

# COVID-19 FAQ and Technical Assistance for LTSS

Colorado Department of  
Health Care Policy & Financing

June 5, 2020

# Overview

- Purpose of “Off-Friday” Webinars
- How Will They Work?
- Top 6 Questions
- New Questions
- Resources

# Purpose of “Off-Friday” Webinar



# How Will It Work?

Go over responses to top questions received over the past 2 weeks

Answer new questions in the chat box

We will read some responses out loud to make sure the whole group hears response

Provide additional resources



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# Notes for Participating

To ensure we have robust engagement and respond to the most questions:

- Use the chat box for questions only.
- Ask your question only once in the chat box. We are tracking all questions, and if we don't respond today, we will add it to our question tracker for future.
- Refrain from asking the same question someone else has asked or that we will cover in the prepared slides.

# Facility Reopening Update

Moving from current restrictions for facilities, Governor Polis is considering visitation with testing of those that want to visit.

Within established parameters developed using guidance from CMS, CDC, and CDPHE, all licensed/certified facilities will develop an individualized visitation plan that includes:

1. Criteria for relaxing certain restrictions and mitigating the risk of resurgence
2. Factors to inform decisions for relaxing restrictions through a phased approach
3. How to allow visitation and ancillary services in facilities

# Top 6 Questions

1. When will HCPF provide additional guidance on provisional telehealth approvals?
2. Can HCPF provide further guidance on family visits and member's leaving the home?
3. When will testing be available for all group homes?
4. Has HCPF set an end date for retainer payments?
5. Can stimulus payments be used to pay for room and board?
6. For a person who does not have a primary care physician, do we need to get a Professional Medical Information Page (PMIP) before we approve services?

# Question 1

**When will HCPF provide additional guidance on provisional telehealth approvals?**

HCPF is exploring both Remote Supports and the use of tele-methods to provide certain HCBS services beyond retainer payments and the pandemic. The Centers for Medicare & Medicaid Services (CMS) must approve extending changes beyond the limited time period allowed through the Appendix K authority.



# Question 2

Can HCPF provide further guidance on family visits and member's leaving the home?

Members, providers and family members should follow the most recent [Safer at Home and in the Vast, Great Outdoors](#). Within that Order, all Coloradoans are encouraged to limit social interactions, take other common-sense precautions against spreading and contracting COVID-19 such as maintaining six (6) feet of Social Distancing from others not in their household, wearing non-medical face coverings that cover the nose and mouth while in public, and frequent hand washing.

(CONTINUED on next slide)

# Question 2, cont.

Can HCPF provide further guidance on family visits and member's leaving the home?

(CONTINUED from previous slide)

Member's who live in their own home or a Host Home and are considered "Vulnerable Individuals" may leave the house or have visitors, if appropriate. Providers, members, and families should have a conversation and work together to make that determination. If a member does leave the home, or has visitors, it is important to continue to practice vigilance and screening upon returning to the home. HCPF has issued this guidance in our [FAQs](#).

# Question 3

**When will testing be available for all group homes?**

The Department of Public Health & Environment (CDPHE) is coordinating testing in congregate/licensed facilities. Group homes are part of the settings that are being prioritized for testing.

# Question 4

Has HCPF set an end date for retainer payments?

HCPF does not yet have a specific timeline for retainer payments. We are working with CMS, who should be publishing guidance for states soon. In the meantime, we are also working on a potential timeline for retainer payments over the next several weeks and months. We do not have any more information as to when retainer payments will end at this time.

# Question 5

## Can stimulus payments be used to pay for room and board?

Once the stimulus payment is deposited within the individual's personal needs account, the funds may be used to pay for the set room and board amount. These funds cannot be used to cover past due accounts, unless explicitly agreed upon by the individual. A stimulus payment can only go toward back-pay when the individual received adequate written notice of the owed amount during the time the payment was due, and the individual explicitly agreed to pay the previously owed amounts. The provider cannot use the stimulus payment unilaterally to cover these payments, without written consent from the individual.

# Question 6

For a person who does not have a primary care physician, do we need to get a Professional Medical Information Page (PMIP) before we approve services?

All initial functional needs assessments should continue to be completed within contractually established timelines. As stated in the [Operational Memo 20-049](#), “for HCBS assessments completed on or after March 18, 2020, case managers will complete the [ULTC 100.2] to determine functional eligibility without the requirement for a completed PMIP for the duration of COVID-19 public health emergency. Members seeking admission into an HCBS waiver that requires a specific diagnosis may do so without a completed PMIP” .



# New Questions?

# COVID-19 LTSS Guidance

## Case Management Agencies

### Operational Changes

- [OM 20-049](#)
- [OM 20-027](#)
- [OM 20-034](#)
- [OM 20-037](#)
- [OM 20-045](#)

### 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](#)

## Facilities and PACE

### Infection Control And Prevention of COVID-19 in Nursing Homes (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)

- [Link: IM 20-021](#)

## HCBS Providers

### Long-term Care and Congregate Settings

- [OM 20-017](#)

### 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](#)

### Non-medical Transportation

- [OM 20-031](#)

### Residential Guidance

- [OM 20-035](#)

### Host Home Inspections

- [OM 20-036](#)

### Retainer Payments

- [OM 20-039](#)

### CDASS Sick Time

- [OM 20-047](#)

### Changes to Benefits & Services Rates (Table)

- [OM 20-048](#)

### Flexibility in Hiring

- [IM 20-019](#)

### Safer at Home for Day Programs

- [OM 20-057](#)

### Community Connector Clarification

- [OM 20-060](#)

All COVID-19 and LTSS related memos and FAQs can be found here: [www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response](http://www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response)



# Resources from Others

- Institute for Community Inclusion (ICI) released a [series of publications](#) on providing day and employment services during the COVID-19 pandemic
- Multicultural Council (MCC) released [COVID-19 Culturally and Linguistically Diverse Resources](#)
- [Video: Supporting Grayson's Family](#), includes key themes that are relevant to home visiting during the COVID-19 pandemic
- [Video: Una visita en el hogar con la familia de Liam \(A Home Visit with Liam's Family\)](#), Ohio occupational therapist Marta Gonzalez delivers an early intervention home visit during the COVID-19 pandemic, illustrating how home visits using video conferencing can continue to support children and their families (in Spanish with English sub-titles)
- Trauma-Informed Care in Uncertain Times (Experiential Practice Opportunity) - June 10, 9:30 - 11:00 MST, Register at: <https://forms.gle/rQsWfYwtyE3Kwack9>

# Stay Engaged

*Memos, Webinar Info, and FAQs - Updated Regularly*

[www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response](http://www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response)

*Email us*

[HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)

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# More Information



[www.cdc.gov/coronavirus/2019-ncov/](http://www.cdc.gov/coronavirus/2019-ncov/)



[www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page](http://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page)



[covid19.colorado.gov](http://covid19.colorado.gov)



Local Public Health Agencies

[www.colorado.gov/cdphe/find-your-local-public-health-agency](http://www.colorado.gov/cdphe/find-your-local-public-health-agency)



[www.colorado.gov/hcpf/COVID](http://www.colorado.gov/hcpf/COVID)

# 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](mailto:sadie.martinez@state.co.us)

# Next Steps

All webinar dates and times are posted  
and updated as needed on the  
[Long-Term Services and Supports COVID-19 Response](#)  
webpage

# Thank You!