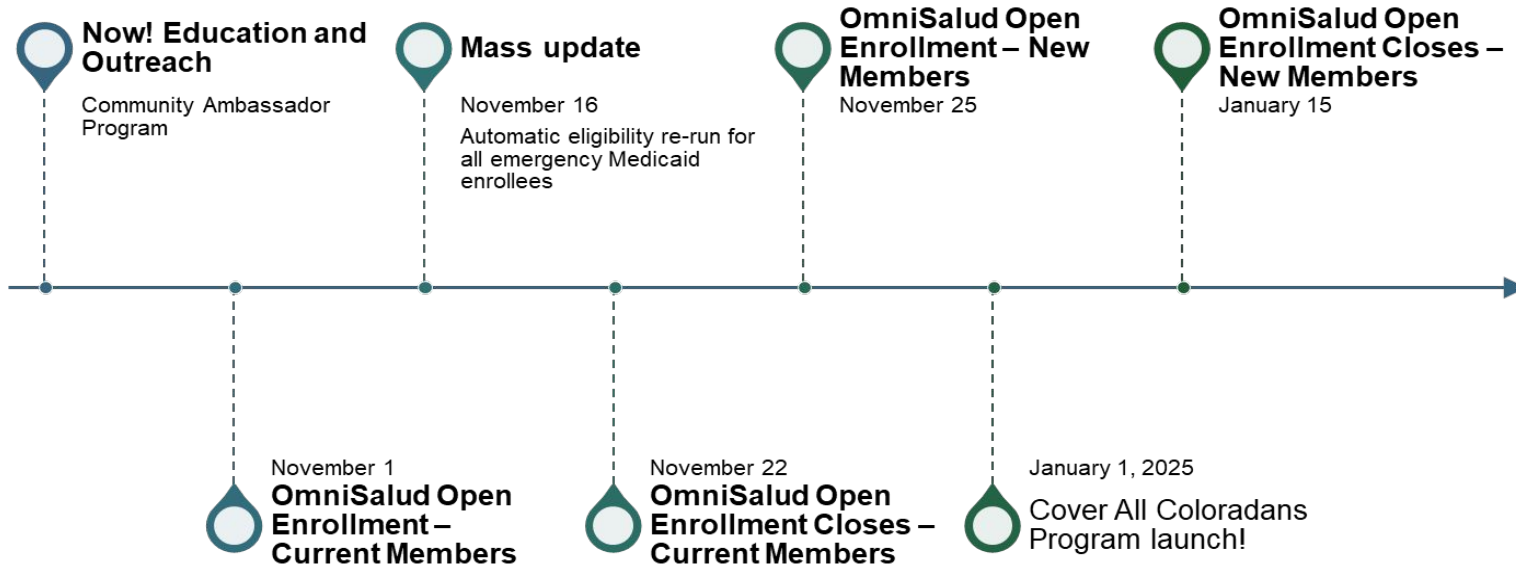




# What to do now?

- We encourage Coloradans to **apply now**, because they might be eligible for Emergency Medicaid Services (EMS) and Family Planning services.
  - The EMS benefit covers family planning, family planning-related, and services necessary to treat an emergency medical condition for people who qualify, regardless of immigration status.
- On November 16 we will automatically screen and enroll EMS members for full benefits under Cover all Coloradans. They will receive notices letting them know their new coverage begins January 1.

# Timeline



Apply for Medicaid at anytime! Check box for emergency benefits.

# Communications

- Monthly Stakeholder meetings
- Close coordination with Connect for Health Colorado and CO Department of Insurance
- Community Ambassador Program-partnership with 17 organizations statewide
- Member-focused webpage
- Materials available in Spanish and other languages coming soon.

Toolkit available in November!

The toolkit will include:

- Key Messages
- Social Media Content
- Flyers
- FAQs
- Sample eligibility scenarios
- Sample eligibility letters



**Stakeholder page—<https://hcpf.colorado.gov/coverallcoloradans>**

**Member page—<https://www.healthfirstcolorado.com/cac>**





# Questions?

Email: [hcpf\\_coverallco@state.co.us](mailto:hcpf_coverallco@state.co.us)

Website: <https://hcpf.colorado.gov/coverallcoloradans>



# ARG Request

Presented By: Valerie Gallegos



# ARG Disability Applications

- Disability Applications signed in 2023 by member and decision is still outstanding
  - Send HCPF a list of these outstanding disability application determinations to [valerie.gallegos@state.co.us](mailto:valerie.gallegos@state.co.us)
- Reminder: Send reviewed and completed disability applications to ARG within 5 days of receipt
  - Request that the member includes their medical records with the application, if available

# 1115 Waiver Updates

Presented By: Chris Underwood



# Overview

4 closely related lines of effort that impact the current 1115 SUD Waiver:

- Waiver Amendment #1 (Continuous Eligibility, Re-Entry Services, IMD (SMI/SED))
  - Submitted April 1, 2024
- Waiver Amendment #2 (HRSN Housing-Focused)
  - Submitted August 12, 2024
- Waiver Renewal (includes LTSS Presumptive Eligibility)
  - Submit to CMS on December 31, 2024
- Feasibility Studies
  - HB24-1322 (Housing & Nutrition) submitted to JBC November 8, 2024
  - HB23-1300 (Continuous Eligibility) submitted to JBC January 1, 2026





# Colorado's 1115 Demonstration Waiver

- Federal rules set minimum standards related to Medicaid and CHP+ eligibility and required benefits.
- States may WAIVE some federal rules to have more flexibility, offer coverage to more people and cover more services under an 1115 Demonstration.
  - Waivers are a Five-Year Agreement with an option for renewal
  - States can amend existing 1115 waivers to cover additional services.
- The federal Centers for Medicare & Medicaid Services (CMS) required additional reporting and evaluation to demonstrate waiver effectiveness.
- HCPF received approval for a demonstration to cover Substance Use Disorder (SUD) services in Institutions for Mental Disease (IMDs) and other settings for the period of January 1, 2021 - December 31, 2025



# 1115 SUD Waiver Amendment #1 (Submitted April 2024)

- Extending continuous Medicaid & CHP+ coverage for children to age three
- Extending 12 months of continuous Medicaid for adults leaving incarceration from a Department of Corrections facility
- Prerelease services for adults and youth transitioning from correctional facilities
- Reimbursement for acute inpatient and residential stays in institutions for mental disease (IMD) for individuals diagnosed with a serious mental illness (SMI) or serious emotional disturbance (SED)



# 1115 SUD Waiver Amendment #2

## Health Related Social Needs (HRSN)

### (Submitted August 2024)

HCPF is proposing an amendment to the current 1115 SUD waiver, which would authorize the following services to specific eligible populations:

- Housing services including pre-tenancy & housing navigation services, tenancy sustaining services, rent/temporary housing for up to 6 months (including utilities), and one-time transition and moving costs;
- Nutrition services including meals or pantry stocking, medically-tailored meals, and nutrition counseling/education.





### Out for Delivery Amendment 1

Continuous Coverage (0-3  
& DOC)  
Inpatient Mental Health  
Criminal Justice Re-  
entry

Submitted April 1, 2024



### Rocket Speed Amendment 2

Housing Supports  
Including Permanent  
Supportive Housing  
(PSH)  
Nutrition Supports

Submit August 2024



### Taking Off SUD Demonstration Renewal

Renew Existing  
SUD Demonstration (no  
changes)  
Add: Presumptive  
Eligibility to waiver

Submit December 31, 2024



### In the Workshop

Additional HRSN  
Additional Continuous  
Coverage

Submit after January 2026



Steady Train -1115 Waiver  
*SUD Demonstration (Approved January 1, 2021-December 31, 2025)*





# Comments & Feedback

## Contact Info

[hcpf\\_1115waiver@state.co.us](mailto:hcpf_1115waiver@state.co.us)

# Medicaid Eligibility During Incarceration

Presented By: Meredith Davis



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# Medicaid Eligibility During Incarceration

- **Reminder: Medicaid applications should be processed regardless of incarceration status.**
- [OM23-058](#) states “All applications from incarcerated individuals should be completed, submitted and processed while the applicant is still incarcerated and should not be postponed until release. These applications are to be processed in the same way as an application from someone who is not incarcerated.”
- If a Medicaid application is approved while an individual is incarcerated, they will be placed on the incar benefits package.



# Future Implications - Reentry Services

- Reentry Services will be rolled out in a phased approach beginning in 2025.
- Members will have access to a limited set of reentry services benefits prior to release from incarceration.
- These new benefits will be added to the incar package, so it is important for members' eligibility to be properly determined during incarceration for access to these services





# Discussion

- Are there obstacles to being able to complete the eligibility determination for members during incarceration?
- Are there other things that we should be considering?



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# Contact Info

**Hannah Hall - Criminal Justice Policy Advisor**

**[Hannah.Hall@state.co.us](mailto:Hannah.Hall@state.co.us)**



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# Pregnancy Records Update

Presented By: Lisa Pera



# Medical Assistance (MA) Ending Pregnancy Records

End-dating overdue pregnancy records timely will ensure all pregnant members receiving Health First Colorado Medicaid or CHP+ receive the 12-month postpartum benefit per 42 CFR 435.170(c).

[OM 24-043](#)





# Questions?



# County Hot Topics

# Contact Information

For Agenda Items & Meeting Set-Up or for Questions:  
please submit a [County Relations webform ticket](#) or  
Email [HCPF\\_CountyRelations@state.co.us](mailto:HCPF_CountyRelations@state.co.us)

# Thank you!