HCPF/County Directors & Leadership
Monthly Support Call

January 30, 2024

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Agenda

- Agenda Requests: County Topics - 15 minutes

- Accuracy Incentive - 45 minutes

- Long Term Care (LTC) Streamlined Eligibility Implementation - 45 minutes

Agenda Requests: County Topics

Presented By: Lexie Kuznick

Accuracy Incentive

Presented By: Josh Montoya

Accuracy Incentive

1. Incorrect Eligibility Determinations Rate
2. Errors That Do Not Impact Eligibility

Targets have remained unchanged from FY 2021-22 and FY 2022-23

Small Review Size Exemption continues

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Accuracy Incentive Targets

Target Percentages for Incorrect Eligibility Determination Rate

County Size	Tier 1 Target %	Tier 2 Target %
Large	5.5%	N/A
Medium	6.6%	13.2%
Small	7.3%	14.6%

Target Percentages for the Errors That Did Not Impact Eligibility Rate

County Size	Tier 1 Target %	Tier 2 Target %
Large	17.9%	N/A
Medium	16.9%	20.9%
Small	23.2%	27.2%

County Size

County size is determined by the medical assistance caseload for each county.

To minimize changes during the PHE, counties have not been assigned a different county size in FY 2023-24.

County sizes will be evaluated and discussed with counties in FY 2024-25.

HCPF EQA Review Process

Individual cases pulled (120 per month) and reviewed by Eligibility Quality Assurance (EQA)

Counties have opportunity to respond to case review findings with rebuttal/concurrence process

OM 21-030, HCPF EQA Reviews

IM 23-011, EQA Case Review Process Manual

Small Review Size Exemption for Accuracy Incentive

Many counties will have less than 20 eligibility reviews completed over the course of the fiscal year

A different process is in the Incentives contract to account for Small Review Size Exemption for counties with 20 or fewer eligibility reviews

Review of FY 2021-22

- We listened to counties and provided 50% payment if one measure was met

- 100% of counties met their target for Inaccurate Eligibility Determinations

- 88% of counties met their target for Errors That Do Not Impact Eligibility (after Small Review Size Exemption applied)

  - Prior to applying the Small Review Size Exemption, only 64% of counties would have met this their target

Review of FY 2022-23

- Due to the pause in the MAP Dashboards, the Accuracy Incentive was paused in terms of meeting targets

- Each county was required to submit a county QA Plan and to develop a QA tracker

- With this plan and tracker in place, counties can monitor their error rates, investigate root causes, and provide training to their teams based on their findings

Review of FY 2023-24

- Returning to targets as a benchmark

- No change in targets. The targets remain the same as those in FY 2021-22, and as in initial contract for FY 2022-23.

- Continuing with Small Review Size Exemption process

- Counties have EQA plans and tracking in place to monitor trends and provide training to staff based on identified similar errors

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Tableau: FY 2023-24

- Accuracy Dashboards included in the Tableau MAP Dashboards

- EQA provides the final results of reviews to the data analysts to post to MAP Dashboards

- The 12 month continuous data will be reviewed by HCPF when the October review data is posted in February 2024 (currently only 11 continuous months are reflected)

- Raw data from EQA Reviews is already sent to counties

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Questions?

Long-Term Care Streamlined Eligibility Implementation

Presented By:
Michelle Topkoff,
Entry Point and Case Management Section Manager, OCL
Kathleen Seese, Eligibility Systems LTC SME, MOO
Claudia Guillen, Eligibility Systems Supervisor, MOO

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LTC Streamlined Eligibility

- Streamlined eligibility will aim to improve and expedite the LTC Eligibility and Enrollment processes by implementing new system functionality to allow data sharing across multiple systems and automation of manual steps in the processes
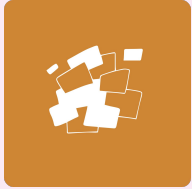
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Current State

- CMA sends the LTSS Certification Page with the "Case Management Agency and Eligibility Information Sharing" form to the county, indicating the LTSS program
  - ☐ Fax
  - ☐ Email
  - ☐ Hard copy
- County processes the documents in CBMS
- County sends financial eligibility determination for specific program on Case Management Agency and Eligibility Information Sharing form
- CMAs process the documents
- CMAs and Counties use "Case Management Agency and Eligibility Information Sharing Form" for ad hoc communication between both parties
- CCM cannot be used to update member CBMS addresses

Why Change?

Case Management Redesign

New Structure

Single LTSS Assessment & Support Plan

New IT System

New Assessment Instrument

New Person-Centered Budget Algorithm

Future State - Streamlined Eligibility

- February 12, 2024 (First File)
- New system interface between CCM and PEAKPro/CBMS
- CCM will transmit all LTSS Level of Care types and PEAKPro/CBMS will process and transmit benefit aid codes
- One "Universal" aid code for all HCBS waivers
- CMAs will no longer use "Case Management Agency and Eligibility Information Sharing" form (aka DSS1) or LTSS certification pages for Initials or CSRs
- Information Sharing Form/Certification used for:
  - ☐ Communication regarding cases completed prior to 2/12
  - ☐ Backup if interface is not functioning
  - ☐ Other communication when needed, e.g., Referrals
- Addresses updated in CCM will be shared with CBMS for review & manual update

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LOC Certification Interface

- Nightly batch process file from CCM >> PEAKPro >> CBMS
    - LOC Certification Data Records (New and Updates)
    - Monday - Friday 9:00pm
    - First File Transmit Date: February 12, 2024

- LOC Record Processing
    - PEAKPro receives and transmits to CBMS

- PEAK CRF LOC Certification sent to CBMS PEAK In-Box
    - Processed and Not Processed
    - Flagged as MA LOC for prioritization

Care & Case Management (CCM) System [MedCompass]

- Allows the CMA to complete LTC LOC assessments based on referrals received from all sources
- Allows the CMA to enter the LTC LOC Certification based on the final assessment
- Feeds LTC LOC Certification data to PEAKPro for NF, HCBS, PACE

PEAKPro

- Receives LTC LOC Certification data from the CCM System for NF, HCBS, PACE
- Feeds LTC LOC Certification data to CBMS for Eligibility Processing either by direct mapping into CBMS pages &/or adding the LTC LOC Certification to the CBMS_PEAK In-box
- Allows the CMA to view the LTC LOC Certification Processing Status
- Allows the CMA to receive LTC LOC Assessment Referrals from PEAK and CBMS
- Allows the CMA to check for CBMS Eligibility Info

CBMS

- Receives LTC LOC Certification data from PEAKPro for NF, HCBS, PACE
- Completes Eligibility Determination for Medical Assistance based on records mapped directly
- Stores a PDF copy of the LTC LOC Certification received from the CCM in the CBMS_PEAK In-box for user reference (for both mapped and unmapped certs)
- Allows CBMS Users to submit a LTC Assessment Referral to PEAKPro

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PEAKPro Updates

- Implementation Date: February 10, 2024

- Case Management Agencies (CMAs) will begin utilizing PEAKPro functions as of March 1, 2024
  - In-Box for LOC assessment referrals received from PEAK & CBMS
  - CBMS Eligibility Check
  - LOC Certification Processing Status

- Continue current referral process through 2/29/2024

CBMS Updates

- Implementation Date: February 10, 2024

- Updates needed to allow for new Case Management system LOC assessment workflow

- <u>HCBS Aid Code Consolidation</u>:
    - 11 existing HCBS aid codes >> 1 aid code (HCBS)

- <u>Level of Care Type (LOC) Consolidation</u>:
    - 22 existing LOC type options >> 5 LOC type options
        - HCBS
        - PACE
        - Nursing Facility
        - Hospital
        - Undetermined

CBMS Updates

- LTC LOC page dynamic data entry flow
  - ☐ Based on LOC Decision entered, enabled/disabled fields & drop-down options

- LTC LOC Automated Referral Process:
  - ☐ Decision = Pending LOC Type = Undetermined
  - ☐ Sends Referral to Case Management Agency PEAKPro In-Box
  - ☐ Date Referral Submitted captured on page
  - ☐ In addition, continue current referral process through 2/29/2024

CBMS Updates

- <u>One time LOC Record Data Conversion</u>
  - ☐ End active HCBS LOC records as of 2/29/2024
  - ☐ Insert new HCBS LOC record as of 3/1/2024

- <u>One time Eligibility Mass Update Conversion</u>
  - ☐ All active HCBS members
    - Current HCBS aid code eligibility will end 2/29/2024
    - New HCBS aid code eligibility will begin 3/1/2024
  - ☐ All active WAwD + HCBS members
    - Current WAwD + HCBS LOC type eligibility will end 2/29/2024
    - WAwD + new HCBS LOC type eligibility will begin 3/1/2024

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Training/Communication

- <u>CMA Training -</u>
  - ☐ PEAKPro Sessions on 1/30, 2/1 and 2/7
  - ☐ Streamline Eligibility Policy & CCM System training 2/5, 2/7, 2/8
  - ☐ PEAKPro & Streamline Office Hours 2/15, 2/22, 2/28

- <u>CBMS User Training</u>
  - ☐ Knowledge Transfer Call - 2/8
  - ☐ SDD Training Updates
    - ▪ Updates to all current LTC Training references
    - ▪ New desk references guides
    - ▪ Published by 2/9

  - ☐ Policy memos
    - ▪ Published by 2/9

Post-Implementation Support

- Command Center Calls
    - Calls will be set up for CBMS Users
    - Look out for CBMS Communication with details

- Submit Help Desk Tickets
    - Continue to submit help desk tickets in ServiceHub to report CBMS issues

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Questions?

County Trending 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

Thank you!