

HCPF/County Directors & Leadership Monthly Support Call

March 26, 2024



Agenda

- Welcome - 2 minutes
- Message from HCPF's Executive Director - 15 minutes
- County Topics - 10 minutes
- Long Term Services & Supports (LTSS) Updates - 15 minutes
- Desk Review Memo - 10 minutes
- MAP Dashboard v. CBMS County Dashboard - 20 minutes
- FY 24-25 County Grant Programs - 5 minutes
- Q&A - 5 minutes

Message from HCPF Executive Director

Presented By: Kim Bimestefer



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Department of Health Care
Policy & Financing

Thank you!



- Being the conduit that connects Coloradans to our vital safety net coverage programs
- Concurrently navigating the high volume of Medicaid renewal work and SNAP application volume
- For leading the nation in low Medicaid renewal “pending” rates
- Improved medical assistance eligibility accuracy
- Focus on customer service
- Partnering on long term solutions

HCPF Focus Areas

- **Balancing:** inflation, provider rates, workforce and access gap
- **Keep Coloradans Covered:** post PHE continuity of coverage
- **Transform behavioral health**
- **Transform long term care for people with disabilities and older adults**
- **Drive innovations:** Cybersecurity, CBMS, eConsults, Prescriber Tools, social determinants of health, cost and quality indicators
- **Support key partners - counties, rural providers, FQHCs, CMHC**
- **Promote health equity:** vaccinations, behavioral health, maternity, prevention
- **Advance value based payments to reward quality, equity, access, affordability**
- **Saving people money on health care**
- **Modernize how Medicaid delivers care:** Accountable Care Collaborative Phase III
- **Modernize Medicaid Systems**



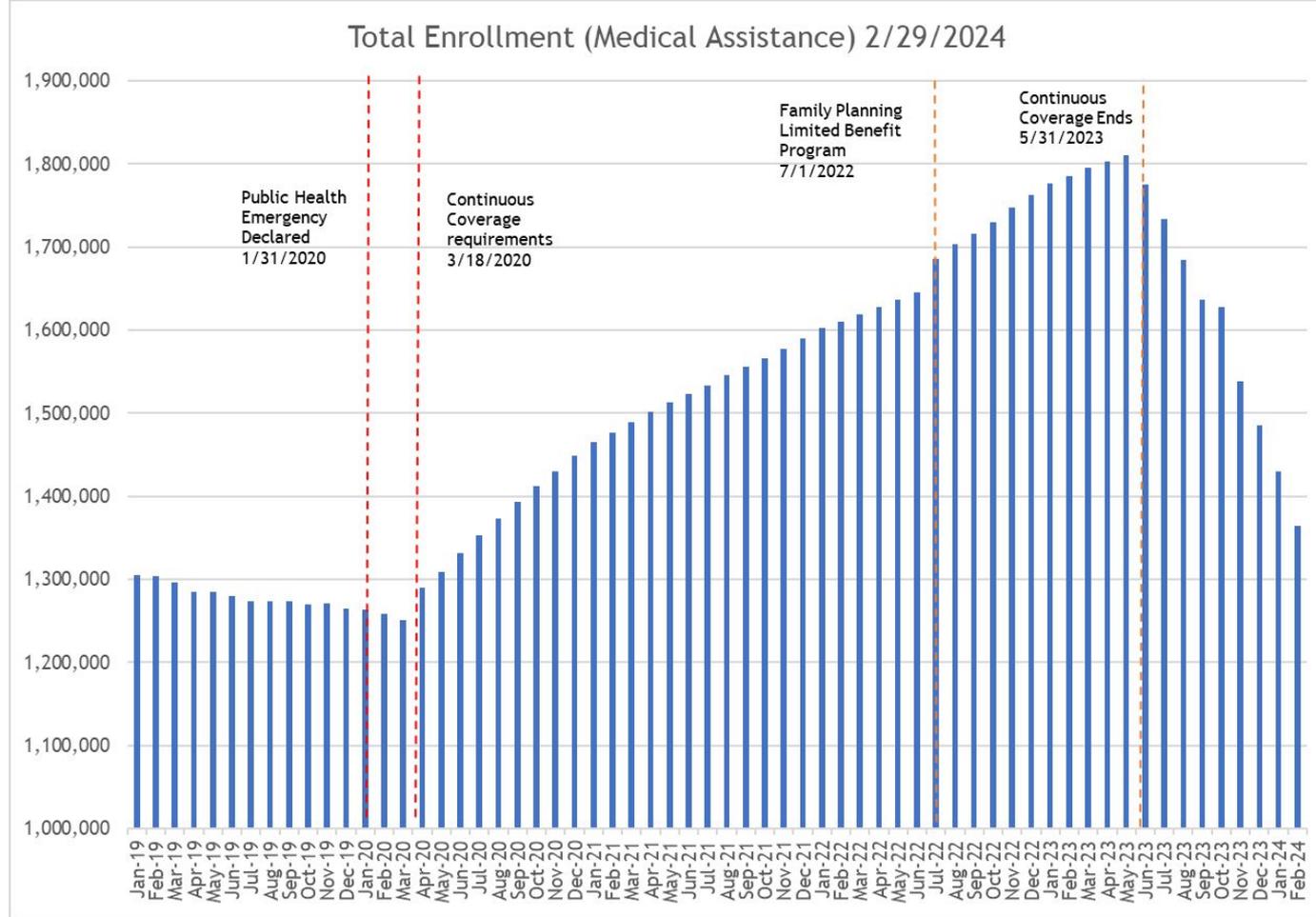
Decreasing Renewal Volume

- Medicaid & CHP Enrollment increased by 551k members during the PHE from March 2020 to April 2023
- We're projecting that 777,196 members will disenroll from Medicaid by May 2024 and that 257,991 people will enroll or re-enroll over that time period
- We're projecting covered membership will decrease by 519k this fiscal year through the PHE Unwind
- This means that enrollment will drop to close to the pre-PHE level, significantly reducing renewal volume for counties beginning May 2024



Medicaid & CHP+ Enrollment Change:

- 45%+ growth Q2 2020 thru May 2023 PHE continuous coverage
- PHE Unwind = May 2023 - April 2024
- Decrease thru 10 months post PHE (445k, 25%, projected 519k for full year)



Renewal, Disenrollment & Pending Comparison to Pre-Pandemic and National Statistics

- **57% pre-pandemic (CYs 2018 & 2019) average renewal rate closely aligns with Colorado's PHE Unwind average renewal rate of about 55% (May - Nov 2023, including the 90 day reconsideration period).**
- **41% pre-pandemic (CYs 2018 & 2019) average disenrollment rate also closely aligns with Colorado's PHE Unwind average disenrollment rate of about 44% (May - Nov. 2023, including the 90 day reconsideration period)**
- **Meaning Colorado's PHE Unwind renewal & denial rates after more than a 3-year pause are within 2-3% of pre-pandemic norms.**
- **National “renewals pending” comparison: Colorado 2-6% vs National 20-25%.**

Investments to Keep Coloradans Covered

Preparation Efforts:

- Ex parte automation
- Disenrolling Medicaid kids, auto-enrolled into CHP+
- PEAK investment
- PHE communication resources, education and leadership
- Provider, county, advocate, RAE, partner, chamber collaboration and support to keep people covered
- Toolkits - Medicaid renewals and transitioning to other coverage, 11 languages

Newer Advances:

- County supplemental \$\$
- Ex parte up to 100% FPL in April
- Improving ex parte rates ~ about double for May
- Overflow Processing Center support
- [60-calendar-day extension](#) for LTC member renewals
- Helping eligibility partners with process improvements
- Improved contact info. and system changes to reduce Whereabouts Unknown denials
- Online renewal upgrades
- Working to address some specific LTSS challenges to reduce county workload and impacts

Need support? Submit a request via our County Relations webform or email us at hcpf_countyrelations@state.co.us



Support for Counties

- Thank you for your partnership in navigating this unprecedented PHE Unwind chapter
- HCPF & CDHS are committed to supporting our county partners connecting Coloradans to SNAP, Medicaid, CHP+ and our safety net programs
- Celebrate increased county supplemental funding secured, while we complete the study necessary to secure longer term solutions and supports
- Overflow Processing Center is supporting over a dozen counties with hundreds of tasks each month; if you need this support, please let us know
- We have started to do joint HCPF & CDHS technical assistance meetings with counties, with great results and hope to continue this going forward.



Member Correspondence Improvements

- Leveraging Legislative Audit Committee audit guidance
- CBMS Eligibility Letters Improvements Needed
 - 55 letters re-doing to address audit findings and language improvements
 - 54 done by August
 - Notices of Action (approvals, denials) in October
- Understandable language, including translation
- Stop duplicate mailings, approved-denied in same or sequential letters
- Determining & Sending only what's necessary



CBMS Improvements

- Working with OIT and Deloitte to understand and mitigate CBMS system down time
- Working with OIT to address Salesforce downtime
- Working with OIT on recent Electronic Document Management System downtime
- Requiring Deloitte to improve correspondence testing and to review CBMS letters, in complement to HCPF, in order to identify opportunities for improvement
- Adding new Deloitte contract accountability provisions



Requests

- If your county is experiencing increasing backlog, I have asked our team to reach out to you to have a regular touch point
- The purpose of this is for us to collaboratively develop a plan to reduce Medicaid renewal backlogs by December 2024
- Since not all counties have a backlog, these meetings have been targeted, but we are open to meeting with others for any assistance you may need



Discussion Questions?

County Topics

Presented By: Danielle Henry



Long Term Services & Supports (LTSS) Update

Presented By: Marivel Klueckman



New Actions To Protect Coverage of LTSS Members

HCPF's top priority is ensuring ongoing coverage for LTSS members

Mitigating and ultimately eliminating inappropriate LTSS terminations at least through December 31, 2024, while we stabilize the system

Collaborating closely with select counties and case management agencies to retrospectively review procedural terminations

- Expedite Backlog Processing
- Prevent Termination During Processing
- Temporarily Pause LTSS Terminations: for all reasons for two months past termination date
- Monitor and Reverse Inappropriate Terminations

Timely Provider Payments:

- Prior Authorization Request Extension
- Benefit Plan Extension



System Mitigations - Short term

Strategy: Prevent LTSS members from being terminated through at least Dec. 31, 2024, while the LTSS system is stabilized

Short-term

- Reinstatement coverage using the Override functionality
 - February 29th terminations reinstated on 2/29/2024 for ~6600 members
 - March 31st terminations being reinstated between 3/24-3/29 for ~6000 members
- Mitigate terminations and future reinstatements
 - Pending State Help Desk Ticket added to LTSS and Buy-In cases on 3/20
 - **Please continue to work cases and approve if eligible**
- Expedite an eligibility system change to process the backlog of Level of Care (LOC) Certification entries
 - Timeline is TBD but requirements underway
 - Eliminates need for eligibility workers to enter any backlog LOCs



System Mitigations - Long Term

Strategy: Prevent LTSS members from being terminated through at least Dec. 31, 2024, while the LTSS system is stabilized

Long-term

- Pause LTSS terminations for all reasons for two months (60 days) past the member's original termination date (except for death and relocation out of state)
 - If eligibility is still pending due to missing documentation or verifications after the two-month extension, county workers may implement a Good Faith Extension
- Identify and implement process to appropriately terminate individuals who do not meet eligibility criteria and not negatively impacted by backlogs



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PARs & Provider Payments

Strategy: Ensure providers are able to receive payment for services rendered to LTSS members

- **Prior Authorization Request (PAR) Extension:** HCPF will extend Prior Authorizations for LTSS eligible members who do not have a current Prior Authorization in our claims payment system for an additional year.
- **Benefit Plan Extension:** In addition, HCPF will extend the member's current benefit plan (e.g., HCBS BI - Brain Injury Waiver) for an additional year. This will allow HCPF's claims payment system to continue to pay for services even if the case management agency has not had the opportunity to provide that information through the HCPF Bridge system.



Support for LTC Issues

Long Term Care Streamline Command Center Schedule 1:00 PM - 2:00 PM		
Date	Time	Add to Google Calendar
Tuesday, March 26, 2024	1:00 PM to 2:00 PM	March 26th
Thursday, March 28, 2024	1:00 PM to 2:00 PM	March 28th
Thursday, April 4, 2024	1:00 PM to 2:00 PM	April 4th
Thursday, April 11, 2024	2:00 PM to 3:00 PM	April 11th*
Thursday, April 18, 2024	1:00 PM to 2:00 PM	April 18th
Thursday, April 25, 2024	1:00 PM to 2:00 PM	April 25th

*The April 11th session is scheduled for 2:00 p.m. to 3:00 p.m. to allow time for the April Build Knowledge Transfer Call.

To join the Long-Term Care (LTC) Streamline Implementation Command Center by phone:

Phone: 1 302-481-5144

PIN: 440 893 544#

To join the Long-Term Care (LTC) Streamline Implementation Command Center by Google Meet:

<https://meet.google.com/eoz-vpkz-ixe?authuser=0&hs=122>



Questions?

Upcoming Memos: Desk Review and Personnel Screening

Presented By: Ashley Pinson & Josh Montoya



Desk Review Memo

What: Desk Reviews allow for compliance reviews outside of the ME Review Program

Why: federal requirements to ensure local agencies comply with all applicable laws and regulations

When: Effective July 1, 2024

- County Administration Rules (10 CCR 2505-5 1.020.10), updated in 2021, allow for HCPF to conduct oversight, through ME Reviews and Desk Reviews, to ensure compliance of all sites
- Used to review administration of the program by all sites
- Category of Desk Reviews: Administrative, Eligibility Determination, Quality, Performance, Access to Care, Fiscal, Operations
- Memo details the process for how Sites will be notified of selection and necessary steps to complete the review

Personnel Screening Memo

What: HCPF will issue Operational Memo requiring personnel screenings prior to CBMS access being granted

Why: Required due to Social Security Administration audit finding in late 2022

When: Upon issuance of Memo

- Requires Sites to create internal controls to ensure personnel screenings of staff prior to granting access to CBMS (HCPF will provide a template)
- Sites will need to review human resources employee record for employees hired prior to memo to determine if a background check were completed - if not, a plan must be made to complete those checks in a certain amount of time
- Sites are encouraged to work with their HR teams to ensure compliance with this requirement and other employment laws

**Draft Memos will be sent to County Directors
on Wednesday, March 27, 2024**

**Memo Feedback by Wednesday
April 10, 2024 to:**

HCPF_CountyRelations@state.co.us





Questions?

MAP Dashboard v. CBMS County Dashboard

Presented By: Josh Montoya & Lisa Pera



Purpose of the MAP Dashboards

MAP Dashboards were designed as an accountability tool that allows for point-in-time review of performance across counties

Used for performance and contract monitoring

These are similar to how CMS monitors states - see the [MAC Scorecards](#)

MAP Dashboards are not intended to provide real-time data that influences performance; that is the **CBMS County Dashboard**

Using the CBMS County Dashboard

The purpose of the CBMS County Dashboard is to give a real-time snapshot of data that can influence county performance

It is updated daily, where MAP is updated monthly
Counties should use CBMS County Dashboard data to influence MAP - MAP will tell you where you are, but CBMS County Dashboard data will help influence future performance



Upcoming Resources

HCPF is preparing to release new resources for MAP that will help counties monitor their performance. These include:

- MAP Office Hours! Last Thursday of each month; this opportunity is for any county MAP Owners to get real-time assistance with MAP Relaunch and Tableau. Invite has been sent to all county MAP owners.
- A new Performance Coaching Workbook that will help managers and supervisors monitor performance
- A CBMS County Dashboard Desk Aid that will provide guidance on pulling the right data
- A new MAP website designed to be a one-stop-shop for performance monitoring information





Questions?

FY 24-25 County Grant Program

Presented By: Christine Torres



County Grant Program Overview

- Authorized in 2014 through a R6 budget request
 - Provides \$500,000 in annual funding that is awarded to county departments of human/social services through competitive application
 - Funding is subject to annual legislative approval
 - If applications touch other public assistance programs proposals must be cost allocated
 - One-year startup funding - or expansion/change in Statement of Work
 - Application process encourages projects that can be implemented elsewhere in the state



County Grant Program: Criteria

Applications can support HCPF's Strategic Pillars or Preferred Projects

• Preferred Projects

- Customer Service that is provided in a timely, respectful and culturally appropriate manner
- Civil Rights Compliance
- Health Needs of Persons in Criminal Justice System
- Develop Internal Controls, Policies & Procedures
- Reduce Backlog to Historical Levels

• Strategic Pillars

- Member Health
- Care Access
- Operational Excellence & Customer Service
- Health First Colorado Value
- Affordability Leadership
- Employee Satisfaction

County Grant Program Restrictions and Sub-Criteria

- The application must impact or involve Medicaid clients
- Grant applications must not duplicate existing contractual or statutory obligations
- Projects must be completed by June 30, 2025



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

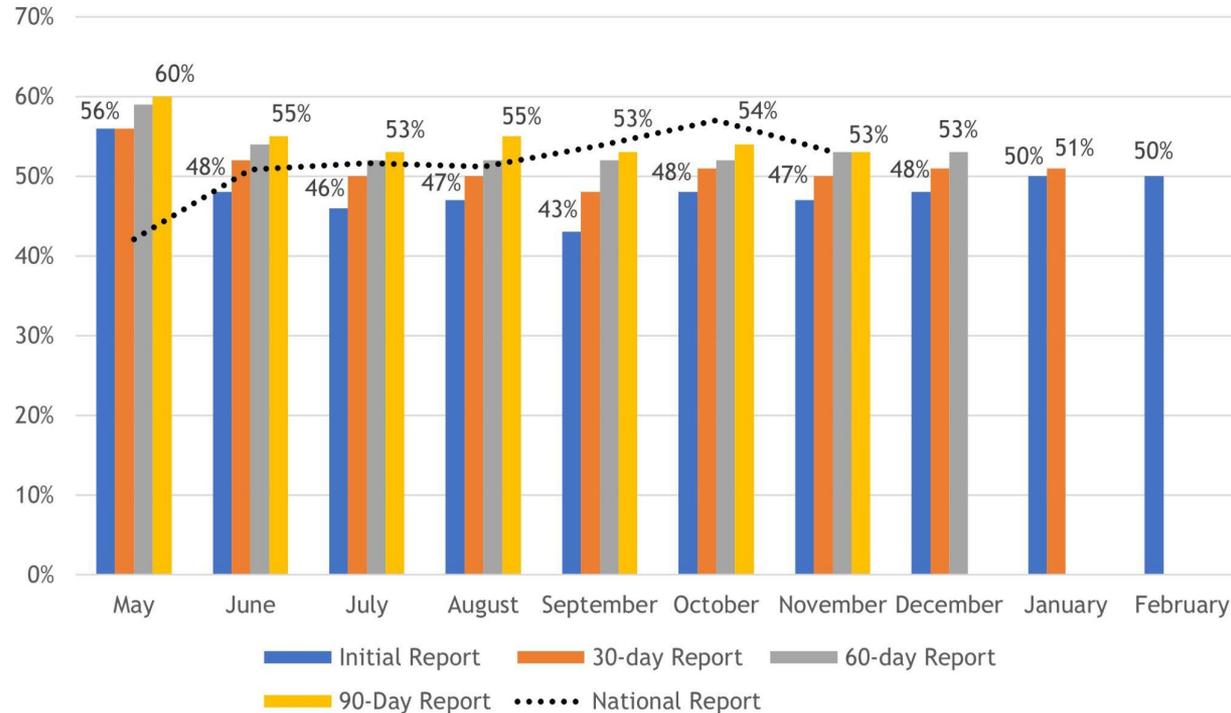
Thank you!

Renewal Rate improves over 90 day reconsideration period

This chart shows the change in Unwind Data after the 90 day reconsideration period.

The renewal rate increases by 7-10 points, to an avg. of 55%.

Health First Colorado and CHP+ Renewals 2023-24



Procedural Denials

Procedural denials drop after the 90 day reconsideration period.

Our procedural denials will be higher because our pending rate is so low (historically 1-3% vs national 20%+).

Health First Colorado and CHP+ Procedural Terminations 2023-24

