

HCPF/County Directors & Leadership

Monthly Support Call

March 25, 2025



Agenda

- Welcome - 2 minutes
- Federal Update - 20 minutes
- Executive Steering Committee Updates - 5 minutes
- Project 7958- 10 minutes
- Buy-In Updates - 15 minutes
- Incentives Contract Update - 10 minutes
- Rulemaking Update - 10 minutes
- Rule Review - Upcoming RRR - 15 minutes
- MAP Statewide Performance Update - 10 minutes
- County Trending Topics - 5 minutes

Federal Update

Presented By: Rachel Reiter



Executive Steering Committee Updates

Presented By: Jamie Ulrich & Katie McDougal



Project 7958

Presented By: Arturo Serrano

What is Project 7958 ?

- **Project CPPM-7958** will update the current MAP Timeliness SQL logic and integrate it into the CBMS County Dashboard Timeliness Boards, this project will implemented in December 2024.
- In this project the **County Dashboard** will show timeliness data on a daily or weekly basis. This dashboard is meant for operational use, helping to improve timely processing and increase timeliness percentages. It is not used to evaluate County or MA/EAP site performance.

Key details about Project 7958

- The CBMS County Dashboard will be updated with *two new timeliness boards*
 - HCPF Application Timeliness Board
 - [CBMS County Dashboard HCPF Application Timeliness \(Updated Dec 2024\)](#)
 - HCPF RRR Timeliness Board
 - [CBMS County Dashboard HCPF Renewal Timeliness \(Updated Dec 2024\)](#)

Features of Project 7958

- **Features of both HCPF Application & Renewal Timeliness Boards:**
 - Filter timeliness data for the past 13 months.
 - Choose(filter) between 45-day applications and 90-day applications.
 - Choose(filter) between Non-LTSS Renewals and LTSS Renewals.
 - View the timeliness percentage for the current month on a daily basis.
 - Access raw data showing both timely and untimely counts.

Desk Aid located on MAP Dashboard Resource Page

What is Project CCPM-7958?

In December 2024, **Project CCPM-7958** will update the current MAP Timeliness SQL logic and integrate it into the CBMS County Dashboard Timeliness Boards.

HCPF wants users to rely on the **MAP Dashboards** for monitoring monthly performance. The MAP dashboard is used for both County Incentive Contract Scoring and MAP compliance.

In this project the **County Dashboard** will show timeliness data on a daily or weekly basis. This dashboard is meant for operational use, helping to improve timely processing and increase timeliness percentages. It is not used to evaluate County or MA/EAP site performance.

Things to Know

The CBMS County Dashboard will be updated with two new timeliness boards

- HCPF Application Timeliness Board 
- HCPF RRR Timeliness Board 

Features of the HCPF Application Timeliness Board:

- Filter timeliness data for the past 13 months.
- Choose(filter) between 45-day applications and 90-day applications.
- View the timeliness percentage for the current month.
- Access raw data showing both timely and untimely counts.

Features of the HCPF RRR Timeliness Board:

- Filter timeliness data for the past 13 months.
- Choose(filter) between Non-LTSS Renewals and LTSS Renewals.
- View the timeliness percentage for the current month.
- Access raw data showing both timely and untimely counts.



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Healthcare & Economic Security
Staff Development Division

CCPM-7958 MAP Dashboard
Release Date: February 2024

Click: [Project 7958 County Dashboard Tip Sheet.pdf](#)

Working Adults with Disabilities (WAwD) with HCBS

Presented By: Nancy Brenes

Overview

- What is WAwD?
- What is WAwD with HCBS?
- What changes are being made?
- What is the impact of those changes?

What is WAwD?



WAwD

Working Adults with Disabilities lets adults with a disability who qualify to "buy-into" Health First Colorado (Colorado's Medicaid Program). If you work and earn too much to qualify for Health First Colorado you may qualify. If you qualify, you may pay a monthly premium. Your monthly premium is based on your gross monthly earned and unearned income after any applicable disregards.

Eligibility Guidelines

- You must be 16 or older,
- You must be employed,
- You must have a qualifying disability, either through Social Security or the State Disability Determination vendor, even if you are 65 or older. The Social Security Administration (SSA) listings describe what disabilities qualify, and
- Your income after disregards must be below 450% of the Federal Poverty Level (FPL). For example, you can earn about \$11,020 a month and qualify. You may have additional income that is disregarded.

Eligibility Guidelines Continued

- Applicants should always complete the Health First Colorado Application to find out if their income qualifies.
- You are not required to apply for SSA disability. If you do not have a current disability determination from the Social Security Administration, fill out the Health First Colorado Disability Application.
 - Resources/assets are not considered (ex: checking accounts and savings accounts).

What is WAwD with HCBS?



WAwD with HCBS

- In addition to Health First Colorado benefits members may also qualify for extra long-term services and supports. These additional services are accessed through the following Home and Community Based Services (HCBS) waivers:
 - Brain Injury Waiver
 - Community Mental Health Supports Waiver
 - Complementary and Integrative Health Waiver
 - Developmental Disabilities Waiver
 - Elderly, Blind and Disabled Waiver
 - Supported Living Services Waiver



What is changing?



Changes

- Discontinue auto-enrollment into WAwD with HCBS at enrollment and renewal.
- Members will need to opt-in to WAwD with HCBS.
- Members will now be reviewed for Long Term Care (LTC) eligibility.

Why is this changing?

Many members have not experienced premiums, as such we do not want to place them in a premium paying program first. We want to inform of Buy-In program participation being voluntary and something that can be opted in or out of as requested by members.

Buy-In Programs Premiums

- Premiums for the Buy-In Program for Working Adults with Disabilities and the Buy-In Program for Children with Disabilities will resume in May 2025.
- On February 8th, 2025, we will be sending a heads-up letter to all Buy-in Program members letting them know that premiums letters will be sent out April 23, 2025 with a due date of May 15, 2025.
- The premium letters will contain a statement that details your premium amount, premium payment methods and others details associated to your premiums.

What will this look like?

- Members will now be reviewed for the LTC program. All eligibility requirements for that program must be met. If a member is not eligible they will be reviewed for WAwD and other programs.
- If a member is found eligible for LTC but the member wants to be evaluated for WAwD with HCBS, the member will need to opt into the WAwD Program.

New members Vs Ongoing members

- New applicants that require HCBS will be reviewed for the Long Term Care HCBS program first, if found eligible, they will be placed in that category. If members prefer to be in the Working Adults with Disabilities with HCBS program, they can opt-in to be reviewed for Buy-in program eligibility.
- Ongoing members on Working Adults with Disabilities with HCBS, will be reviewed for Long Term Care HCBS upon renewal, if found eligible, they will be enrolled. However, members can decide to opt back into Working Adults with Disabilities if preferred.

What will be the impact of these changes

- Impact to new application processing and eligibility review as well as renewals.
- Expected impact for both applications and renewals to occur starting June 2025.
- All eligibility requirements for the LTC program must be met.

Sample Heads Up Letter

Premium Payments Restart for Health First Colorado Buy-In Program Members

Dear [FIRST NAME] [LAST NAME],

Health First Colorado is writing to inform you that premium payments for the Buy-In Program will resume soon.

Since mid-2020, we temporarily suspended premium payments due to the impacts of the COVID-19 pandemic. As a result, many members have not experienced paying premiums for their coverage. However, we must now restart payments. All premiums will resume as of May 2025. This means that premium letters will be sent out April 23, 2025 with a due date of May 15, 2025.

It's important to remember that participation in the Buy-In program is voluntary. If you choose not to pay premiums, you have the option to opt out. However, please be aware that opting out may affect your eligibility for other programs. Attached is a chart detailing the estimated monthly premiums for the Buy-In Program for Working Adults with Disabilities and the Buy-In Program for Children with Disabilities based on your income. It's important to remember that the amount of your monthly premium is directly related to your income level.

Questions?

We understand that the return to premium payments may feel unfamiliar or challenging for some. Our team is here to support you through this transition and ensure you have all the information needed to make informed decisions about your coverage.

Sample Heads Up Letter



Start by contacting your case manager if you have any questions. You can also call Buy-In Customer Service at 800-711-6994 (State Relay: 711) or visit hcpf.colorado.gov/buy-in-program-working-adults-disabilities.

How can I make payments?

When premium payments resume, we aim to make the process as easy as possible by offering a variety of convenient payment options. You can pay through the PEAK mobile app, the PEAK online website, by check or money order, or in person at our vendor's office at 655 Bannock St, 1st Floor, Pavillion I, Denver, Colorado 80204. You'll find detailed instructions for each payment option in the premium letter you'll receive on the 23rd of each month, along with your amount due. Payments will be due by the 15th of the following month.

Please note that any previously arranged recurring payment arrangements will not reinitiate. Any new ongoing payments will need to be made setup online through Colorado PEAK

Thank you for being a valued member of the Health First Colorado Buy-In Program.

Sincerely,

Sample Premium Letter

STATE OF COLORADO



[v_Prem_Stmnt_DT]

[v_Individuals_Name]

[v_Individual_Mailing_Address_Full_3_Lines]

Case ID: [v_Case_Number]

THIS IS A BILL

Pay your monthly premium due [v_Prem_Due_DT]

You are receiving this letter because these members of your household are enrolled in a Health First Colorado (Colorado's Medicaid Program) Buy-In Program as of [v_Prem_Stmnt_DT]:

- [v_memberName], [v_programName]

What you owe

You must pay a monthly premium for your Health First Colorado Buy-In Program coverage and benefits. **You must pay your premium within sixty (60) calendar days of the due date to keep your benefits.**

Premium statement summary

[v_benMnth] premium: [v_Latest_mnth_Prem_amt]

Previous balance: [v_previous_Balance]

Amount you owe: [v_Prem_Tot_Amt_Due]

Date due: [v_Prem_Due_DT]

See page 2 for a detailed statement.

Billing Questions?

Contact:

Hours of operation:

Phone number:

Health First Colorado Buy-In Program customer service

Monday through Friday 7:30 a.m. - 5:30 p.m.

1-800-711-6994 (State Relay 711)



Questions & Discussion

Nancy Brenes
Adult Medical Policy Specialist
nancy.brenes@state.co.us

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Incentives Contract Update

Presented By: Josh Montoya

Where we are

The Incentives Task Group continues to meet on Fridays to finalize the FY 2025-26 contract amendment

Thus far, there will be 3 components for next year's Incentives:

1. Performance, including timeliness, backlog and accuracy (one change = integration of accuracy metrics)
2. Customer Service, focusing on call center and customer service survey metrics (minor refinements)
3. Collaboration Incentive focusing on internal controls for working with case management agencies and nursing facilities (new, based on county administration rule); hospital collaboration was removed (still in rule)

Amendments should be out for signature by early May; will issue Option Letters for those that need time for signature

Rulemaking Update

Presented By: Danielle Henry

Rulemaking Update

- We've met with stakeholders for more than 25 hours since September.
- Made several changes based on county feedback and Version 2 of the rules is now on the website
 - Still fine tuning Collaboration Agreements, Sanctions, and Business Process Standards
- March 26th will focus on reviewing last of Program rules and Sanctions
- April 9th will focus on Business Process Standards and Collaboration Agreements
- Version 3, which is the final draft, will be released mid-April, with only a week for final corrections
- Hearing is April 30th

Rule Review - Upcoming RRR

Presented By: Shawn Bodiker

Update to MA rule 8.100.3.P and CHP+ rule 140.1

Updates to section 8.100.P for Medical Assistance rules and 140.1 CHP+ rules to meet federal compliance

Email sent on 3/19/2025 to get feedback

Public Rule review was 3/24/2025

All feedback is needed by 3/26/2025


MAP Statewide Performance Update

Presented By: Arturo Serrano

MAP Compliance Overview

MAP Dashboard Resource Page

Click: [MAP Compliance Overview
\(Updated March 2024\).pdf](#)



The screenshot shows the cover page of a document titled "MAP Compliance Overview". The header includes the Colorado Department of Health Care Policy & Financing logo on the left and the "Medical Assistance Performance" logo on the right. The title "MAP Compliance Overview" is centered in a large, bold font. Below the title, the background is a blue and white abstract graphic of mountains.

Background: This is a high-level overview of the steps involved in MAP compliance. MAP compliance can be found in sub-regulatory guidance within Operational Memo: [HCPF OM 21-078 Management Decision Letters, Improvement And Corrective Action Plans](#)

- **Step 1**
 - The MAP data is updated on the 3rd of every month.
 - MAP data is available to counties on the 4th of each month. If the 3rd falls on a weekend, the update will happen on the next business day.
- **Step 2**
 - The MAP Team reviews the MAP data.
 - The MAP team reviews the MAP owner dashboard for two month outliers or three month short run signals in the data.
 - **Two-Month Outlier:** This signal occurs when the target isn't met for two consecutive months or when it's missed in two out of the last three months.
 - **Three Month Short Run:** This signal occurs when the target isn't met for three consecutive months or when it's missed in three out of the last four months.
- **Step 3**
 - MAP Pre-Notification Data Integrity Review
 - The Pre-Notification Data Integrity Review takes place before sending a Two-Month Outlier Notification or Management Decision Letter (MDL). This review ensures the data is accurate and reliable before notifying or taking further action.
 - The MAP Pre-Notification Data Integrity Review is done to ensure that the MAP data is valid and that the issue is truly related to Eligibility Site Performance compliance.
 - This review is conducted before any formal notification is sent to Eligibility Sites.

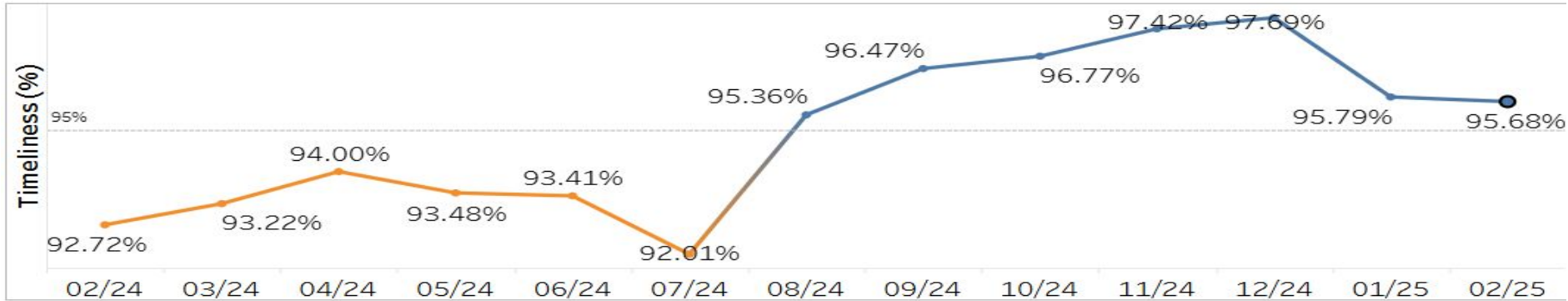
Page 1

02/2025 V1

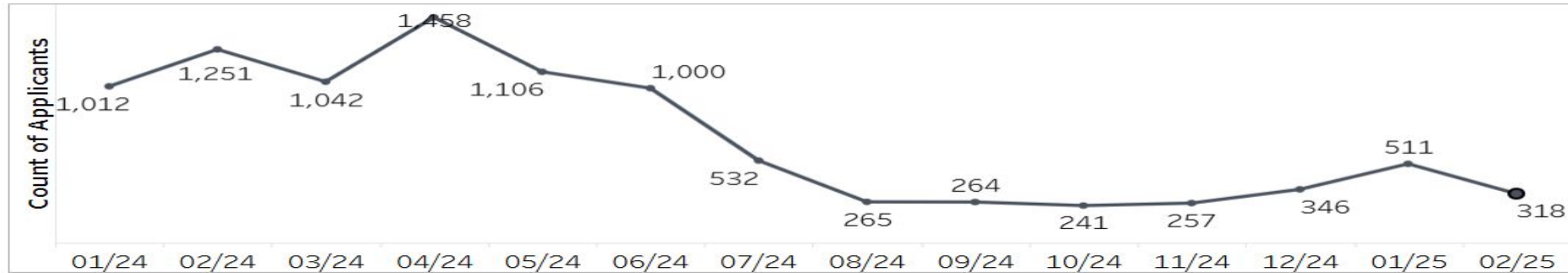
Statewide App 45 Timeliness

February Target Met

95.68%



Statewide EPG 45



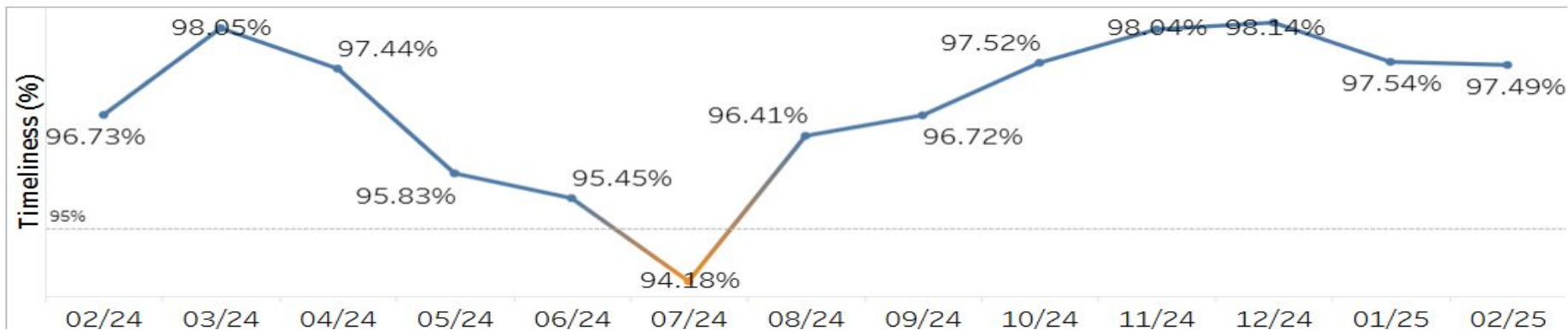
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Statewide App 90 Timeliness

February Target Met

97.49%



Statewide EPG 90



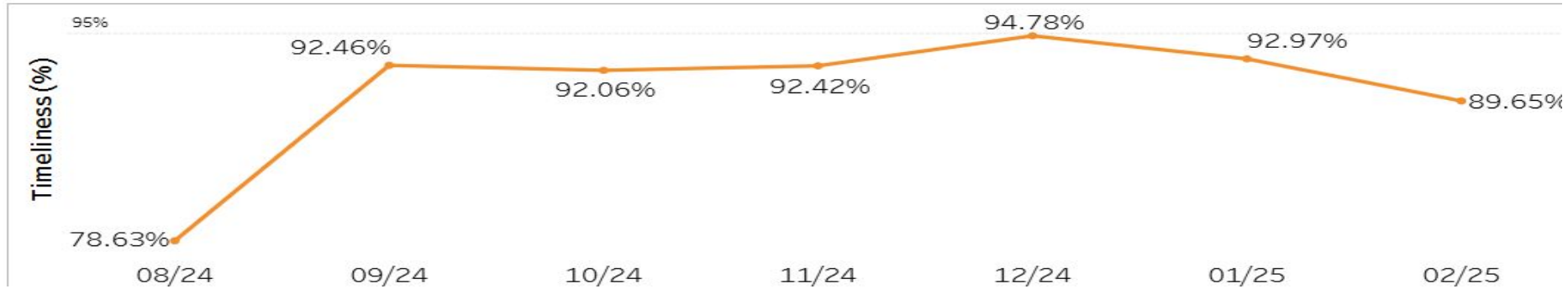
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Statewide Renewal Non-LTSS Timeliness

February Target Not Met

89.65%



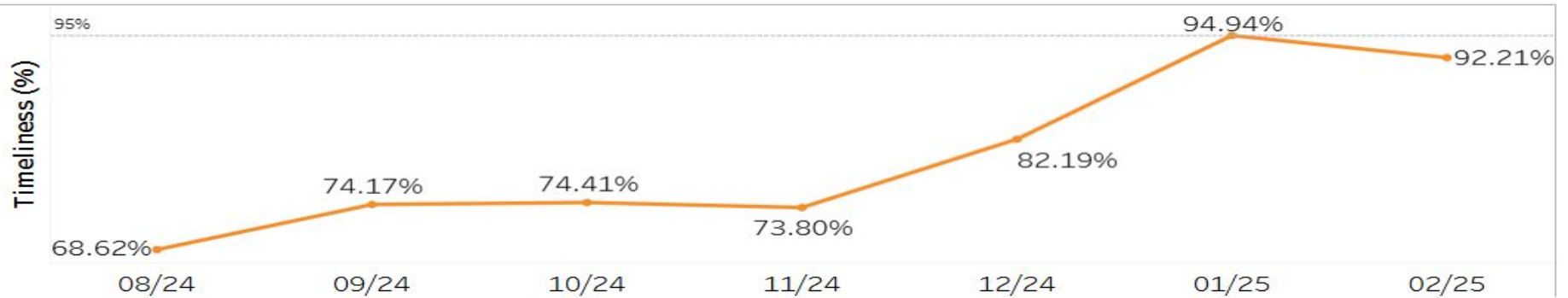
Statewide Renewal Non-LTSS EPG



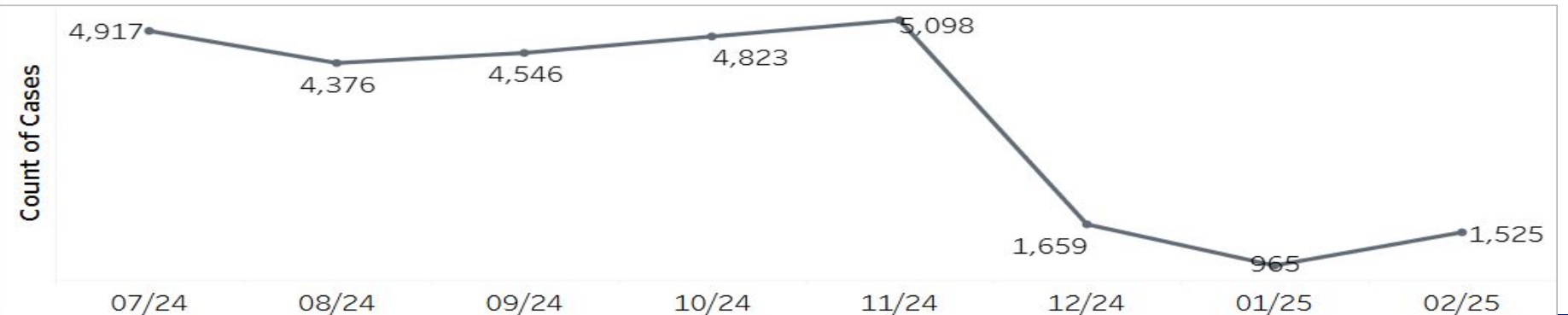
Statewide Renewal LTSS Timeliness

February Target Not Met

92.21%



Statewide Renewal LTSS EPG



MAP Top Performers

Renewal Non-LTSS Timeliness

- Small
 - Baca
 - Park
 - Ouray
- Medium
 - La Plata
 - Eagle
 - Douglas
- Large
 - Larimer
 - Jefferson



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

Thank you!