HCPF/County Directors & Leadership
Monthly Support Call

October 31, 2023

Agenda

- Agenda Requests: County Topics - 15 minutes

- Long Term Care Extension Process Review - 30 minutes

- Update: County Incentives & Performance Monitoring - 30 minutes

- PHE Unwind Update - 20 minutes

- ARPA Study - 10 minutes

Agenda Requests: County Topics

Presented By: Lexie Kuznick

Long Term Care Extension Process Review

Presented By: Sarah Rogers & Lisa Pera

Purpose

Ensure individuals with LTC coverage, who are at risk of procedural denials, receive an additional outreach before being disenrolled.
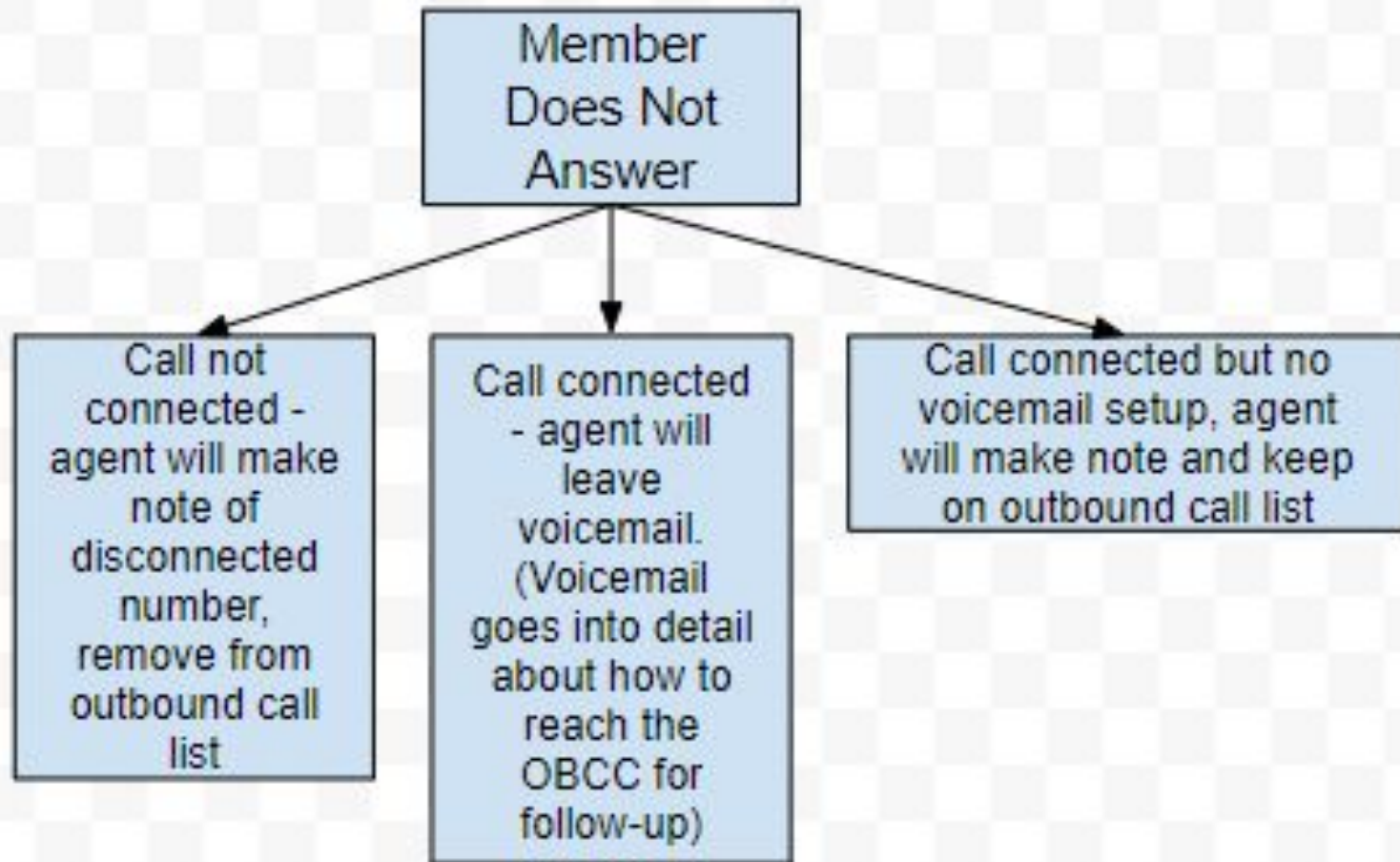
Background

- CMS sent letters to states to encourage reductions in procedural denials
  - CMS Guidance

- HCPF established Outbound Contact Center (OBCC) who will outreach members who have yet to renew their coverage, but are still within their "60 day extension period."
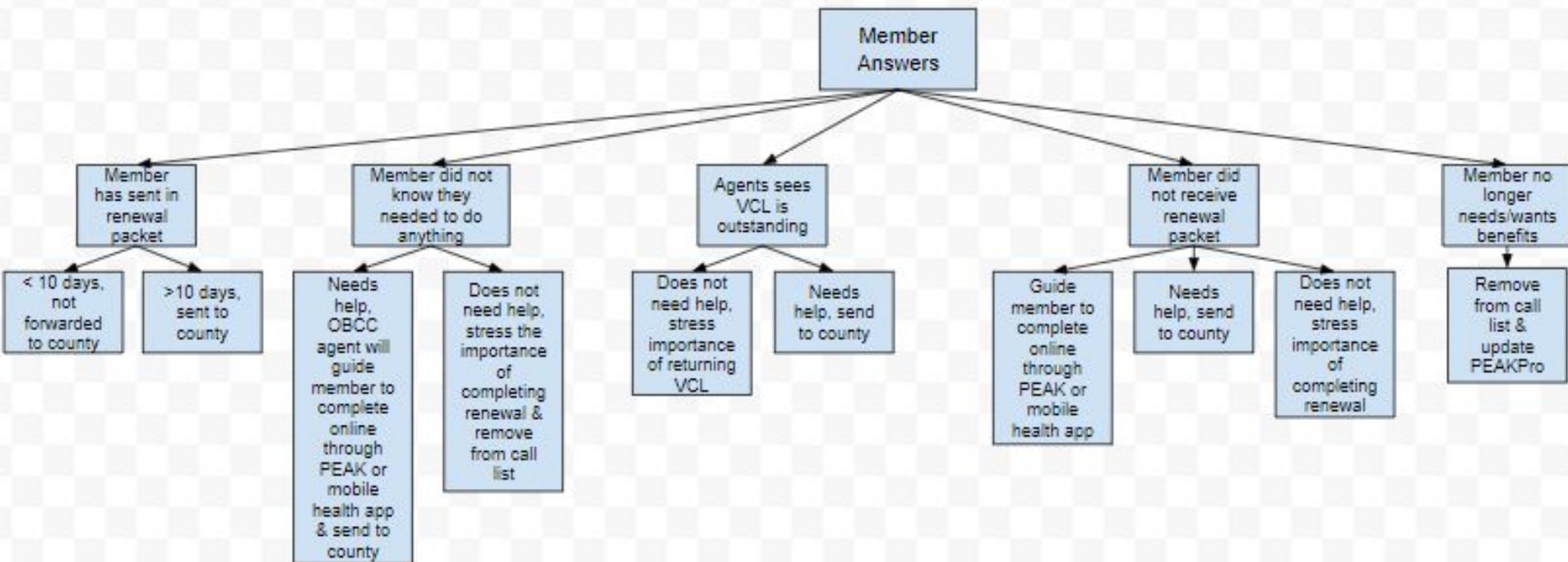
OBCC Process

- OBCC agents have been training to research the member case & status within CBMS prior to outreach

- If the renewal has been completed, case comments indicate if the county is
  - actively working on the renewal
  - member is deceased

- In these instances, no outreach will be conducted & the member is removed from the outbound dialer.

- We will **NOT** be contacting counties about these cases!

How does a call get escalated to a county/EAP Site?

Member Does Not Answer

Call not connected - agent will make note of disconnected number, remove from outbound call list

Call connected - agent will leave voicemail. (Voicemail goes into detail about how to reach the OBCC for follow-up)

Call connected but no voicemail setup, agent will make note and keep on outbound call list

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How does a call get escalated to a county/EAP Site?

EAP Site Assistance

- Two EAP Sites available to provide assistance
- For counties that receive EAP Site assistance, the County Relations team will forward all tickets received daily to the appropriate EAP Site
- Counties assigned to the EAP Sites are subject to change, this change can occur at the start of each month (at least through June 2024)
- The County Relations team will notify the county Director, and county escalations staff, via email of the date this EAP site assistance will end. This communication will be two (2) weeks prior to the end date.
- **Reminder:** EAP Sites work only Medical Assistance-only cases
  - Buy-In programs go to CMAP
  - Combo cases (member is on other high level program (cash assistance or food assistance), will be routed to county of residence

No EAP Site Assistance

For the counties that DO NOT receive EAP Site assistance, the next steps depend on what each individual county has selected for the receiving of these tickets. So as a reminder we have two (2) options:

1. Daily SalesForce tickets will be sent directly to the counties escalations contact(s)
2. Daily report including all assigned tickets to your county, from the previous day, will be sent directly to the counties escalation contact(s)
   a. NOTE: This report will be sent out daily at 9:00am and will include all the previous days tickets for that county. *(Please note: the Service Level Agreement (SLA) will not start until the daily report is sent to the counties.)*

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Daily Ticket/Daily Report Information

Each of these options will include the below pieces of information pulled directly from the tickets

- All Member Information
- Priority Level
- Resolution Timeline
- Best contact information (phone numbers, good days and times to contact, name of who the OBCC agent spoke to, etc..)
- Renewal Packet Information (was a packet submitted? Date the packet was sent back, did the member review in PEAK, does the member need any other identified assistance, etc…)
- Other Details (any other information the OBCC agent was provided that is relevant for the counties)

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Ticket Communication Expectations – Weekly Report

- Every Monday @ 9:00 am, the weekly report will be sent to each county and EAP site the weekly report. The report includes:
    - all tickets received for the previous week
    - columns for the county/EAP site to include updates on the ticket status and the required three (3) outreach attempts

Ticket Communication Expectations – Weekly Report

- This update will be due back to the County Relations team the following Monday after the initial report is sent, by 9:00am.
  - Example: Weekly report is sent to the county/EAP site on Monday, 10/23/23 (this includes all open tickets from 10/16/23 - 10/20/23.) These updates will be due back to HCPF no later than Monday, 10/30/23.

Monday	Tuesday	Wednesday	Thursday	Friday
16	17	18	19	20
Included in report				
23 Weekly Report Sent at 9:00am	24	25	26	27
30 Updates Due to HCPF by 9:00am	31	1	2	3

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Ticket Communication Expectations – Monthly Report

- The first Monday of each month, @ 9:00am, the monthly report will be sent to each county and EAP site. The report includes:
  - all tickets received for the previous month
  - columns for the county/EAP site to include updates on the ticket status and the required three (3) outreach attempts

Ticket Communication Expectations – Monthly Report

Monday	Tuesday	Wednesday	Thursday	Friday
1 January	2	3	4	5
		Included in report		
8	9	10	11	12
		Included in report		
15	16	17	18	19
		Included in report		
22	23	24	25	26
		Included in report		
29	30	31	1 February	2
	Included in report			
5 Monthly Report Sent at 9:00am	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	1 March
4 Updates Due to HCPF by 9:00am	5	6	7	8

- This update will be due back to the County Relations team the first Monday of the month following when the initial report is sent, by 9:00am.
  - Example: Monthly report is sent to the county/EAP site on Monday 2/5/24 (this includes all open tickets from 1/1/24-1/31/24). These updates will be due back to HCPF no later than Monday, 3/4/24.

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Updating the Weekly/Monthly Reports

- [Eligibility Site Reports SharePoint site](#)
- Please **DO NOT** save a new copy of these reports, simply open the report you wish to update and make changes directly in the document. Each of these reports has a tab for each county and EAP site. *Please only change the areas you are responsible for as to not skew the data.*

LTC Outreach Project

Reports

LTC Outreach Project

	Name ∨
📁	Daily Reports
📁	Monthly Reports
📁	Weekly Reports

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Review of DRAFT Weekly Report

LTC | Daily Report - El Paso County

Filtered By

Date Field: Opened Date equals Today (10/26/2023)

County of Incident ↑	Date/Time Opened	Ticket Number	Contact Name	Case Number	State ID	Description
El Paso	10/26/2023 1:25 PM	03294585	John Snow	1BTrain	U111111	TEST Outbound PH#: (970) 580-3418 Member Name: JOHN SNOW Authorized Person: JOANNE SNOW Purpose of call: Called to see if needed assistance with renewal Resolution: spoke with members mom JOANNE SNOW advised member is her POA. She needs assistance with renewal for member JOHN SNOW ad

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Ongoing Support

HCPF to provide ongoing project support in the following ways:

- Initial Meeting with HCPF & County Escalations Contacts - held for Wed. 11/15/23 from 2-3pm
  - focus on detailed process review and expectations for HCPF and Counties
- Ongoing opportunities for county staff to:
  - provide feedback
  - get assistance with challenges they encounter
  - inquire about general questions

Q&A

County Incentives Program

Presented By: Terri Alexander

FY 2023-24 County Incentives

Provides reimbursement of the county's local share spent on Medicaid administration if the county meets identified performance benchmarks and/or deliverables.

Total available is $8.2 million in FY 2023-24

County Incentives are developed based on HCPF leadership priorities and meeting federal and state timeliness and audit requirements

FY 2023-24 County Incentives

HCPF issuing contract amendments for FY 2023-24

- Signatory process and contact update emails sent to county directors on October 23, 2023; reply due November 4, 2023.

- Incentive Contracts to be sent to counties by December 2023

- Signatures due March 2024

FY 2023-24 County Incentives

Amendment will continue focus on the same areas as FY 2022-23

- Customer Service
  - Call Center Average Speed to Answer (ASA)
    - Tier 1, Counties with a Call Center
  - Increase Member Experience Survey Participation
    - Tier 2, County without a Call Center

- Accuracy
  - Rolling 12-month average of two error rate measures

- Performance
  - MAP Application Dashboard - meet 3 of 4 performance measures

Customer Service
Funding weight: 30%

Two Tiers

Tier 1: Counties with a call center

Tier 2: Counties small enough in operations and workload where a call center is cost-prohibitive or not supportable under existing funding or staffing allocations.

Customer Service Incentive

Tier 1, Counties with a Call Center

- Meet Call Center Average Speed to Answer (ASA) as averaged for January to June 2024 (individualized for each county with a call center during FY 22-23 technical assistance)

- Complete two 30 minute technical assistance meetings (one in each reporting period)

- Submit data by the 10th of each month with one exception
  - June 2024 data due by July 3, 2024

Customer Service Incentive

Tier 2

- Increase Member Experience Survey Participation
  - Any positive variance increase (averaged) compared to the rate of return from the initial baseline May 2023 quarterly MEAC Customer Service Survey

- Report on implementation of counties Customer Service Outreach Plan or Customer Service Improvement Plan (CISP) submitted in FY 2022-23
  - Report templates will be provided in Reporting Period 2

- Note: Submission of a Customer Service Outreach Plan (Tier 2A in FY 2022-23) or a CSIP (Tier 2B in FY 2022-23) if one was not submitted in FY 2022-23 will be required in FY 2023-24 in addition to meeting the increase in survey submissions and reporting to earn the Customer Service Incentive payment.

Accuracy Incentive

Funding weight: 40%

No changes to targets for both Accuracy measures:
- Incorrect Eligibility Determinations
- Errors That Did Not Impact Eligibility

Small Review Size exemption to continue for counties with 20 or fewer reviews during the fiscal year

All counties will be considered the same size as in FY 2022-23 (which was unchanged from FY 2021-22)

Partial payment can be earned if one measure of two is met.

Accuracy Incentive

HCPF EQA continues to review approximately 120 cases each month.

Counties receive case review findings with rebuttal/concurrence processes from HCPF EQA

Counties have active EQA plans and tracking to review their own work and to build in training for staff.

Performance Compliance

Funding weight: 30%

Most significant changes in contract were in the Performance Compliance Incentive

Reverted Performance Compliance monitoring to the methodology from FY 2014-15 through FY 2019-20

Performance is monitored based on the six month average of each performance measure

Small County and Sample Size automatic exceptions return

Exemption for Unusual Circumstances process also returns

Applications Performance Measures

With the relaunch of the MAP Dashboards in January 2024, the County Incentives Program will focus on four different Performance Compliance measures, all focused on **Applications**:

- Timeliness of Applications: ≥ 95.00%
- Timeliness of Long Term Services and Supports Applications (LTSS): ≥ 95.00%
- Pending Exceeding Processing Guidelines (EPG) 45 Day Applications: (no change in targets)
- Pending Exceeding Processing Guidelines (EPG) 90 Day Applications: (no change in targets)

Examples of Application Performance Measures for Incentives

Timeliness of Applications/LTSS Applications looks at the total number of Timely Determinations (numerator) and divides that by the Total Number of Determinations received (denominator) in the six month Reporting Period (RP):

Jan	Feb	March	April	May	June	RP Total
110/120	97/100	123/123	245/275	220/225	195/201	990/1039 = 95.28%

Pending Exceeding Processing Guidelines (EPG) looks at point-in-time past due applications that are pending each month and divides that by the total number of months in the six month Reporting Period (RP):

Jan	Feb	March	April	May	June	RP Total
35	10	20	34	10	11	120/6 = 20

Performance Compliance Exceptions and Exemptions

Small County and Sample Size automatic exceptions returns

- Certain small counties will automatically earn Performance Payment **if** they had applications below a certain threshold AND keep untimely applications below a corresponding threshold
- This accounts for the small denominator in these counties, which can make it hard to earn Incentive based on %

Exemption for Unusual Circumstances process also returns

- During the Status Report Dispute Period, the county can submit an exemption request to remove certain untimely applications that were past due for circumstances beyond the county's control
- Exemption requests reviewed by HCPF and determination is final; if approved, the performance measure will be manually recalculated to exempt those cases

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Renewals/Ongoing Case Maintenance Performance Measures

With the relaunch of the MAP Dashboards in January 2024, HCPF will delay the launch of the Renewal measures to allow more time for the MAP Workgroup to work through the data

As a result, the FY 2023-24 County Incentives Program will **not** include Renewal measures as part of the Performance Compliance Incentive

The MAP Workgroup will work to complete Renewal measures validation work by March 2024. Renewal measures will launch to be included in FY 2024-25 County Incentives contract.
- MAP Workgroup to begin work on the Ongoing Case Maintenance measures once work is complete on the Renewal measures

MAP Dashboard Performance Monitoring

With the relaunch of the MAP Dashboards in January 2024, the performance compliance monitoring process will return.

- Per current process, county directors with 2 months of outlier performance will receive an outreach call and follow up email, offering technical assistance

- 3 consecutive months, or 3 out of 4 months, of performance outside the target will result in a Management Decision Letter (MDL) which requires an Improvement Action Plan (IAP)

- The MDL/IAP **will not impact** the Performance Compliance Incentive. Outlier notification and developing an IAP can help the county in achieving the targets so the Performance payment is earned in the future

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Next Steps for County Incentives

Because of the ongoing MAP Workgroup work, all counties will automatically earn the Performance Compliance Incentive payment for the July - December 2023 Reporting Period (RP) 1.

The Accuracy and Customer Service Incentives payments will still be determined in July 2024, for the entire 12 month FY 2023-24 fiscal year

FY 2023-24 Incentives Contract PDF to be sent to directors later this week for review and feedback before it's finalized.

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Q&A

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PHE Unwind Update

Presented By: Lisa Pera

PHE Unwind Update

- Redesigned Renewal Packet

- Individual Level Ex Parte

- Reinstatement

- COVID Locked-in Special Populations

- Appeals Continuation of Benefits

- Data Reporting Page

Redesigned MA Renewal Packet

- Updated based on feedback from members, the community, eligibility sites and lessons learned from other form redesign projects.
- Color CO seal added to envelope window to help prevent it from being mistaken for junk mail.
- The form is shorter:
  - No extra blank spaces and fewer pages.
  - Dynamic based on pre-population.
- Less pages to fill in financial information. Blank page at the end of the packet to add more information.
- Additional emphasis on signing

New renewal templates can be found at https://hcpf.colorado.gov/training-topics-reference-documents-and-guides

Individual Level Ex Parte

- **CMS clarified guidance on ex parte at the individual level**
  - This is a positive effect for the member
  - Short-term system fix was implemented on October 14, 2023
    - Updated MA renewal process evaluates eligibility at the individual level at the final review
      - Individuals deemed eligible at MA Ex Parte Step A will be approved,if possible, even if a Renewal Packet/Signature page is not returned at final review
    - Temporary extension was provided for all members in Sept/Oct 2023 until fix was implemented
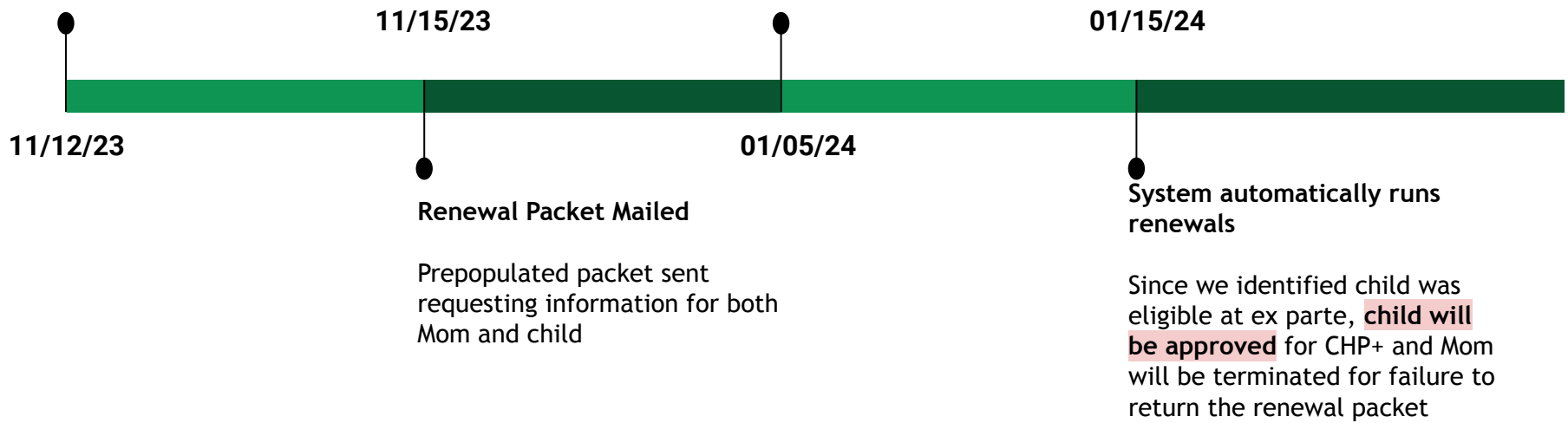 - Long-term system fix will occur down the road

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Individual Ex Parte
Short-Term Solution Example

Ex Parte for January 2024 Renewals

- Mom and child
- Income interface received and income at 160% FPL
- **Child "eligible" for CHP+, Mom over income** = Renewal packet mailed out for household

Renewal Packet Due

Family does not send back renewal packet

11/15/23

11/12/23

01/05/24

01/15/24

Renewal Packet Mailed

Prepopulated packet sent requesting information for both Mom and child

System automatically runs renewals

Since we identified child was eligible at ex parte, **child will be approved** for CHP+ and Mom will be terminated for failure to return the renewal packet

Reinstatement

- **Individual Ex Parte Reinstatement Guidance**
  - Individuals at renewal that were terminated for failure to return the renewal packet or renewal signature must have coverage reinstated based on prior ex parte results
- **CBMS Project "Reinstatement for Medical Assistance Project CPPM-8756"**
  - Phase 1 of the project will occur over the week of October 30, 2023
  - Individuals that were identified as eligible at ex parte will be reinstated
    - Retroactive reinstatement for eligible individuals will occur for the renewal months of May, June, July & August 2023
  - A one-time NEW correspondence will be sent to reinstated individuals
  - Reinstatement for identified individuals will be systematically completed by the end of November.
    - Phase 1 by November 3rd
    - Phase 2 by November 30th
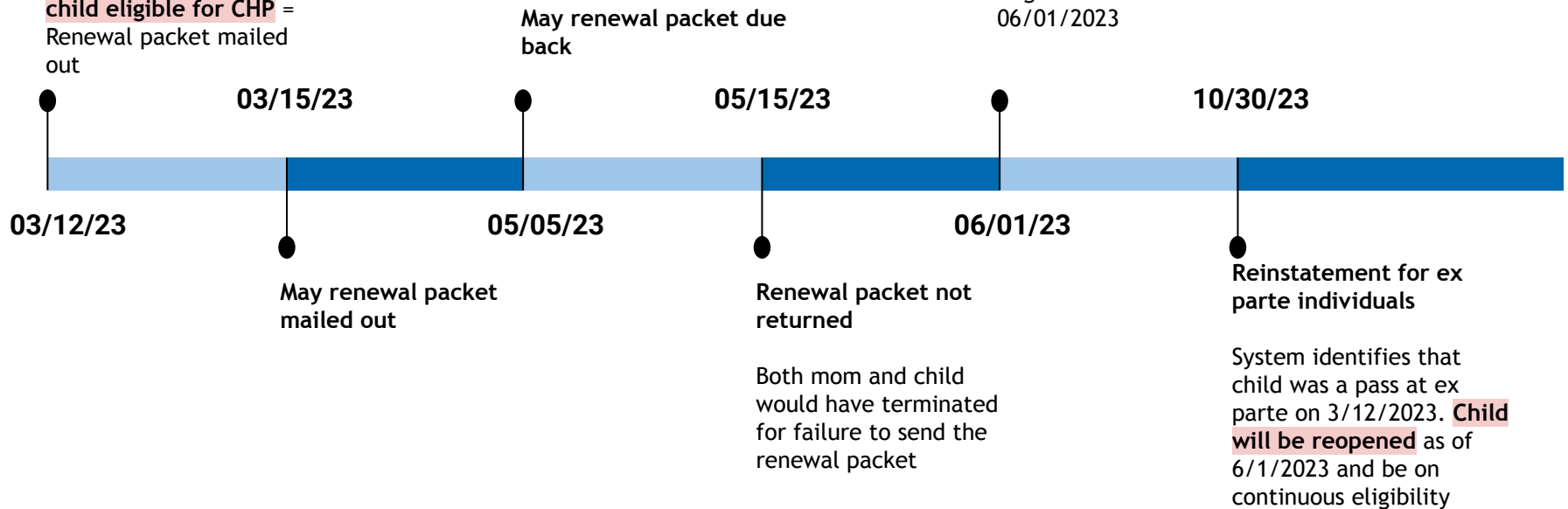
Reinstatement Example

Ex Parte for May 2023 Renewals

- Mom and child on case
- Income verified at 160% FPL
- Mom not eligible and child eligible for CHP = Renewal packet mailed out

May renewal packet due back

Benefits ended

Coverage ends, no longer eligible for services as of 06/01/2023

03/15/23

05/15/23

10/30/23

03/12/23

05/05/23

06/01/23

May renewal packet mailed out

Renewal packet not returned

Both mom and child would have terminated for failure to send the renewal packet

Reinstatement for ex parte individuals

System identifies that child was a pass at ex parte on 3/12/2023. **Child will be reopened** as of 6/1/2023 and be on continuous eligibility

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What you need to know on Reinstatement

- CBMS will identify members at the individual level who were terminated at ex parte (renewal months May- Aug 2023) but should have been approved and reinstate their Medical program benefits
- This is a one-time system update for identified individuals, not an ongoing process
- An auto-populated case comment will be created in CBMS for cases with individuals that were reinstated.
  - Case comment: "Individual reinstated due to ex parte in accordance with federal compliance"

COVID Locked-In Special Populations

- **One-time only change was made to Former Foster Care (FFC), Social Security Income (SSI), and Old Age Pension (OAP)-MA recipients' cases** in addition to select help desk ticket (HDT) cases that were erroneously locked into continuous coverage when their May 2023 renewals for Medical Assistance (MA) were completed.
- All affected members had their MA Renewal Date set to January 2024.
  - They will undergo the MA Ex Parte process starting in November 2023.
    - They are required to complete the MA renewal process in order to retain their current benefits, have their eligibility redetermined for another category of Medical Assistance, or be terminated.
- COVID Unwind Special Population Renewals desk aid was created by SDD and published in the COLearn Document Library on October 9, 2023.

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Appeals Continuation of Benefits

- CMS approved a 1902(e)(14)(A) waiver, effective September 25, 2023, that provides flexibilities throughout COVID on State Fair Hearings
- Members who have filed a State Fair Hearing within 60 days of their Date of Action will have continued benefits reinstated back to the closure date (not applied to dispute resolution conferences)
- Eligibility Sites are not allowed to recoup from the member the cost of benefits provided while pending final administrative action, regardless of the hearing decision (includes dispute resolutions conferences)
- CBMS Communication (corrected version) sent out 10/24/23

CBMS Communication title "CORRECTED: HCPF - Medical Assistance Appeals Strategy During the COVID Unwind via E14 Authority (CBMS 2891_10232023)"

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Visit our Data Reporting Page

Public Health Emergency Planning

Continuous Coverage Unwind Data Reporting

The Department of Health Care Policy & Financing (HCPF) will be reporting its progress on "unwinding" the continuous coverage requirement to the federal government. HCPF will post these reports on this page and include links to this information in our monthly COVID-19 newsletter (https://visitor.r20.constantcontact.com/manage/optin?v=001HfxrbpGNWZ0lZnPp6t3PG2s9XPNl8ZvgFdjsKvSnhIy8z9JmHyp6DeoLJ3saT6x0SeqRR1ub149uoXxe1ok4jTzfMSQ0BN7S5vcLiRO7gdY%3D).

Connect for Health Colorado (https://connectforhealthco.com/) will be posting state based marketplace information according to their reporting schedules.

Returning to Regular Eligibility Operations

HCPF resumed the standard eligibility renewal processes beginning May 2023 for Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+), beginning with March member notices. The state opted to take the full 12 months allowed by the federal government to complete renewals for all 1.75 million members, meaning we will be actively monitoring monthly renewal metrics from May 2023 until at least April 2024.

Colorado's focus is to ensure that those who qualify for our programs remain covered and those no longer eligible are connected to affordable, alternative coverage. Thank you for your vital partnership in achieving this shared goal. Visit KeepCOCovered.com (http://KeepCOCovered.com) to keep up with changing initiatives, messages and strategies you and your organization can employ, to the betterment of Coloradans, employers, providers and our economy.

To better understand the results of the unwind data report, we looked at history. As you may know, members losing eligibility for Health First Colorado or CHP+ during the renewal process is part of regular eligibility operations. Members will enroll and be disenrolled from Health First Colorado or CHP+ due to changes in their life circumstances, like losing a job.

- Historical context from pre-pandemic renewals
- Monthly point in time data reports
- Links to the slides from this webinar with demographic breakouts
- Overview of reporting elements and what they mean
- FAQs and more...

https://hcpf.colorado.gov/covid-19-phe-planning

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ARPA Study

Presented By: Lisa Pera

What is the The American Rescue Plan Act?

- The **American Rescue Plan Act (ARPA)** was passed by Congress on March 11, 2021
- Section 9817 outlines funding to support **increased access to home and community-based services (HCBS)** for Medicaid beneficiaries
- HCBS are benefits which provide **older adults and individuals with disabilities** critical services in their homes and communities
- Funding is approx $530 million
- States may spend the funding on both services and administrative activities

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HCPF ARPA Projects

American Rescue Plan Act
Funding to Support Home and Community Based Services

The 63 projects HCPF is supporting through these funds are focused on improving access to community-based services and supports, strengthening the provider network, and investing in the critical workforce providing the services. The initiatives will also improve access by expanding availability of services, streamlining processes and enhancing quality for members and their families.

HCPF ARPA Project

Improving and Expediting Long-Term Care (LTC) Eligibility Processes

- **Project will include:**
  - Identifying challenges and barriers within the eligibility process for LTC (policy, systematic, or business process, etc.)
  - Funding a vendor to support identifying these challenges and barriers through a comprehensive LTC eligibility process assessment with internal and external stakeholders
  - Implementing allowable solutions to address identified challenges and barriers to allow for continued streamlining of the LTC eligibility process

LTC Eligibility Process Assessment

- Vendor to complete comprehensive assessment of the LTC eligibility process as a whole with stakeholders through surveys, interviews, and 'over the shoulder' observation
  - Capture current state (Intake to Ongoing Maintenance)
  - Identify challenges and barriers within the eligibility processes for LTC (policy, systematic, business process, etc.) from the perspective of those that are completing the work
  - Recommendation report for improvement

Assessment Participants

- Stakeholder participants to include State staff, County Department of Human Services, Medical Assistance Sites, Eligibility Application Partner Sites, Case Management Agencies, and Nursing Facilities.
    - Limited to 15 County DHS Offices

Assessment Participation

- Participants would give their insights on the LTC Eligibility Process and their interaction they have with this program and processes from their current role (and any previous roles).

- Participation includes completion of a survey, follow-up interview, and observation.
  - **No more than 5 staff members to participate in the survey (~10-20 minutes)**

Out of the survey participants:
  - **1 staff member to participate in the follow-up interview (~60-90 minutes)**
  - **1 staff member to participate in the follow-up observation (~60-90 minutes)**

Assessment Participation

- An email will be sent out after this call from HCPF County Relations titled *"Subject : ARPA LTC Eligibility Process Assessment Participation"*

- If your agency is interested in participating in this assessment, please respond to the email that will be sent after today's meeting, no later than **Monday 11/13/2023** with participant details.

County Fiscal Reminders

Provided By: Christine Torres

- Your County PHE Staffing Plan can be updated with HCPF at any time. Submit a ticket through the Community Relations webform to specify what you need and provide an estimated cost.
- Request funding for outreach staff via a HCPF targeted grant (40% of cost). County outreach staff should be particular to the PHE and minimizing procedural terminations.

Questions?

County Trending Topics

Contact Information

**HCPF/County Directors & Leadership
Monthly Support Call - Agenda Items
& Meeting Set-Up:**

Sarah Rogers

Sarah.Rogers@state.co.us

**For questions for County
Relations, please submit a County
Relations webform ticket:
https://hcpfdev.secure.force.com/
HCPFCountyRelations , or email
HCPF_CountyRelations@state.co.us**

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Thank you!