Overview

Executive Director Update

- Kim Bimestefer, Executive Director, HCPF

Colorado Department of Public Health & Environment (CDPHE) Update

- Greg Schlosser, Branch Chief, CDPHE

Update from Colorado Cross Disability Coalition (CCDC)

- Julie Reiskin, Executive Director, CCDC

Update on Eligibility Changes During COVID-19

- Marivel Klueckman, Eligibility Division Director, HCPF

New Department Guidance Issued

- Bonnie Silva, Office of Community Living Director, HCPF

THANK YOU!

- Thank you for your service and passion

- Thank you for caring for our members

- Thank you for engaging through unchartered waters

- Thank you for your partnership with HCPF!!

Executive Director Update

- Re-examining new member messaging- clarity, PEAK, etc.

- Service Center Capacity- Members, Providers

- Helping with PPE & Alternative Care Sites

- Influencing 4th stimulus bill in the works- states/FMAP$$

- HCPF modeling to forecast membership, utilization, impact to budgets, staff, etc.

- Application Turnaround Time and MOE Implementation

- Operationalizing approved changes

- Managing to a 3.2B revenue shortfall

HCPF ED Update: Group Setting Focus

State Agency COVID-19 Action Team

Co-leads: Bonnie Silva & Randy Kuykendall

Goal: Reduce COVID-19 spread & save lives- rapid action plan execution

Initial Areas of Focus:

- *Additional Funding*

- *PPE*

- *Compliance Issued Guidance (Op Memo/Public Health Order)*

- *Education*

- *Testing*

- *Staffing Capacity*

- *Provider Capacity*

Update

- PPE

- State Emergency Operations Center (SEOC)

- Survey priorities - Immediate jeopardy complaints, infection control related concerns

- Facility Outbreak Data

- State and federal waivers

- HEMSD COVID-19 Blog

Colorado Cross-Disability Coalition

www.ccdconline.org
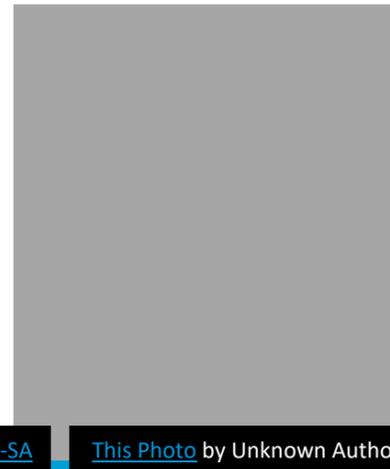covid@ccdconline.org

Weekly Webinars and chat spaces

Opportunities for engagement

Individual Advocacy including appeals

COLORADO CROSS-DISABILITY COALITION

"Nothing About Us Without Us."

Activities

- Governor attention to facility issues
- Governor publicly stating people should not be placed in congregate facilities
- Paid Sick Leave for CDASS
- Ongoing attention to individual case issues (not all COVID)
- Ongoing communication with other states

...tion for Health First ...lembers, Providers

COLORADO CROSS-DISABILITY COALITION

"Nothing About Us Without Us."

What Now

Major Concerns
- People in congregate facilities
- Workforce
- Family Caregiving
- PPE
- Eligibility
- Ongoing care

Opportunities
- Reduce community spread by being super careful
- Paid sick leave/recruitment
- Respite
- Advocacy
- Creativity

COVID-19 Eligibility System Changes

Continuous Enrollment for Members

- Families First Coronavirus Response Act mandates state agencies maintain coverage for all members

  - Exceptions are voluntary termination, not a Colorado resident, or death

- System changes were implemented to "lock-in" members

  - Impacts anyone who was eligible on 3/18/2020

  - Impacts anyone who becomes eligible during the emergency period

  - Members who were terminated with an end date of 3/31/2020 or 4/30/2020 were reopened

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Continuous Enrollment for Members

- Effective 3/18/2020 until end of month of when the public health emergency ends

- Processing of renewals and changes will continue

    If a member is determined to be ineligible through this process, they will remain "locked-in" during the emergency

Waived Requirements

- Premiums

  ➢ Annual enrollment fees for existing CHP+ members

  ➢ Monthly Health First Colorado Buy-in Program Premiums

- Work Requirements

  ➢ Working requirements for current members have been temporarily waived

- Self-Attestation

  ➢ Seeking flexibility, awaiting guidance from CMS

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CBMS/iC Mismatch

{ Considered part of the continuous enrollment group

Termination date of 3/31/2020 delayed until end of Public Health Emergency

COVID Uninsured Population

Uninsured individuals

Not eligible for Medicaid or CHP+

Impacted by COVID-19

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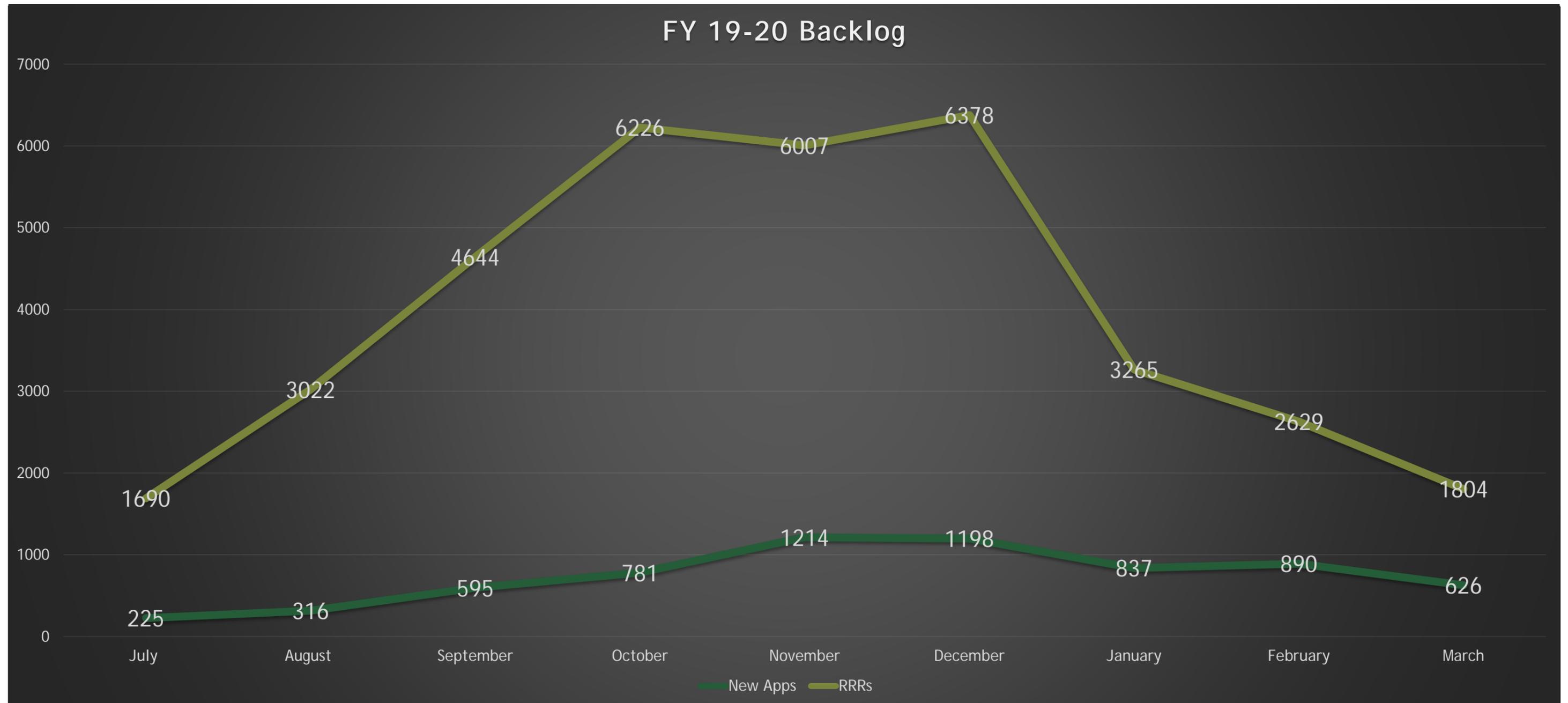Policy & Financing

COVID Uninsured Population

Limited Benefits

Covered under MAGI Adult category

Special identifier in CBMS and Interchange

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Application Processing and Timeliness

FY19-20 Application Backlog

FY 19-20 Backlog

	July	August	September	October	November	December	January	February	March
RRRs	1690	3022	4644	6226	6007	6378	3265	2629	1804
New Apps	225	316	595	781	1214	1198	837	890	626

New Apps   RRRs

FY19-20 Application Timeliness

FY 19-20 Timely Processing

	July	August	September	October	November	December	January	February	March
RRRs	98.3	98.3	96.7	95.8	95.2	96.8	92.6	96.3	97.6
New Apps	97.73	97.5	94.8	92.9	92.5	92.7	91.6	94.6	93.1

— New Apps — RRRs
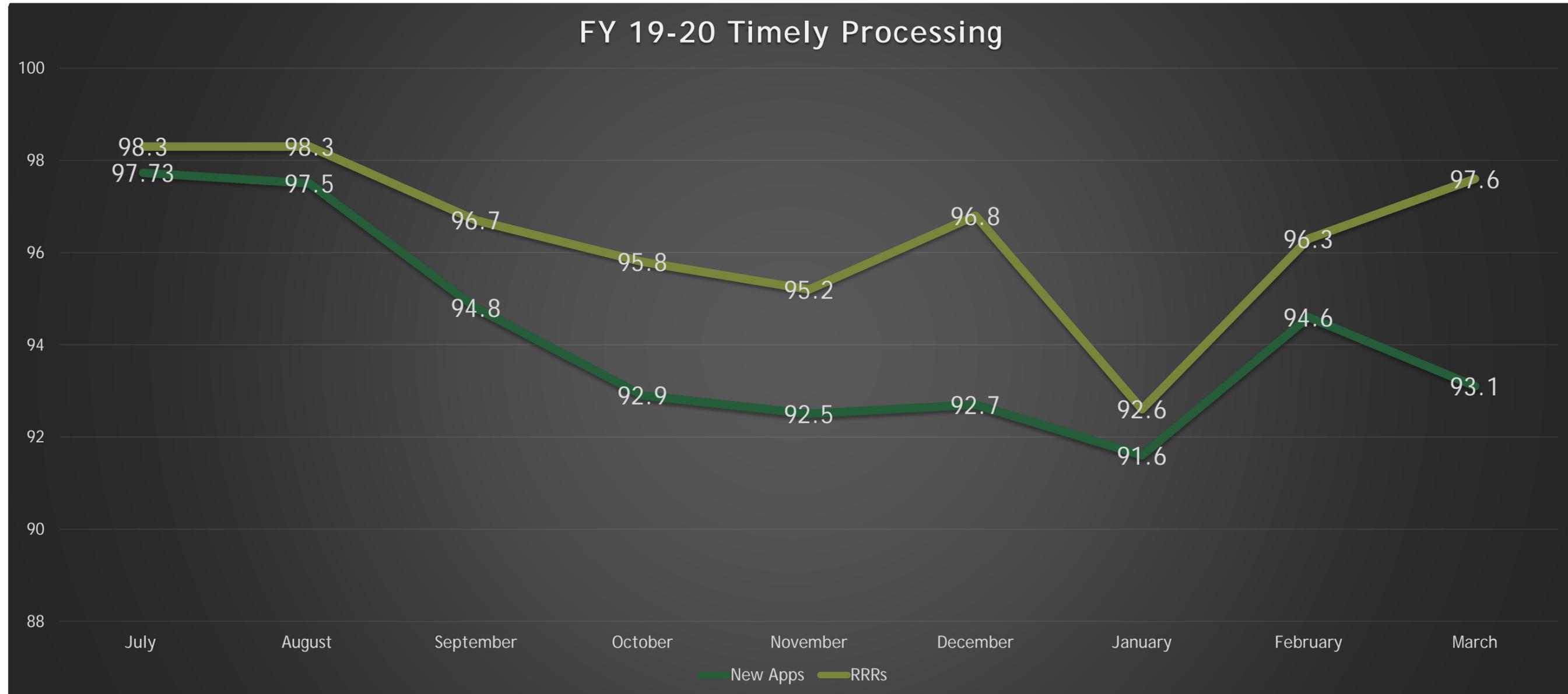
Timely processing standards at 95%

Authorized Apps - # Days Pending to Authorization

The table below captures the counts of total days pending from App Received Date to intake Authorization Date over the past 30 days (3/12 - 4/10).

# Days Pending to Authorization (Apps)								
	0 - 1 Day Pending	2 - 5 Days Pending	6 - 10 Days Pending	11 – 15 Days Pending	16 - 30 Days Pending	31 – 45 Days Pending	46 - 59 Days Pending	60 + Days Pending	Total
MA	11,433	4,005	4,367	2,008	4,708	2,885	1,469	2,697	33,572

- 34% of medical assistance applications are approved within 1 day

- 46% of medical assistance applications are approved within 5 days

- 79% of medical assistance applications are approved within 30 days

Other Updates

Federal Approvals

Received approval on Appendix K, includes:

- Modifying additional staffing ratios and suspend staff some training requirements

- Not requiring the Patient Medical Information Page (PMIP) for the initial and yearly assessment

- Retainer payments for residential services

- Sick time for CDASS Attendants

Updated FAQs

LTSS-Specific COVID-19 webpage is up and running

- Lists all Memos related to LTSS and COVID-19

- Information about past and upcoming webinar regarding LTSS and COVID-19

- Updated Frequently Asked Questions (FAQs)

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

Upcoming COVID-19 Guidance

Allowing sick time for CDASS attendants

Notice of Action changes in response to COVID-19 (actions to maintain member eligibility)

Case management operational changes for the suspension of the PMIP requirement

Updated changes to benefits and services in response to COVID-19

Require reporting suspected or confirmed cases to local public health agency for Critical Incidents

Clarity around temporary PASRR changes

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Concerns with Compliance

- Contact your Case Manager

- File a complaint with Health Department (CDPHE)

  ➢ [Online Complaint Intake Form](#) for CDPHE

  ➢ You can also email or call CDPHE. Visit www.colorado.gov/cdphe/health-facilities-complaint-and-occurrence-contacts for more information.

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 for free if registered* by April 17th with code: COCOVIDCERT (enter at checkout)

* Do not need to participate in training by the April 17th, just register by then

Workforce Shortage Surveys

- HCPF has heard anecdotally that providers are experiencing workforce shortages, but we need data to quantify the problem

- Our goal is to support you in recruiting more staff to fill open positions

- Please **complete the survey by 4/20** to share current workforce needs:

Facility/Residential Providers: https://bit.ly/facilitystaffing

Home Care Providers: https://bit.ly/homecarestaffing

New Questions?

Stay Engaged

NEW FAQ

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

Email us

HCPF_HCBS_Questions@state.co.us

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Previous Guidance

Case Management Agencies

Operational Changes
- OM 20-019
- OM 20-027
- OM 20-034
- OM 20-037

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

Training & Certification
- OM 20-038

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 20-024

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

All COVID-19 and LTSS related memos can be found here:

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

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

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

Next Steps

Thank You!