

COVID-19 FAQ and Technical Assistance for LTSS

Colorado Department of
Health Care Policy & Financing

August 14, 2020

Overview for Today

- Purpose of COVID-19 FAQ and TA for LTSS Webinars
- IRSS Infection Control Remote Support
 - Jane Flournoy, Behavioral Health and Community Services Section Manager, CDPHE
- New Guidance
- Top Questions and Topics
- Resources

Purpose of COVID-19 FAQ and TA for LTSS Webinars



Continue to offer more real-time opportunities for providers to dive deeper into Department guidance

Respond to more technical and nuanced questions from providers to ensure guidance is clear and adhered to

Take feedback for how we move into the “new normal”



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IRSS Infection Control Update

- Completed about 20 of 261 IRSS infection control calls
- We have identified which agencies underwent a GH IC survey and de-prioritized, to reduce redundancy
- Received mostly positive feedback
- Appreciative of the calls, technical assistance and resources
- None of the calls have resulted in a referral for a complaint

New Guidance Issued



OM 20-080
OM 20-083

All COVID-19 related Memos can be found here: www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response



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OM 20-080

TITLE: CRITICAL INCIDENT REPORTING FOR COVID-19
(Supersedes OM 20-044)

- Clarifies Critical Incident Reporting requirements for presumptive cases of COVID-19. Presumptive cases of COVID-19 means a member is experiencing identified symptoms of the COVID-19 virus and is presumed by a physician to have COVID-19 and/or is pending testing for COVID-19 due to symptoms. Symptoms of COVID-19 include:
 - Fever or Chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
- Removes the requirement for case managers to report COVID-19 to the Local Public Health Agency.

[Link: OM 20-080](#)

Future of Case Management

Working to Continue

- Electronic Signatures
- Opportunities for Virtual Face-to Face
- Professional Medical Information Page (PMIP)
- Streamlining Nursing Facility Transfers
- Preadmission Screening and Resident Review (PASRR)

Planning to roll back at end of Public Health Emergency:

- 60-day extension to [sign forms](#)
- Continuous Medicaid Eligibility

OM 20-083

TITLE: DAY HABILITATION SERVICES IN RESPONSE TO COVID-19

- Clarity about how Day Habilitation may be provided to HCBS waiver members under the [Protect Our Neighbors Executive Order](#)
- Department encourages service delivery in the community whenever possible as the risk of transmission of the COVID-19 illness is lower outdoors

(does not supersede [OM 20-070: Updated Information Pertaining to Day Program Services in Response to COVID-19](#), but rather provides additional guidance)

Supported Community Connections

- Until further notice, SCC does not have to “utilize the community as a learning environment”
- Several other modifications to SCC are being made to help providers help members access SCC (see memo for list)
- Temporarily allow members who reside in an IRSS setting or Group Home determine to return to SCC service agency or have the IRSS or Group Home temporarily provide the SCC service (See memo for instructions. Residential provider must be approved SCC provider.)

Specialized Habilitation

- Until further notice, SH may include virtual individual and/or group activities, hosted by the current SH service agency.
- For those members living in an IRSS setting who are considered “at risk,” or do not feel comfortable returning to group settings, SH may also continue to be provided 1:1 in the member’s home by the SH service agency. **Note: this does not apply to Group Home settings.**
- Residential providers are expected to provide 24/7 regular care for members including services that are provided under SH, such as assistance with feeding, toileting, self-care, etc. Because of this, residential providers will not be allowed to also provide the SH service to members who live in the home.

[Link: OM 20-083](#)

Top Questions and Topics

1. HCBS During School Hours
2. Specialized Habilitation in Group Homes
3. Electronic Visit Verification

HCBS During School Hours

Can we use respite or other HCBS services during school hours?

The Department understands that with the use of remote schooling and the flexibility inherent to curriculum provided this way, that many families may find they are not following the same school schedule. Keeping this in mind the Department will not prohibit the use of HCBS during “routine” school hours. However, the Department must ensure the purpose and goal of the service being provided does not overlap with any of the curriculum or school-based needs of the child or youth receiving HCBS.

Specialized Habilitation in Group Homes

Does the new day program guidance ([OM 20-083](#)) disallow delivering Specialized Habilitation (SH) in group homes?

Yes. Specialized Habilitation may not be provided in the Group Home setting. Group Homes must continue to follow all restrictions as outlined in [Public Health Order 20-20](#) around non-essential visitors. Due to these restrictions, Specialized Habilitation is not currently allowed within Group Home settings.

Electronic Visit Verification

General Update

Questions

- Providers are reportedly having issues finding homemaker/personal care workers. Is HCPF doing any outreach to ensure there are enough providers to cover these services statewide?
 - We are working on gathering geographic data on provider locations.
 - In areas where the provide to member ratio is low, we will then gather a list of providers in the immediate or contiguous service area that provide similar services.
 - We plan to then contact agencies these agencies to determine if they are interested in extending their service area, adding additional services, adding new member populations, or other specialties to their current business.

Electronic Visit Verification

Questions, cont.

- If agencies continue to use non-Medicaid cleaning companies to provide these services between now and 1/1/21, will they be penalized?
 - All services subject to EVV, whether contracted or not, and must collect EVV records per CCR 8.001. This means if the CCB is acting as the OHCDS, the CCB is the provider of record and must follow all EVV requirements. While stakeholders become accustomed to EVV, the Department does not expect perfect EVV records.
 - However, we do expect that billing agents make an earnest effort to collect EVV properly to prepare for pre-payment claims review effective 1/1/21. On 1/1/21, claims without corresponding EVV records will not pay. To determine if the services you are billing for require an EVV record, please review your Remittance Advice for EOB 3054 and/or the EVV required code list.

Provider Relief Fund

Department of Health and Human Service (HHS) [press release on July 31](#)

- Deadline extended again to August 28, 2020 for Medicaid/CHIP/dental providers
 - Portal is being reopened as of August 10 for providers that were left out of any of these distributions, including providers that had a change of ownership and providers that are new (started billing Medicare/Medicaid after the prior cutoffs), can also go into the portal as of August 10 to apply for a distribution
- Visit the [Providers page](#) for Key Facts and steps for how to apply
- See the [Medicaid provider FAQs](#) for additional information

EM Resource Reporting Now Required

Per [Public Health Order 20-20](#) (amended July 30), regular reporting to CDPHE is now required for Residential Care Settings

Reporting will be done through EM Resource, a web-based tool used to assist the State with situational awareness and identification of providers' resource needs

- The State monitors the data that providers enter into EM Resource several times each week to create critical needs reports that go to the state's emergency healthcare lead

Timeline:

- Nursing Homes required reporting began August 5, 2020
- Assisted Living Residences required reporting began August 12, 2020
- Group Homes and ICFs must begin reporting by August 19, 2020

Contact: melanie.roth-lawson@state.co.us

Next Steps

All HCBS Provider and CMA Webinar

Friday, August 21, 2020

12-1 p.m.

Webinar: <https://cohcpf.adobeconnect.com/rfjznsuoinn7/>

Phone: 1-877-820-7831

Participant code: 303146

Previous Guidance

Case Management Agencies

Operational Changes

- [OM 20-049](#)
- [OM 20-027](#)
- [OM 20-037](#)
- [OM 20-045](#)
- [OM 20-075](#)

PASRR Changes

- [OM 20-043](#)

Critical Incident Reporting for COVID-19

- [OM 20-044](#)

Level of Care Changes

- [OM 20-053](#)

Transition Coordination

- [OM 20-056](#)

In-Person & Travel Add-On

- [OM 20-076](#)

Facilities and PACE

Infection Control And Prevention in NHs (CMS)

- [CMS QSO-20-14-NH](#)

Telemedicine in Nursing Facilities

- [OM 20-032](#)

Training & Certification

- [OM 20-038](#)

Rate Increase

- [OM 20-050](#)

Options Counseling

- [OM 20-054](#)

Stimulus Payments

- [OM 20-059](#)

Civil Money Penalty (CMP)

- [IM 20-021](#)

HCBS Providers

HCBS Therapy Services

- [OM 20-020](#)

Guidance for Class B Providers

- [OM 20-023](#)

Changes to Benefits & Services (Table)

- [OM 20-046](#)

Telemedicine

- [Temporary Policy](#)

Host Home Inspections

- [OM 20-036](#)

CDASS Sick Time

- [OM 20-047](#)

Changes to Benefits & Services Rates (Table)

- [OM 20-048](#)

Flexibility in Hiring

- [IM 20-019](#)

CC & SCC Clarifications

- [OM 20-060](#)

Additional Provider Relief Funds

- [IM 20-024](#)

Non-Medical Transportation

- [OM 20-063](#)

Retainer Payments Ending

- [OM 20-069](#)

Guidance for Reopening or Expanding Day Programs

- [OM 20-070](#)

CDPHE TA for IRSS

- [IM 20-031](#)

Updated Residential Guidance

- [OM 20-072](#)

Telehealth Billing Requirements

- [OM 20-077](#)

Other Resources

Added a "COVID-19 Resources for LTSS" document to our webpage:
www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response

LTSS COVID-19 Webinars and Training

LTSS stakeholders and providers are invited to participate in discussions about the implications for service delivery, case management, payment...

+ [Upcoming Webinars](#)

+ [Webinar Recordings and Materials](#)

+ [COVID-19 Training for Frontline Staff](#)

+ [COVID-19 Toolkit](#)

- [Other Resources](#)

- [COVID-19 Resources for LTSS - August 2020](#)



Stay Engaged

Memos, Webinar Info, and FAQs - Updated Regularly

www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response

Email us

HCPF_HCBS_Questions@state.co.us

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More Information



www.cdc.gov/coronavirus/2019-ncov/



www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page



covid19.colorado.gov



Local Public Health Agencies

www.colorado.gov/cdphe/find-your-local-public-health-agency



www.colorado.gov/hcpf/COVID



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Reminder: Personal Protective Equipment

If you or your organization are experiencing a shortage or outage of personal protective equipment (masks, gloves, gowns, etc.) to conduct essential or life saving functions during this crisis, please reach out to your **local emergency manager** or **local public health department**.

[Find Your Local Community Emergency Manager](#)
[Find Your Local Public Health Department](#)

To report issues in
obtaining PPE please
notify:

Sadie Martinez
Access and Functional Needs
Coordinator
Office of Emergency Management
720.610.1691
sadie.martinez@state.co.us



Questions?

Thank You!