

# COVID-19 Updates

## Colorado Department of Health Care Policy & Financing

April 10, 2020

# Overview

## Colorado Department of Public Health & Environment (CDPHE) Update

- Greg Schlosser, Branch Chief

## Update on COVID-19 status in Colorado

- Dr. Lisa Latts, Chief Medical Officer

## Update from Colorado Cross Disability Coalition (CCDC)

- Julie Reiskin, Executive Director

## Budget Update

## Progress & Looking Ahead

## New Department Guidance Issued

- Bonnie Silva, Office of Community Living Director

## Questions/Feedback

- Responses to top question of last week and opportunity for new questions and answers

# COVID-19 Updates



**COLORADO**  
Department of Public  
Health & Environment

# Update

- Personal Protective Equipment (PPE)
- State Emergency Operations Center (SEOC)
- Survey priorities - Immediate jeopardy complaints, infection control related concerns
- Medical Surge Concept of Operations
- [Home health & hospice essential services](#)
- State and federal waivers
- [HEMSD COVID-19 Blog](#)

# Reminder: Personal Protective Equipment

- HCPF has Dedicated 8 Staff @ 25 hours/week
- 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](#)

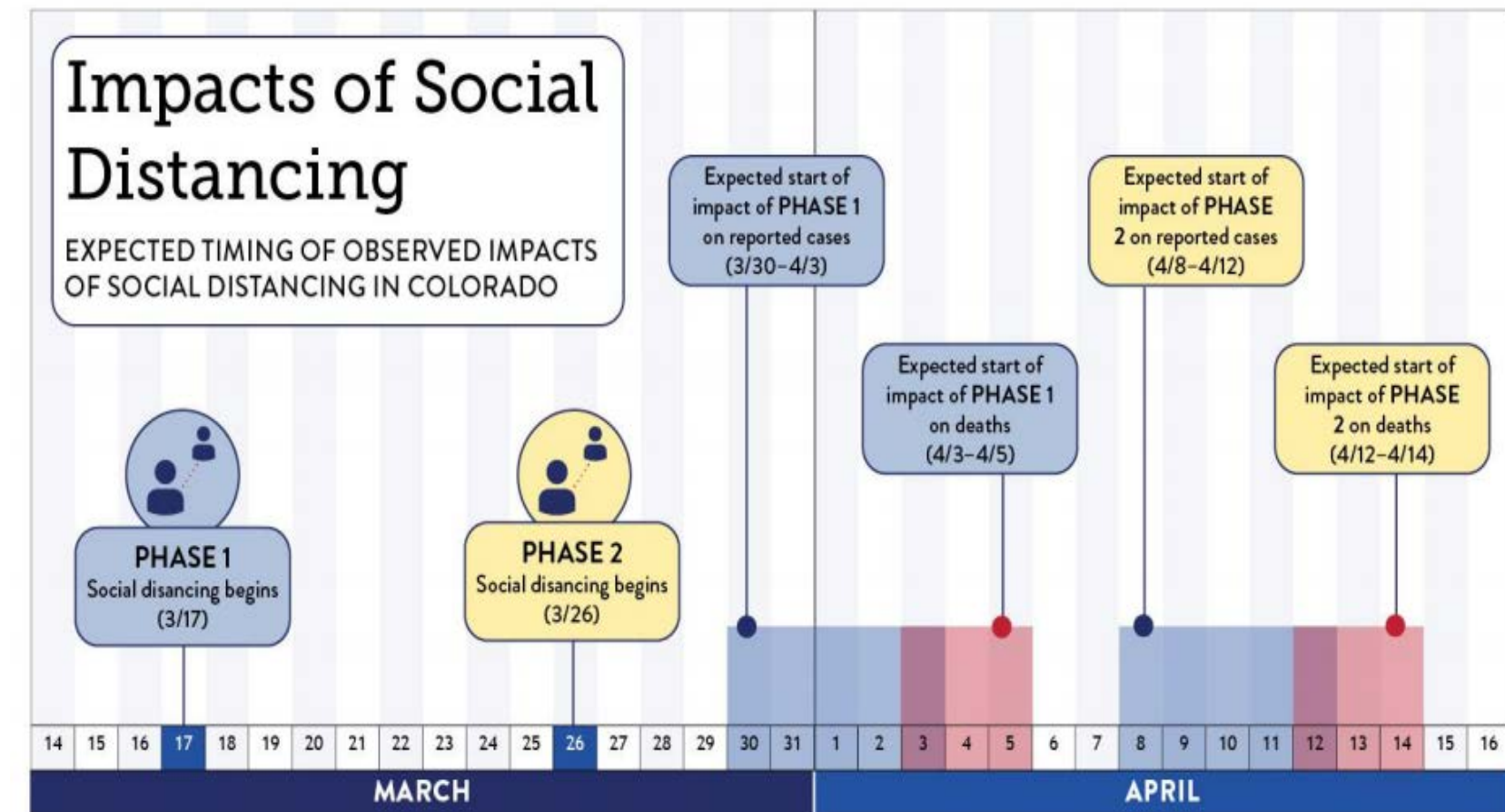
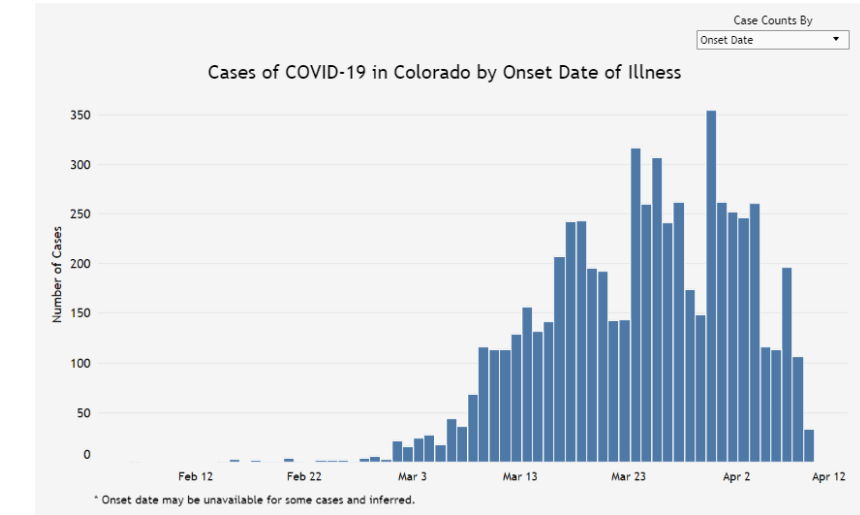
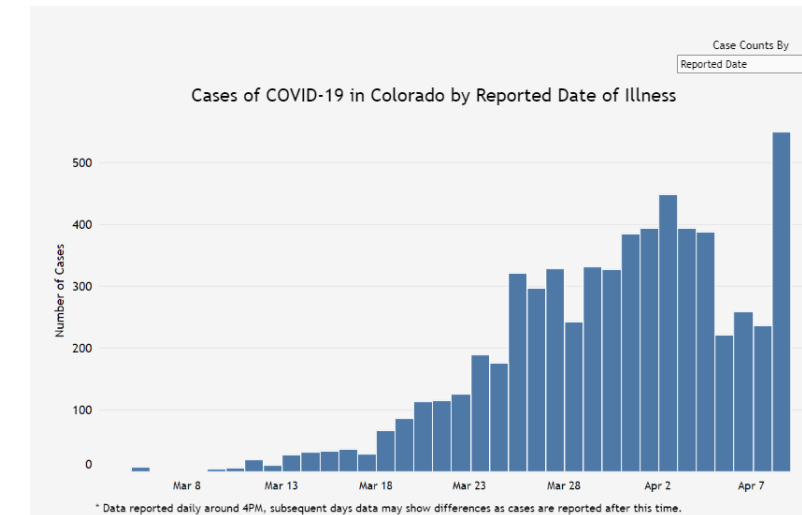
[Find Your Local Public Health Department](#)

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)

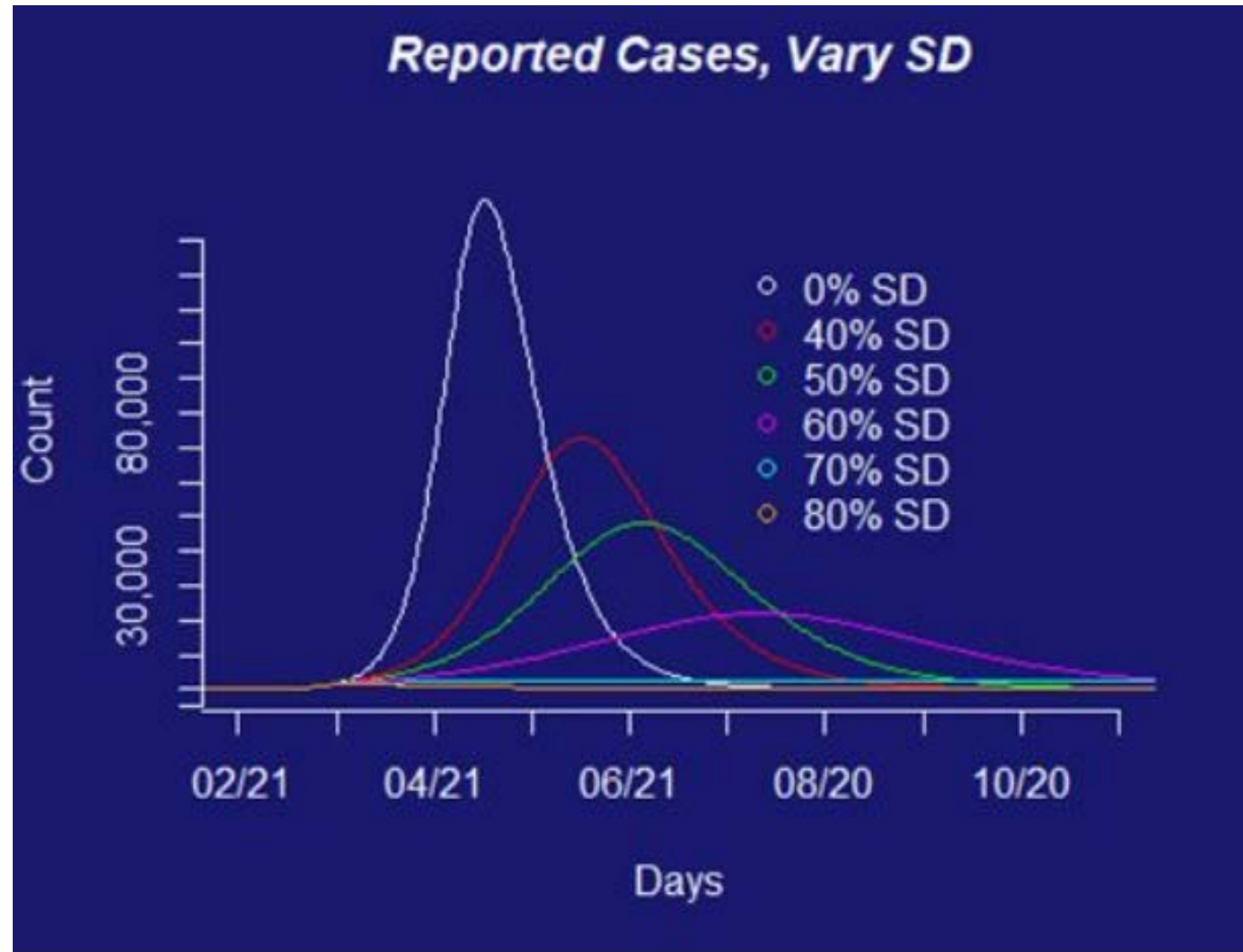
# COVID-19 in Colorado

- 6,202 cases
- 1,221 hospitalized
- 226 deaths
- 56 counties
- 58 facilities
- US: 467K
- Worldwide: 1.62M cases





# Effect of Social Distancing



Phase 2 Social Distancing Scenarios	Approximate date ICU threshold (2,000 beds) is reached
0% Efficacy	April 13
40% Efficacy	April 23
50% Efficacy	April 29
60% Efficacy	May 15
70% Efficacy	N/A
80% Efficacy	N/A



- Statewide organization run by and for people with all types of disabilities
- We do disability rights advocacy using a social justice lens
- We have agreed to coordinate communication between our community (not just CCDC members but the whole disability community) and HCPF to help with overwhelm. #DoingMyPartCO
- Email [covid@ccdconline.org](mailto:covid@ccdconline.org)
- Website: [www.ccdconline.org/covid-19-resources-links-and-information/](http://www.ccdconline.org/covid-19-resources-links-and-information/)



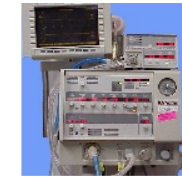
# What is a CSC?

When a RESOURCE such as units in intensive care, ventilators, protective equipment, etc., is expected to be INSUFFICIENT to serve everyone... or otherwise prevent us from operating under TYPICAL circumstances the CRISIS STANDARD OF CARE dictates a temporary new way of operating.



Protection for workers

- PPE
- EMS



Resources for critical life/death

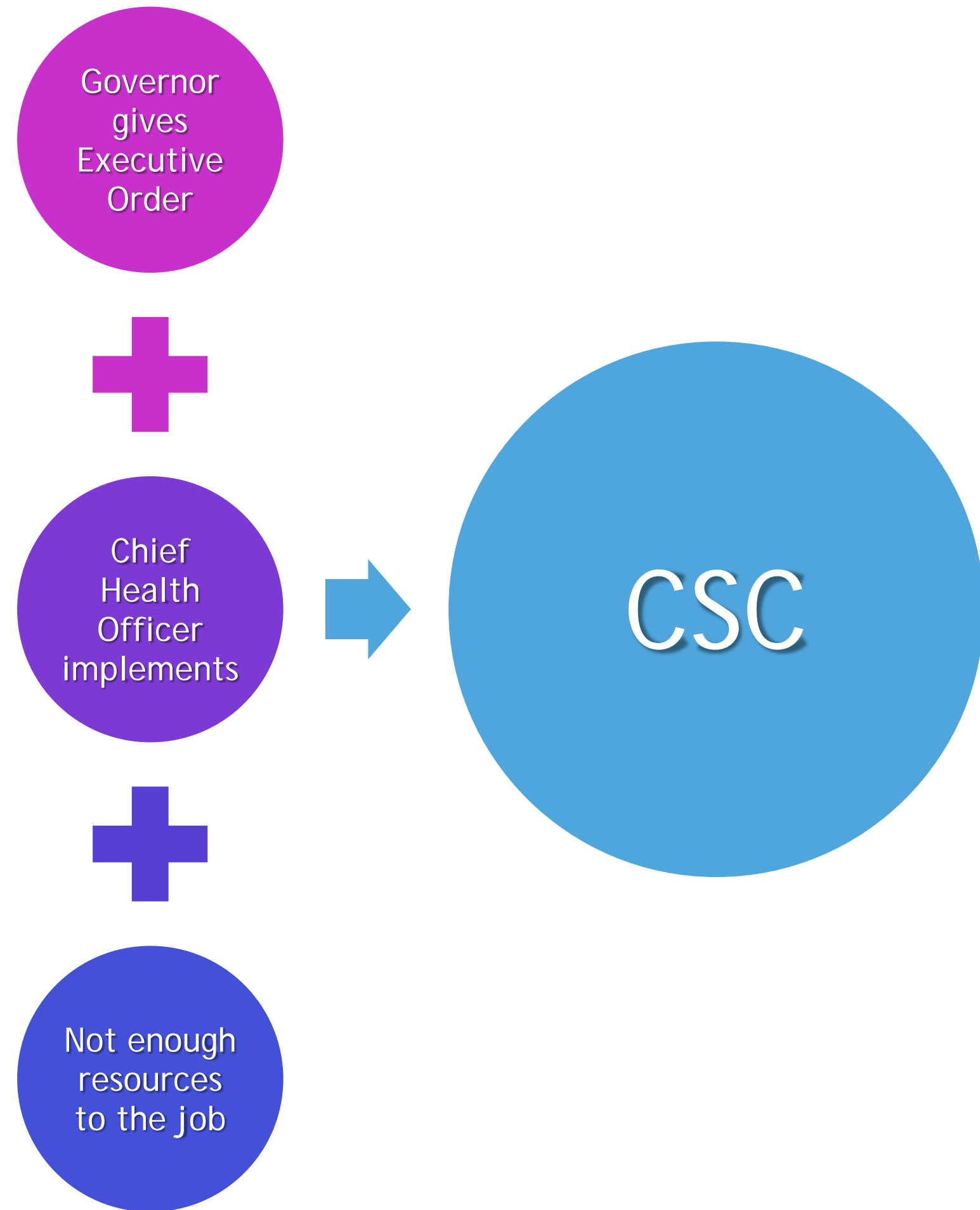
- Ventilators
- ICU



Result of crisis overall

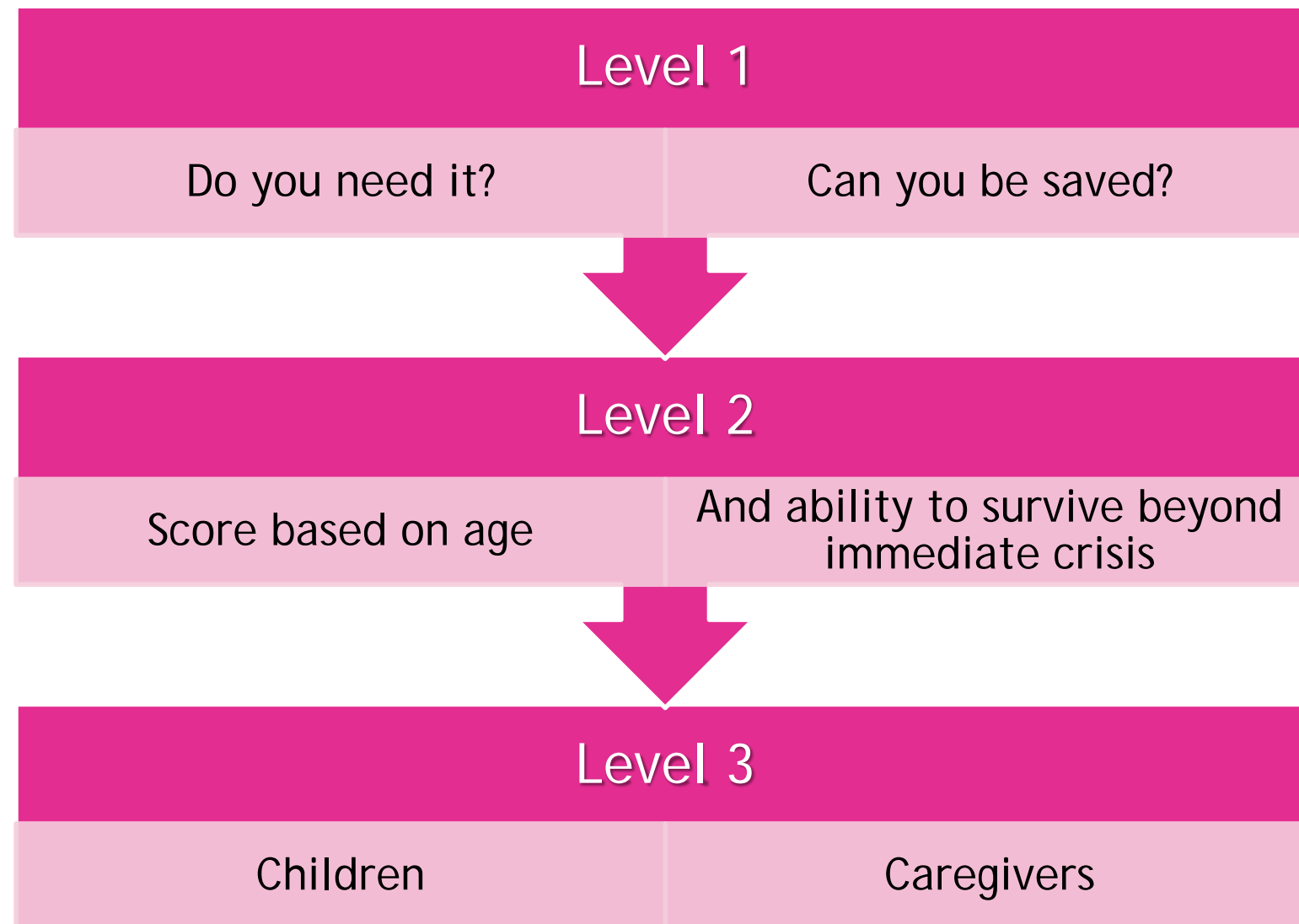
- Behavioral Health
- Hospice

# Crisis Standards of Care - aka rationing

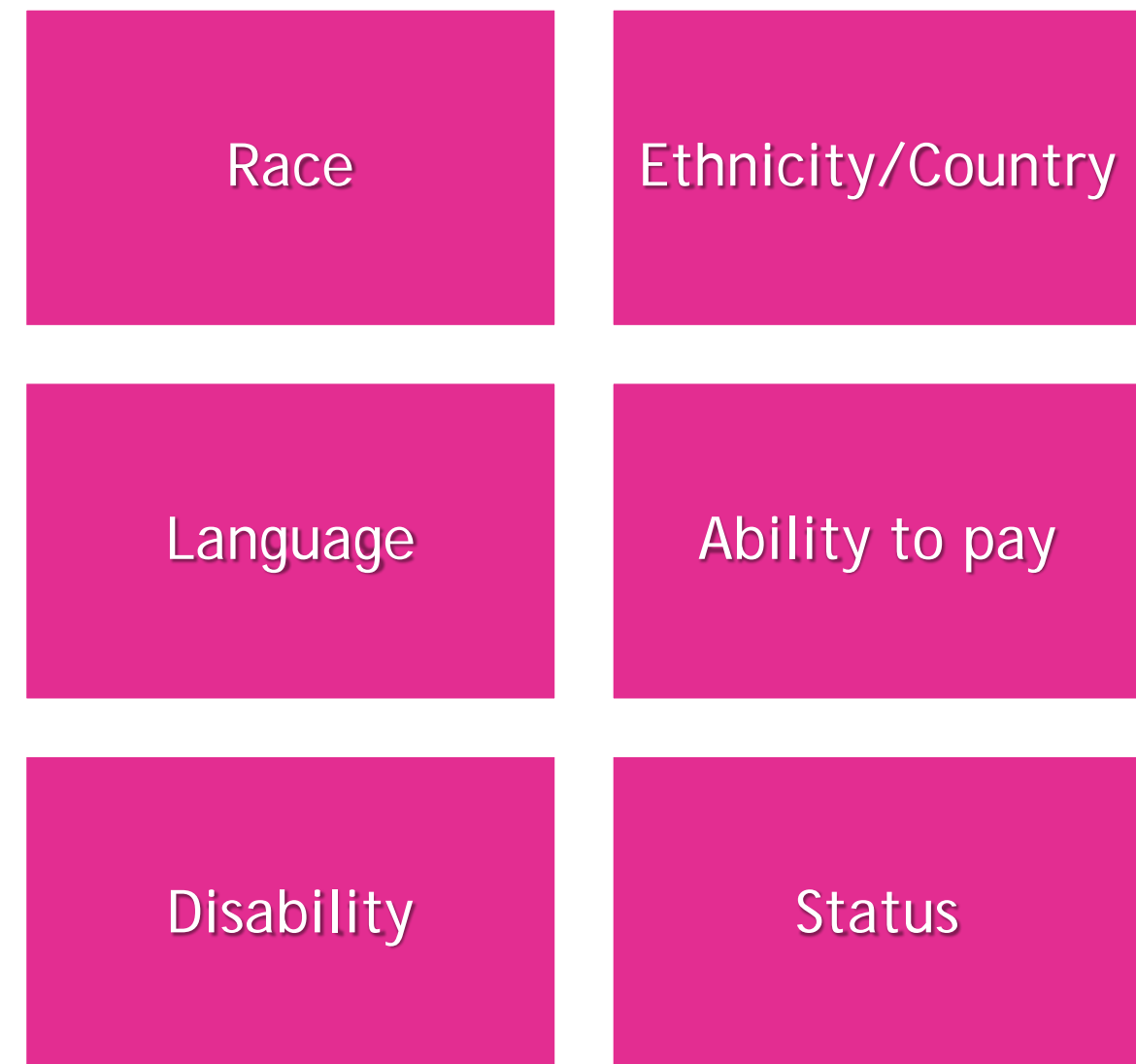


# Colorado CSC for Intensive Care/Vents

## Process - by step



## Is not considered





# Who decides?

- Triage teams that must be separate from people doing direct care. They will not know the factors that do not matter.
- If your disability is not on the tool they will not know you have a disability. They will not know if you are the Governor or just got out of jail.
- They will not know if you are a millionaire or on public assistance.
- They will not know your race, religion, or what language you speak.
- If they do not follow this they do not have legal protection offered through the CSC.

We're all  
in this together



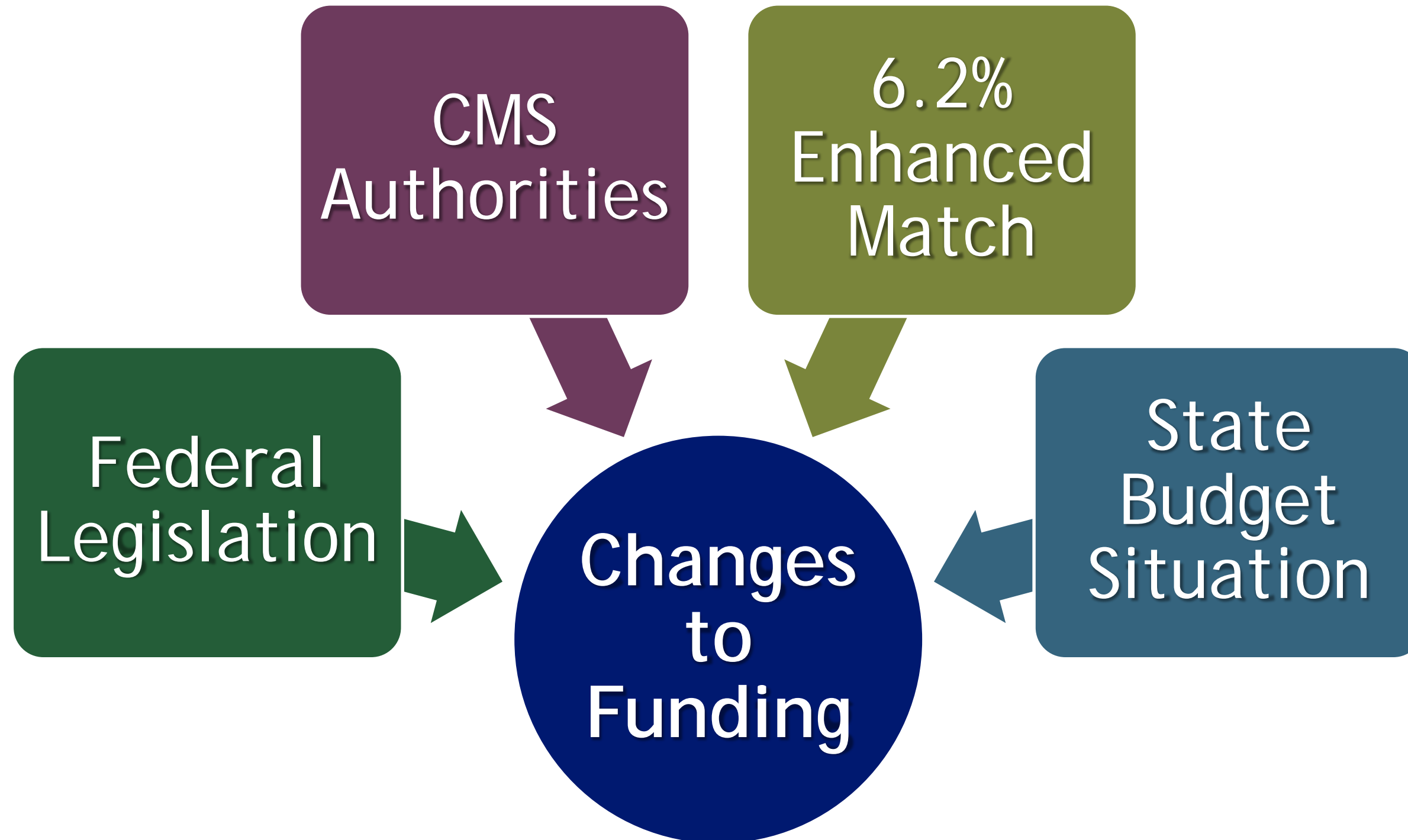
## What now?

- Hopefully we will not have to implement.
- Need to continue to talk about this.
- Report problems or concerns.

# Budget Update



# Budget Complexities



# Progress and Looking Ahead

# Key Outstanding Federal Approvals

## Appendix K

- *Staffing Flexibility* in Residential Settings
- Exclusion of *Professional Medical Information Page (PMIP)* at *BOTH* Annual and Continued State Review
- Retainer Payments for *Residential*

## 1135 Waiver

- *Waive Signatures* for LTSS Eligibility
- Enhanced Payments for *Fiscal Management Services (FMS)*
- Waive Service *Every 30-Day* Rule
- Allow for *Bulk Home Meal Delivery*
- Enhanced Payments for *Single Entry Points*

## Disaster State Plan Amendment

- *Sick Time* for CDASS Attendants
- Enhanced Payments for *Nursing Facilities (NF) & Intermediate Care Facilities (ICF)*
- *Waive Level of Care Assessments* for NF Transfers
- *Waive PMIP* for Home Health, PACE, NF, and ICF
- Enhanced Payments for *Community Centered Boards*
- *Suspend IMD Status*
- *Staffing Flexibility* for NF, ICF, ACF
- *Alternative Location* Flexibility for ICF

# Implemented Changes Services

- Added flexibility to most HCBS benefits for virtual delivery or alternate settings, including certain therapies
- Provided guidance on how to implement telemedicine in Nursing, Intermediate Care, and Alternative Care Facilities
- Allowed legally responsible person to provide Community Connector service

# In Process and Exploring Services

## In Process

- Allow legally responsible person to provide previously authorized Homemaker and Supported Community Connector
- Allow a family member or spouse to provide previously authorized Homemaker and Personal Care

## Exploring

- Allow paid sick time for CDASS Attendants
- Expand Home Delivered Meals
- Add in-home respite for Community Mental Health Services waiver
- Exceed Youth Day Services limit for Children's Extensive Support waiver
- Exceed respite limit
- Enhance payments

# Implemented Changes

## Case Management

- Allowed for [virtual assessments](#)
- Changed [100.2 authorization from 6-months to 1-year authorization](#) for new assessments
- Accept [eSignatures or snail mail](#) signatures
- Provided guidance on [what to do if an agency closes or suspends services](#)
- Provided guidance on how to [document COVID-19 as critical incident](#)
- Suspended [PASRR for 30 days](#) for new admissions



# In Process and Exploring Case Management

## In Process

- Additional changes to Professional Medical Information Page (PMIP) requirements

## Exploring

- Allow flexibility on ULTC 100.2 for individuals transferring between nursing facilities
- Temporary changes to the Notice of Adverse Action (803) process for Case Management Agencies
- Enhanced payments for Case Management Agencies

# Implemented Changes

## Providers and Workforce

- Added flexibility to PASRR requirements
- Suspended Aide supervision requirement for home health agencies
- Modified Nursing Facility staffing requirements
- Allowed for retainer payments for day programs
- Provided guidance for what residential providers should do if they have a suspected or confirmed case of COVID-19
- Suspended in-person inspections of Host Homes

# In Process and Exploring Providers and Workforce

## In Process

- Expand eligible providers across HCBS waivers and HCA/Hospice Providers
- Modify Intermediate Care and Alternative Care Facilities staffing requirements
- Retainer payments for prevocational and supported employment

## Exploring

- Enhanced rates for residential, personal care, and homemaker services
- Enhanced rates to Nursing and Intermediate Care Facilities
- Enhanced Financial Management Service (FMS) payments
- Suspend IMD status
- Allow for alternative locations for Nursing and Intermediate Care Facilities

# Previous Guidance

## Case Management Agencies

### Operational Changes

- [OM 20-018](#) (*superseded by OM 20-034, next slide*)
- [OM 20-019](#)
- [OM 20-027](#)

### PASRR Changes

- [IM 20-015](#)
- [OM 20-030](#)

### Critical Incident Reporting for COVID-19

- [OM 20-022](#)

## 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](#)

## HCBS Providers

### Long-term Care and Congregate Settings

- [OM 20-017](#)

### Day Program Service Providers

- [IM 20-017](#)

### HCBS Therapy Services

- [OM 20-020](#)

### Guidance for Program Closures Due to COVID-19

- [OM 20-021](#)

### Guidance for Class B Providers

- [OM 20-023](#)

### Changes to Benefits & Services (Table)

- [OM 20-024](#)

### Telemedicine

- [Temporary Policy](#)

### Non-medical Transportation

- [OM 20-031](#)

All COVID-19 related memos can be found here:

[www.colorado.gov/hcpf/covid-19-provider-information](http://www.colorado.gov/hcpf/covid-19-provider-information)

# New Guidance Issued

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[OM 20-034](#)

[OM 20-035](#)

[OM 20-036](#)

[OM 20-037](#)

[OM 20-038](#)

*All COVID-19 related Memos can be found here: [www.colorado.gov/hcpf/covid-19-provider-information](http://www.colorado.gov/hcpf/covid-19-provider-information)*



# OM 20-034

*Supersedes OM 20-108*

TITLE: UPDATED CASE MANAGEMENT OPERATIONAL CHANGES IN RESPONSE TO COVID-19

## Updated Authorization Timelines and Documentation

- Initial and Continued Stay Review assessments completed by phone or other electronic modality are authorized for up to 1 year.
- The member or their legal representative may sign the assessment paperwork by electronic signature, as outlined in [Operational Memo 20-027](#), or through postal mail.
- For SIS and ICAP Assessments completed by telephone or other electronic modality, the CMA will document details regarding the administration of the assessment in the Benefits Utilization System (BUS) log note section. The case manager should complete an in-person review at the next scheduled six-month contact.
- HCBS assessments that were completed by phone or other electronic modality must receive a face to face visit at their next six-month contact.
- Case Managers will continue to utilize the BUS for Critical Incident Reporting (CIRs) within one business day of notification as outlined in [Operational Memo 20-022](#).

[Links: OM 20-034](#)  
[OM 20-018](#)

# OM 20-035

## TITLE: OPERATIONAL INFORMATION FOR HCBS RESIDENTIAL SERVICES PERTAINING TO COVID19

### Summary of CDC Guidance to be followed in Residential Settings if a Resident has a suspected or Confirmed Case of COVID-19

- Contacting resident's healthcare provider at signs of symptoms and implementing instructions for medication and care.
- Separate other residents and pets from person, including bedroom and bathroom use, when possible. When contact is required, use facemasks and other PPE, if available.
- Prohibit visitors who do not have an essential need to be in the home.
- Ensure shared spaces have good airflow.
- Frequently clean all "high-touch" surfaces and wash laundry thoroughly.

### Limit Visitors, Outings, and Leaving the Home

- Members and providers should comply with all issued orders, such as the [Governor's Executive Order](#) directing Coloradoans to stay home
- Families, guardians and/or other natural supports will no longer be able to take members on community outings or visits outside of the residence unless the families, guardians and/or other natural supports choose to keep the person in their home for a fourteen (14) day symptom-free quarantine period prior to returning the residence.
- HCPF understands the importance of maintaining contact and fostering connection with family, friends, and the community. HCPF encourages the use of technology to allow members to connect with their families, guardians and/or natural supports, or community resources (i.e. ARC Advocate) via video chat (Apple FaceTime or Zoom).

[Link: OM 20-035](#)

# OM 20-036

## TITLE: COVID-19 COMMUNICATION FOR SUSPENDING INPERSON INSPECTIONS FOR HCBS HOME MODIFICATION AND INDIVIDUAL RESIDENTIAL SUPPORT SERVICES—HOST HOME SETTINGS

In line with guidance from the federal Centers for Medicare and Medicaid Services (CMS), the Department and Division of Housing (DOH) are **suspending all in-person inspections until further notice.**

- DOH may continue to conduct inspections of Home Modifications and Home Accessibility Adaptations through video conferencing, submitted photos, phone calls, and document review, when appropriate.
- DOH will determine the appropriateness of remote inspection. Projects not suitable for remote inspection will be inspected in person at a later date.
- DOH is **still available** to assist members, providers, and case managers in grievance resolution remotely.
- DOH will resume in-person inspections of IRSS—Host Home settings at a later date.

[Link: OM 20-036](#)

# OM 20-037

TITLE: COMMUNITY CENTERED BOARDS AND SINGLEENTRY POINTS OPERATIONAL CHANGES IN RESPONSE TO COVID-19

CCBs and SEPs shall **postpone, or use video or telephone conferencing for the following** contractually required meetings:

- Long Range Plan and Annual Public Forum - CCBs
- Board of Directors Meetings - CCBs
- Family Support Service Program Evaluation and Meeting - CCBs
- Family Support Council Meetings - CCBs
- Community Advisory Committee Meetings - SEPs

The Department may **extend the deadline** on contractually required meetings that cannot be **conducted remotely** and any associated deliverable by **up to 90 days**.

[Link: OM 20-037](#)

# OM 20-038

## TITLE: TEMPORARY TRAINING AND CERTIFICATION OF NURSE AIDES

The Department of Health Care Policy and Financing (HCPF), in collaboration with the Colorado Department of Public Health and Environment (CDPHE), is authorizing temporary **changes in the training and certification for nurse aides in nursing facilities** per the [COVID-19 Emergency Declaration Blanket Waivers for Health Care Providers](#) (retroactive effective date of 3/1/2020).

- “CMS is waiving the requirements at 42 CFR 483.35(d) (with the exception of 42 CFR 483.35(d)(1)(i)), which require that a SNF and NF may not employ anyone for longer than four months unless they met the training and certification requirements under §483.35(d)...”

[Link: OM 20-038](#)

# Questions and Answers



# Top Question Topics Disability Community

DME

Eligibility

Other  
Resources

Retainer  
Payments

# Eligibility

Can a member lose eligibility and be discontinued from HCBS during this current pandemic?

*No, members cannot lose Medicaid eligibility. The Department is working with our federal partners to obtain additional information on the Maintenance of Effort (MOE) and how it may apply to HCBS waiver eligibility and/or services. We will share information as it becomes available.*

# DME

Is there any discussion around allowing more flexibility for durable medical equipment (DME), like wheelchair repairs?

*Yes, this is an issue that we actively reviewing and hope to have an update on next week.*

# Retainer Payments

Have you added more services eligible for retainer payments?

*Yes. We have added Prevocational Services and Supported Employment as eligible services for retainer payments, back-dated to March 13th. This is only allowable if the service was on the client's PAR during this time period.*

# Other Resources

Are there resources to help people self-isolate who may not want to or know how?

*The Alzheimer's Association has two online resources that might be helpful:*

[COVID-19 Tips for Dementia Caregivers in Long-Term or Community-Based Settings \(Alzheimer's Association\)](#)

[COVID-19 Tips for Dementia Caregivers \(Alzheimer's Association\)](#)

# Other Resources

The Department will continue to work on gathering other helpful resources on various topics related to COVID-19. Here are some others we have gathered this week:

- ❖ [Emergency Care Plans for Children with Special Needs](#)
- ❖ [Visual guide to Coronavirus for children with autism](#)
- ❖ [Anxiety & Coping with the Coronavirus - Managing worry - Your Kids' and Your Own](#)
- ❖ [Video - Self-care for Direct Service Providers in a Crisis](#)

# The National COVID-Ready Caregiver Certificate Training Program for Frontline Staff

- Provides practical guidance to staff about how to keep themselves and those they care for safe
- Topics include: infection control practices, personal protective equipment, changes to health and safety practices, and tips for managing stress and anxiety
- Draws on current CDC and WHO recommendations and guidance
- Features key experts in healthcare and long-term care

<https://covidcert.nextstep.careers/>

Available through April 17th for free with code:  
COCOVIDCERT (enter at checkout)





# New Questions?

# Stay Engaged

***\*NEW\* FAQ***

[www.colorado.gov/hcpf/covid-19-provider-information](http://www.colorado.gov/hcpf/covid-19-provider-information)

***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/](https://www.cdc.gov/coronavirus/2019-ncov/)



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



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



Local Public Health Agencies

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



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

# Next Steps

# Thank You!