

Case Management Redesign Contractor Kickoff Meeting

February 24, 2021

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

Agenda

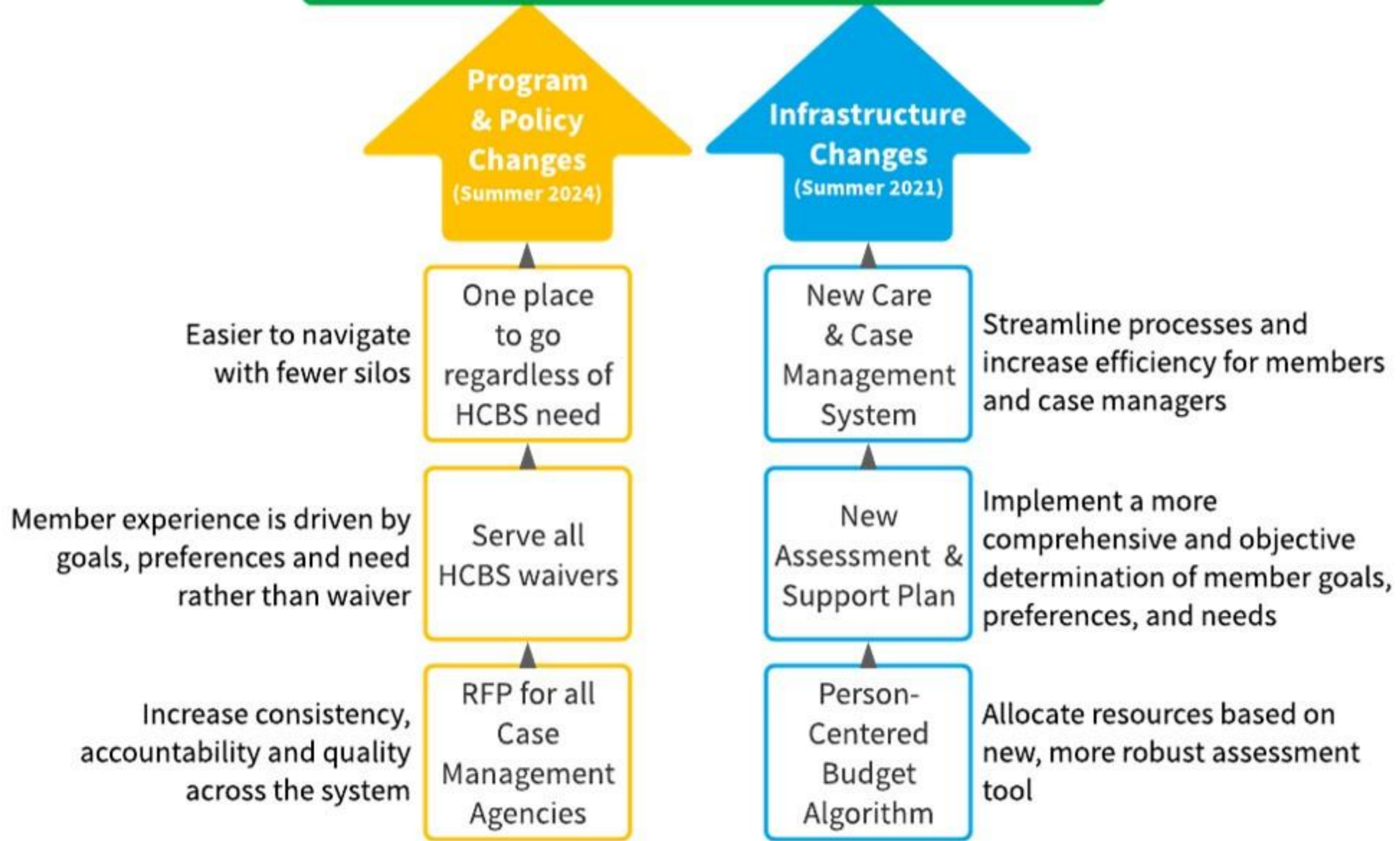
- Introductions and overview of meeting
- Overview of the case management redesign effort
- Structure for stakeholder engagement
- Questions
- Wrap-up & Next Steps

Case Management Redesign

- Case Management Redesign refers to several initiatives that will help make accessing services and supports easier, by:
 - Changing case management agencies to serve all HCBS waivers so people have one place to go
 - Making sure there are the right number of case management agencies in Colorado and increasing the quality of case management services
- Contract executed with HCBS Strategies
 - Contract work includes:
 - Catchment area development
 - Only willing and Qualified Provider
 - OHCDS and initial Quality Framework

Implementation Goal:
July 1, 2024

Colorado Case Management Redesign

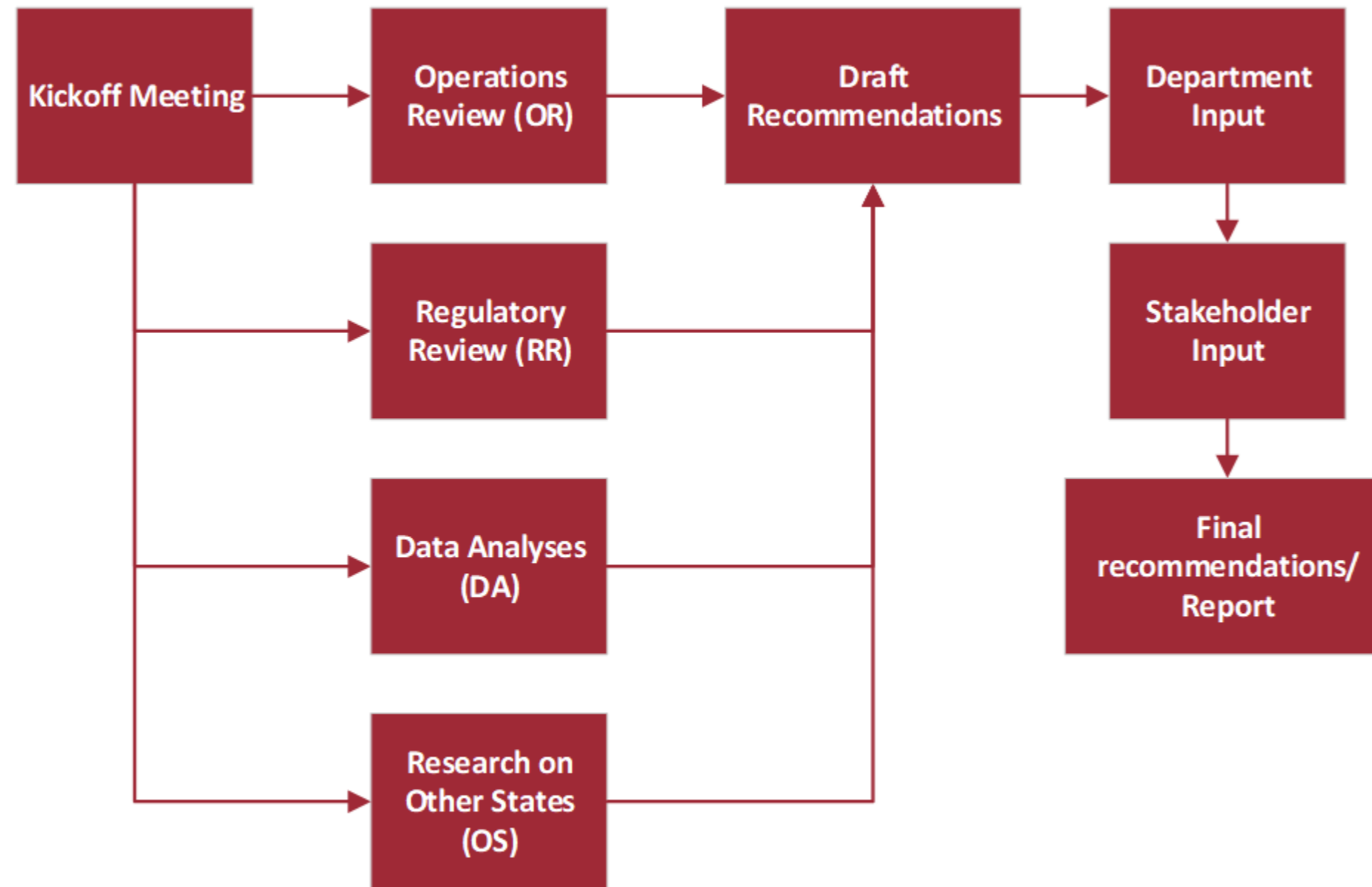


HCBS Strategies Background

- Small consulting firm that focuses exclusively on helping states and other clients build and improve home and community–based supports
 - Current clients: AK, AL, CO, FL, HI, MN, NE
- Worked on case management enhancements and redesign in AK, CO, DC, HI, IL, MD, MN, NE, OR, TX
- Worked with Department to lead the development and piloting of the new assessment and support (A/SP) planning process

Overview of the HCBS Strategies' Case Management Redesign Effort

Workplan Integrates Research Across Initiatives



Overview of HCBS Strategies Work

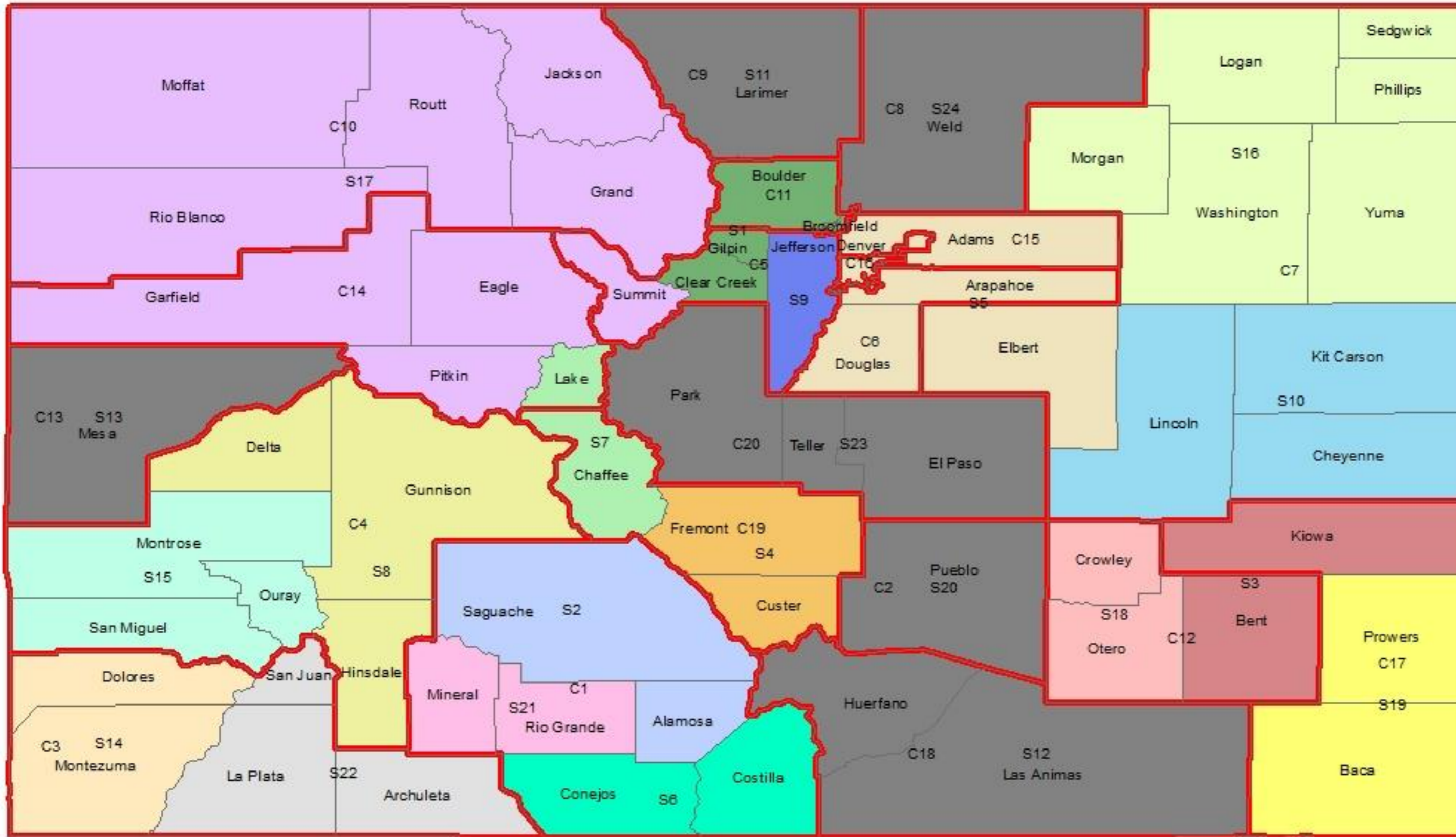
- The scope of work involves the evaluation and coordination of several initiatives to be completed by June 30, 2021:
 - Case management (CM) catchment area analysis
 - Determination of Medicaid authority
 - Re-evaluation of Rural Exceptions
 - Organized Health Care Delivery System (OHCDS) analysis
 - Human Rights Committee (HRC) analysis
 - Quality case management research
 - Development of Final Report

Stakeholder Engagement

- [Case Management Redesign page](#)
- [Sign up for Constant Contact announcements](#)
- [Office of Community Living \(OCL\) Stakeholder Engagement webpage](#)
- Stakeholder Engagement Survey
- Focus Groups
- Statewide meetings
- Anticipate that meetings will continue after HCBS Strategies Contract ends in June 2021

Catchment Area Analysis

- Goal is a map that shows the Case Management Agencies (CMA) catchment areas
 - Minimize disruptions
 - Welcome input about existing integration efforts
- Will consider # of current members, caseloads, # assessments and support plans, reimbursement, geographic considerations (e.g., mountains, distance to offices)
- Will create 1) maps that show different options and 2) modeling file to show impact of different choices
- Data evaluation is currently occurring, planning to present to stakeholders



- CCB regions outlined in red
- SEP regions differentiated by the colors
- Gray areas represent regions where the CCB and SEP regions are the same

Medicaid Authority Initiative

- Reviewing current and proposed business operations and analyses of the best fit for maximizing the amount of federal financial participation (FFP) that can be drawn down with the least amount of burden
- Will identify opportunities and challenges for a range of authorities for funding CM activities notably target case management (TCM), 1915(c) and Medicaid Administrative Claiming (MAC)
- Will develop summary report

Only Willing and Qualified Provider Recommendations

- Review State and federal rural exceptions guidelines
- Use data to identify areas with no providers other than a CCB/SEP
- Develop options for changes to standards
- Plan to review recommendations with stakeholders

OHCDS Analyses

- Will conduct operations reviews of CO OHCDS systems and research/ interview other states and entities including NASDDDS
- Will develop options for who will serve this function
- Plan to meet with stakeholders to obtain input

Human Rights Committee Analysis

- Will conduct operations reviews with local and State subject matter experts and also interview other states on their HRC processes
- Will develop recommended changes to HRC and approaches for expanding to non-IDD waivers
- Lays groundwork for future stakeholder meetings

Quality Case Management Research

- Will build off proposed approach for Assessment/Support Plan process and existing quality management (QM) structure
- Will likely propose a multi-layered approach:
 - Key performance metrics
 - Expectations for quality management for CM supervision, CMA internal QM, Department oversight of CMAs, and stakeholder oversight over Dept.
 - Quality score card
- Lays groundwork for future stakeholder meetings

Final Report

- Propose to draft summary conclusions for each of the initiatives as sections within this report to allow the Department to have a single document that describes recommendations and next steps
- Stakeholder engagement will continue

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- Stakeholder Engagement Survey - Coming Soon
- Focus Groups
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Next Steps

- Stakeholder Engagement Survey
- Coordinate regional and local discussions
- State conversations
- Mapping and data modeling

Stakeholder Questions



Contact Information

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