COLORADO
Department of Health Care
Policy & Financing

COVID Locked-in Report Guidance

Last Updated: March 1, 2021

Contents

Purpose of the report

The COVID locked-in report provides detailed information of all members on Health First Colorado and Child Health Plan *Plus* who have been locked-in (or also known as "forced passed") during the public health emergency. This report is to be used by eligibility sites to identify the members within their caseload that will need support for either maintaining or transitioning health coverage at the end of the public health emergency.

The report is an opportunity for eligibility sites to proactively resolve cases that may have been locked-in due to data entry or obtain missing information through readily accessible data interfaces. This will help minimize future impact for both eligibility sites and members. This report has been piloted by a few counties and results have indicated it is possible to resolve cases by updating data entry or using interfaces. This guidance provides suggestions for prioritizing the cases on the reports and tips and tricks for working through this report.

03/01/2021 Update - The U.S. Department of Health and Human Services (HHS) has communicated it **will likely extend the Public Health Emergency** (PHE) in 90 day increments through 2021. This is an update to the previous PHE extension that we communicated earlier this month, effective Jan. 21, 2021. Although there is a likely extension through 2021, there is a benefit for eligibility sites and for members for work to continue on the COVID Locked-in report.

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
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Guidance for Working the Report

Following is the guidance for working the COVID Locked-in report in order to maintain a steady pace with the report and ability to manage concurrent workloads:

1. Focus on supporting and resolving cases for the most vulnerable population.
   - This includes primarily the Long Term Care (LTC), Working Adults with Disabilities (WAwD), Children's Buy-in with Disabilities (CBwD) and Needy Newborn (NNB) cases. Specifically, the following aid codes:
     - HCBS BI
     - HCBS CCT
     - HCBS CES
     - HCBS CHCBS
     - HCBS CHRP
     - HCBS CLLI
     - HCBS CMHS
     - HCBS DD
     - HCBS EBD
     - HCBS SCI
     - HCBS SLS
     - NF/Hospital 300% Institutionalized
     - PACE
     - Buy-In CBwD
     - Buy-In WAwD
     - Eligible Needy Newborn
     - CHP+ Newborn
   - All termination reasons should be reviewed for the vulnerable populations outlined above.
     - Exception: The overincome termination reason for WAwD and CBwD may be ignored in this review.
   - Resolving cases includes reaching out to members to support them in obtaining any missing documentation that caused a termination force pass, working with case managers as necessary, and reviewing cases for potential system issues or data entry errors.
   - Resolving cases means that member's eligibility may change from a "force pass" (termination) to a "pass" and falling off of the COVID Locked-in report. If members truly continue to be ineligible after review, they will remain on the COVID Locked-in report.
2. Focus on the termination reason "Failed to provide verification" for the remainder of the populations.

- o Resolving cases includes reaching out to members to support them in obtaining any missing documentation that caused a termination force pass and reviewing cases for potential system issues or data entry errors.
- o Resolving cases means that member's eligibility may change from a "force pass" (termination) to a "pass" and falling off of the COVID Locked-in report. If members truly continue to be ineligible after review, they will remain on the COVID Locked-in report.

Tips and Tricks

03/01/2021 Update – The Department will periodically provide additional tips and tricks (identified as COVID Lock-in Trends) for eligibility workers based on research done internally and from feedback received by eligibility workers through the hcpf_moo_covidlockin@state.co.us inbox.

Resources

- **Over shoulder support call** – Although significant effort has been made to give guidance and tips and tricks, we understand there may still be incidents that come up. The Department will be scheduling a weekly over the shoulder support call for workers to obtain help with specifics on the report.

  03/01/2021 Update - These calls will be biweekly on the 2nd and 4th Thursdays at 3pm. Meeting information is below:

  Join with Google Meet
  meet.google.com/kod-khaf-csu

  Meeting ID
  meet.google.com/kod-khaf-csu
  Phone Numbers
  (US)+1 319-553-6656
  PIN: 991 501 600#

- **Tool for tracking on/off** – On a weekly basis the Department is providing a tool for eligibility sites to review their progress made and support them in managing the workload based off of this report. This is available to supervisors and directors.

Contact

We are here to help as you and your teams work through this report. If you have questions on cases or trends from the report, please email us at hcpf_moo_covidlockin@state.co.us with the details and screenshots where possible.

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