

County & Eligibility Partners Touch Base

February 29, 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>

Today's Agenda

- ❖ Renewal Revamp Workbook
- ❖ Limited Authorized Representative Flexibility **new*
- ❖ Disability Determination Tips
- ❖ Reminders
 - Pending Level of Care (LOC) and Disability Determination Data Entry
 - Good Faith Extension
 - Long Term Care Streamlined
 - Reinstated Coverage
 - Technical Assistance

Renewal Revamp Workbook

Question

Do you still use the Renewal Revamp Workbook as a resource to answer questions about the MA Renewal Process?

Limited Authorized Representative Flexibility

Limited Authorized Representative (Operational Memo 24-005)

CMS has offered a flexibility which allows members to designate an authorized representative exclusively for the purposes of signing an application or a renewal. HCPF sought a federal waiver to implement this flexibility.

- A form has been created for the limited authorized representative to complete/sign and return with the application or renewal.
- The limited authorized representative will not be data entered into CBMS. The form should be scanned with the renewal or application into your agency's document management system.
- If a member previously has an authorized representative on file, they do not need to complete this form to sign an application or renewal.
- This flexibility is active from March 1, 2024 through December 31,

2024.

Disability Determination Application Tips

Key Steps

- When submitting a disability application, ensure the application, medical release forms are signed and dated
 - include at least the last two years of medical records with the disability application submission

Submit 'General Inquiries & Status Checks' to:

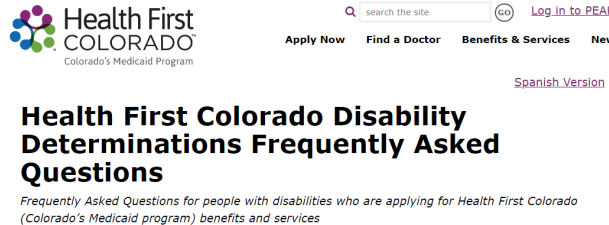
ARGcoloradostatusinquiry@equusworks.com

Submit 'Intake Applications & Supporting Documentation' to:

ARGcoloradoapps@equusworks.com

Resources

- FAQ was created to educate members and stakeholders on the disability determination process.
 - It's posted to the Health First Colorado Website



<https://www.healthfirstcolorado.com/health-first-colorado-disability-determinations-frequently-asked-questions/>

- Powerpoint presentation was also created. That will be posted to the HCPF website soon

Pending Level of Care (LOC) and Disability Determination Data Entry

Pending for Level of Care (LOC) and/or Disability

HCPF has received concerns that members are incorrectly being terminated or denied for a Level of Care Determination and/or Disability Determination.

- Cases must be pended appropriately by the eligibility worker for level of care and/or disability to mitigate terminations while awaiting results from a Case Management Agency and/or the State disability vendor
- Refer to guidance and training materials provided for entering and pending cases for LTC LOC and Disability Determinations

CBMS Communication: HCPF - Pending a Case for Level of Care and Disability Determination (CBMS 2817_08152023) Aug 2023

Guidance and Training Materials

Process Manuals provide:

- Steps to pend a case in CBMS for LTC LOC or how to enter the LTC LOC once the Case Management Agency has provided it to the eligibility site
- A step-by-step process for how to enter a Disability Determination into CBMS or pending a case for a Disability Determination

Web-based Trainings(WBTs) provide detailed instructions for:

- Disability Determination in the Health First Colorado Buy-In Program WBT
- LOC information in the Long Term Care (LTC) Categories & Special Circumstances WBT

Good Faith Extension

Opportunity for members to obtain verifications

- The Good Faith Extension is available to support members who indicate they are attempting to gather requested verifications and experiencing challenges and/or need additional time
- Eligibility workers are **strongly encouraged** to use this extension to support members to receive additional time to get the verifications and mitigate an unnecessary termination

CBMS Communication: Medical Assistance - Good Faith Extensions (CBMS 2821_08172023)

Guidance and Training Materials

Please review the web-based training (WBT) titled General Eligibility Medical Assistance and the Process Manual titled Entering a Good Faith Extension for DRA as it applies in regards to Good Faith Extensions.

The below training materials contain policy guidance and CBMS data entry for Good Faith Extensions:

- General Eligibility Medical Assistance WBT
- Entering a Good Faith Extension for DRA Process Manual

NOTE: Although these materials point to citizenship and identity, the extension can be used for all verifications.

Long-Term Care Streamlined Eligibility Implementation

LTC Reinstatement 3/1/2024

HCPF recently became aware of an unintended occurrence specifically impacting LTC members that resulted from eligibility determinations made as part of the LTC Streamline system update. The occurrence resulted in a subset of LTC members being scheduled to have their LTC coverage terminated as of February 29, 2024.

- Impacted LTC members include (HCBS, NF, PACE, and WAWD + HCBS)
- Streamline Implementation Mass Update/Conversion
- Termination effective 2/29/2024 for various reasons (not meeting financial criteria, LOC criteria, missing verifications, etc.)
- Backlog (LOC Certs, Verifications, Renewals)

LTC Reinstatement 3/1/2024

HCPF is implementing a system workaround which will reinstate and keep those impacted LTC members covered under LTC until an appropriate resolution is found for their case.

- Override process
- Eligibility to continue as of 3/1/2024
- Member notification

Post-Implementation Support

- Command Center Calls
 - Every Tuesday and Thursday 1-2pm
- Submit Help Desk Tickets
 - Continue to submit help desk tickets in ServiceHub to report CBMS issues

Long Term Care Streamline Command Center Schedule

Weekly - Tuesdays and Thursdays

1:00 PM - 2:00 PM

Tuesday, February 20 through Thursday, March 28, 2024

Date	Time	Google Meet Information
Tuesday, February 20, 2024	1:00 PM to 2:00 PM	
Thursday, February 22, 2024	1:00 PM to 2:00 PM	Google Meet:
Tuesday, February 27, 2024	1:00 PM to 2:00 PM	https://meet.google.com/eoz-vpkz-ixe
Thursday, February 29, 2024	1:00 PM to 2:00 PM	Phone: 1 302-481-5144
Tuesday, March 5, 2024	1:00 PM to 2:00 PM	PIN: 440 893 544#
Thursday, March 7, 2024	1:00 PM to 2:00 PM	
Tuesday, March 12, 2024	1:00 PM to 2:00 PM	
Thursday, March 14, 2024	1:00 PM to 2:00 PM	
Tuesday, March 19, 2024	1:00 PM to 2:00 PM	
Thursday, March 21, 2024	1:00 PM to 2:00 PM	
Tuesday, March 26, 2024	1:00 PM to 2:00 PM	
Thursday, March 28, 2024	1:00 PM to 2:00 PM	

Questions?



Let's Hear From You!