PEAK Modernization RMC/RRR, and 2021 COVID-19 Projects

Presented by: Marivel Klueckman, Shawn Bodiker and Tammy Costello

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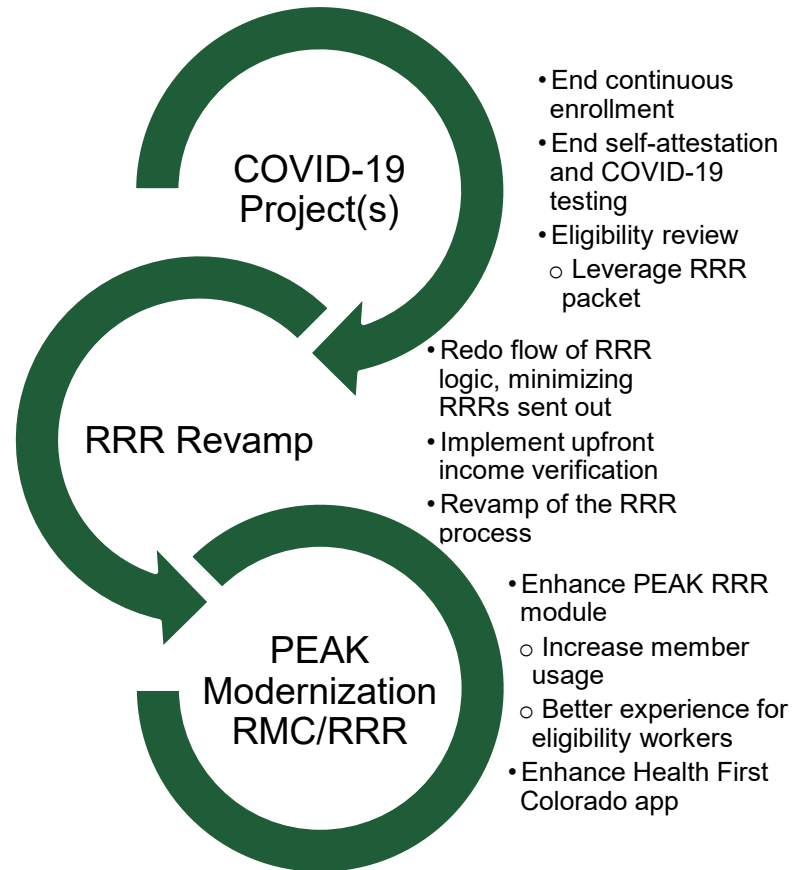Department of Health Care Policy & Financing
HCPF

Our Mission:
Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.

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Overview of 2021 Eligibility Initiatives

COVID-19 Project(s)

- End continuous enrollment
- End self-attestation and COVID-19 testing
- Eligibility review
  o Leverage RRR packet

RRR Revamp

- Redo flow of RRR logic, minimizing RRRs sent out
- Implement upfront income verification
- Revamp of the RRR process

PEAK Modernization RMC/RRR

- Enhance PEAK RRR module
  o Increase member usage
  o Better experience for eligibility workers
- Enhance Health First Colorado app

PEAK Modernization Report My Changes (RMC)/Renewal (RRR) Project

Project #14978

What is PEAK Modernization?

In response to client feedback around PEAK challenges and needs, the State has begun a major effort to improve the usability of PEAK.

The PEAK Modernization Team has been working for almost a year to gather **PEAK user, community organization, and CBMS end user feedback and perspectives** on PEAK. The Team is designing upcoming projects to address feedback and make PEAK easier to use for everybody.

What we've heard:

We've heard from PEAK users that **PEAK is challenging to use**. We've also heard from CBMS end users that **PEAK creates more work for county staff**.

Where we're going:

- **Decrease processing burden** on CBMS end users, call center staff, and community organizations

- Build **client trust and satisfaction** in PEAK

- Allow **better client self-service** through PEAK

- **Improve the client experience** at each stage of the benefit journey

- Deliver a **mobile-friendly experience** that meets PEAK users where they are

This work is being conducted in an **agile, phased approach** to deliver **incremental PEAK improvements** and collect client feedback along the way.

What is the scope of the RMC/RRR project?

The RMC/RRR PEAK Modernization project will be implemented in **December 2021**. This project will **replace the Report a Change / RRR module** in PEAK. This project focuses on delivering a **mobile-friendly, improved user experience** across RMC and RRR**.**

This project will *not* change how information is transferred between PEAK and CBMS, except to address a couple of previously-agreed upon, specific pain points raised by county staff (e.g., end-dating income). It also will *not* change eligibility rules or policy as they relate to RMC / RRR for PEAK.

Key Changes Include:

- Redesigned PEAK pages for reporting a change or completing an RRR

- New, client-friendly language across all updated screens

- New summary for clients to view case information and to determine if a change is needed

- Improved messaging of upcoming RRR deadline(s) and of submitted RMCs

- Redesigned queuing to make it easier for clients to provide additional information based what changes they report (e.g., asking if they need to ask a household member if they report a marriage)

- All redesigned pages from this project will be mobile-friendly
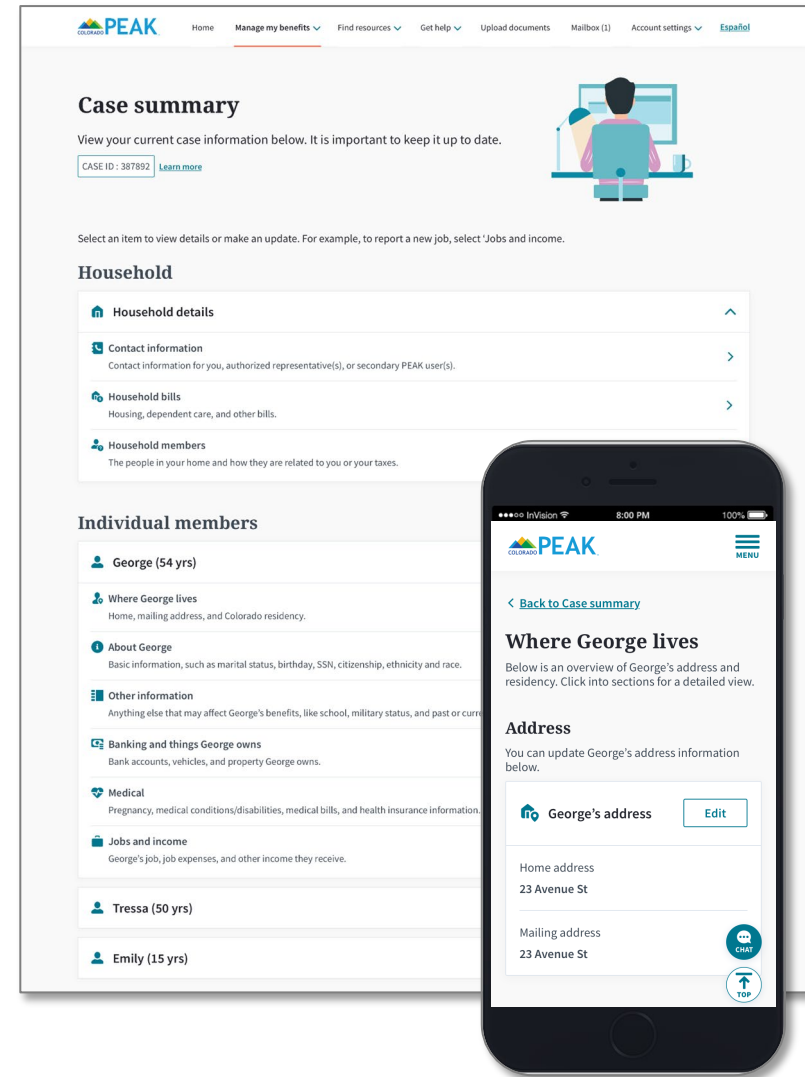
What else is coming soon to PEAK?
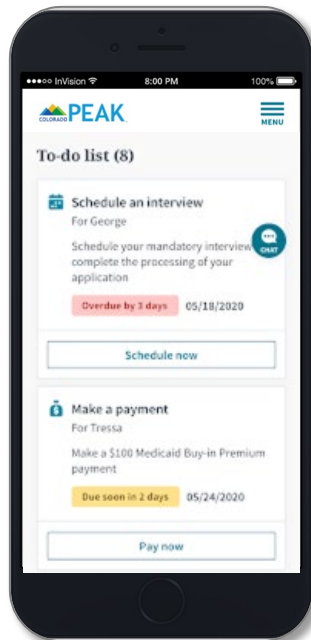
A new **summary dashboard** once you're signed into PEAK (Oct. '21)
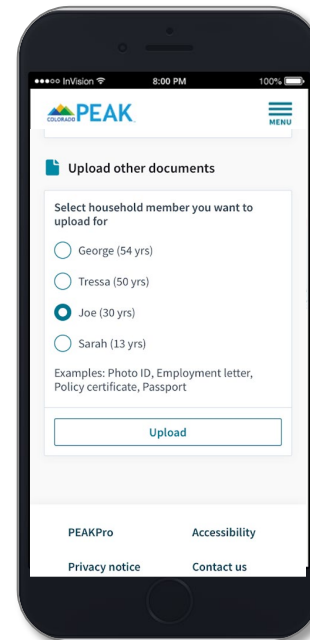
Easier **document upload** capabilities (Oct '21)

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Questions?

2021 COVID-19 Undo Planning

Presented by: Shawn Bodiker and Tammy Costello

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Topics of COVID Undo - Planning

- What we know from CMS as of today

- End of continuous enrollment (COVID Locked-In)

- Self-Attestation

- COVID-19 Uninsured Limited Testing Group

- Estimated Timelines of Work

- Items still in progress

NOTE: Requirements Subject to Change as more clarification/requirements are received from CMS

CMS- Today

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CMS Today

- Biden Administration indicated that it "will likely" extend the PHE through 2021
- Updates are also posted to Colorado.gov/hcpf/phe-planning

PHE End Date Scenarios	Last Day of PHE Scenarios	PHE SPAs,1135 Waivers, and Optional Uninsured Testing Group Ends On...	Then Continuous Coverage Requirement Ends On...	Then MOE Requirement to Maintain Eligibility Levels & Benefits and Enhanced 6.2% FMAP Ends On...
Current PHE as Issued	April 20, 2021	April 20, 2021	April 30, 2021	June 30, 2021
January 22 Letter from HHS that PHE will likely remain in place for the entirety of 2021	December 31, 2021	December 31, 2021	December 31, 2021	December 31, 2021

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CMS-Today

- End of continuous enrollment (COVID Locked-In)
  - Eligibility reviews required for all members locked-in
  - Department estimating 530K-540K members locked in by end of PHE
- Self-Attestation
  - Need to obtain verifications for eligibility data that was accepted as client verification only during the PHE at intake
  - Approximately 16,429 members as of 6/13/2021
  - These members can also be included in the count with members who are locked in

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CMS-Today

- COVID-19 Uninsured Limited Testing Group
- Complete work 6 Months after end of PHE
  - ➢ Timeline still being reviewed by CMS

Continuous Enrollment (COVID Lock-In)

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COVID Lock-In

- The Families First Coronavirus Response Act mandated the Department to maintain coverage for existing Medical Assistance members, with the exceptions of: voluntary termination, not a Colorado resident, or death.

- Eligibility Review Packet (ERP)
  - ➢ The ERP packet will be a replica of the Non-Magi RRR packet that contains a cover letter explaining the PHE end date, etc.
  - ➢ ERP will contain the latest case data information available within the system

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COVID Lock-In Cont.

- Generated to all MA COVID lock-in members by household that do not have a case MA RRR coming due within 90 days
  - ➢ The ERP will not reset the RRR due date
- The count to establish the '90 days' will be considered from the date the project is implemented.
  - ➢ For Example: If the project is released on October 10th, 2021, the 90 days would exclude cases where the household MA RRR is set for Oct, Nov and Dec 2021.

COVID Lock-In Cont.

- ERP's will be staggered over a set period of time
  - ➢ We have asked CBMS Vendor for different solution options Examples include:
    - ▪ High risk population,
    - ▪ RRR due dates,
    - ▪ Numbers by county,
    - ▪ Combination of different elements,
    - ▪ Etc.

COVID Lock-In Cont.

- Medical Assistance (MA) Verification Checklist (VCL) will be generated at the same time the ERP is generated.

- The MA VCL will request any required verification of item(s) for the household (this will be based off Non-Magi or MAGI rules.)

  ➢ The due date of these verification items will match the ERP due date.

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COVID Lock-In Cont.

- The ERP will have an automatic eligibility mass update run following the due date
  - ➢ Members will be given 30 calendar days from the day the ERP was generated from the system to return the packet as well as any required verification(s) identified at the time the VCL was generated
  - ➢ The mass update in the system will run 30 business days after ERP 30 calendar days due date.

Note: Although the due dates set on the ERP can be a mid-month date it is understood that MA benefits will not be terminated mid-month but rather will always set the benefit end-date to the end of a given month. **The total time provided will be 30 calendar days for the member to return the verification and 30 business days for the end-users to process the updates**

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COVID Lock-In Cont.

- Members will be able to straightforwardly report their ERP responses within PEAK and Health First Colorado App
  - ➢ The date of action completed by the member will be recorded and mapped to CBMS
- Premiums/Re-enrollment Fee's
  - ➢ Programs with a premiums (WAwD/CBwD) and enrollment fee for CHP+ at renewal were not required to pay during PHE
  - ➢ At the end of PHE we will resume these payments moving forward (no retro payments)
  - ➢ A onetime speed letter we be sent out in advance to members letting them know these fees will begin again

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Self Attestation

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Self Attestation

- Allowed during PHE at intake for SSN, all income and resources but required to verify at end of PHE

  ➤ All clients locked in will either receive their regular RRR or an ERP if RRR not within the 90 days

  ➤ All clients who are not locked who self attested at intake (SSN, income and/or resources) will receive a MA VCL requesting the required information. This will follow current VCL timeframes

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COVID Limited Testing

COVID Limited Testing

- Effective March 18, 2020 the Department begin providing coverage for COVID-19 testing services to individuals who are uninsured and are not otherwise eligible for medical assistance.

- The COVID-19 testing group is only available through the last day of the PHE.

  - ➢ System will evaluate eligibility for all Medical Assistance programs prior to termination

  - ➢ Individuals in this group will be provided advance (10 day) notice of termination with appeal rights

Timelines

Timelines

- Timing of work
  - ➢ Build targeted for October 2021 for CBMS Changes
  - ➢ Build targeted for December 2021 for PEAK/Health First Colorado App
  - ➢ "Turn on/Activate" at the end of PHE
- Additional details will be provided in the next couple of months (as we get more guidance)
  - ➢ Close coordination with eligibility workers to prepare

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Still in Progess

Still in Progress

- Ex-parte

- Communication Plan

- How to make the ERP stand out from the rest of correspondence

- Currently awaiting estimates on color options

- Postage Paid Envelope for renewals (at the end of the PHE) and ERP

  ➢ Currently awaiting estimates

- Final Direction from CMS

  ➢ End of PHE

  ➢ New or modified requirements

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Questions?

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Thank you!