

Eligibility PIAC Presentation

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Today's Agenda

- LTSS Stabilization
- Future LTSS Roadmap

LTSS Stabilization

LTSS Stabilization - Our Intent

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

System Mitigations - Short Term

- **Reinstate coverage using the State Override functionality**
 - Starting with February 2024 terminations and continue monthly (end month TBD)
- **Mitigate terminations and future reinstatements**
 - Pending State Help Desk Ticket records added to LTSS and Buy-In cases on 3/20/2024
- **Expedited an eligibility system change to extend LTC Level of Care (LOC) certification end dates in CBMS**
 - CBMS Project 9471, Implemented April 13, 2024
 - At EDBC run, apply a 12-month extension (on the back end) to all LTC LOC certification record end dates that are ending as of 3/1/2024 or later
- **Expedite an eligibility system change to process the backlog of LOC certifications**
 - CBMS Project 9706, First file to be transmitted on 05/04/2024
 - Process files from the Care and Case Management (CCM) System for current LTC LOC certification records that are not currently available in CBMS
 - Impacted members identified through recent terminations and/or pending/undetermined LOC certification records in CBMS

System Mitigations - Long Term

- Expedite an eligibility system change to apply a two month (60 day) eligibility extension to members that have been determined to have their benefits reduced or terminated in LTSS or Buy-In categories of assistance
 - CBMS Project 9472, Implementation Date August 2024
 - Applies to all benefit reduction reasons (with exceptions)
 - Incarceration
 - Period Of Ineligibility
 - Applies to all termination reasons (with exceptions)
 - Death
 - No longer a CO resident
 - No longer requesting assistance
 - Incarceration (secondary MSP aid codes)

Future LTSS Roadmap

Assessment Outcomes

- **Holistic review of current processes (systematic and non-systematic) and have it on our roadmap to address identified opportunities for improvement within the following areas:**
 - Improve member experience (PEAK, Correspondence)
 - Improve CBMS user experience
 - Increase automation
 - Improve CBMS user Training
 - Ensure Policy/System/Business Process Alignment
 - Improve Help Desk Ticket Processes
 - Improve change management communication
 - Establish LTC Governance (Roles/Responsibilities and Business Processes)

Future CBMS Projects

- **Automation of MA LTC Verifications with Intelligent Character Recognition (ICR)**
 - Implementation - August/October 2024 (Tentative)
 - Automated solution to process new and pending/backlogged MA LTC verifications received from applicants/members with little to no CBMS user intervention
 - SSN Card, CO Birth Certificate, CO Drivers License, Check Stub, Bank Statement, Disability Determination
- **Automation of MA LTC 5615 Nursing Facility Patient Payment Form**
 - Implementation - Early 2025 (Tentative)
 - Incorporate the current 5615 form into CBMS and auto-populate based on demographic and eligibility determination data. Allow users to review/validate and update as needed prior to printing and submitting to the Nursing Facility.
- **MA LTC Eligibility Updates and Enhancements**
 - Implementation - Late 2024/Early 2025 (Tentative)
 - Address policy compliance issues, improve user experience, incorporate additional alerts and data reporting based on user input post-streamline implementation.



Questions Discussion

Thank you!