

COVID-19 Updates

Colorado Department of Health Care Policy & Financing

April 17, 2020

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 uncharted 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*



COLORADO
Department of Public
Health & Environment

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.ccdonline.org
covid@ccdonline.org

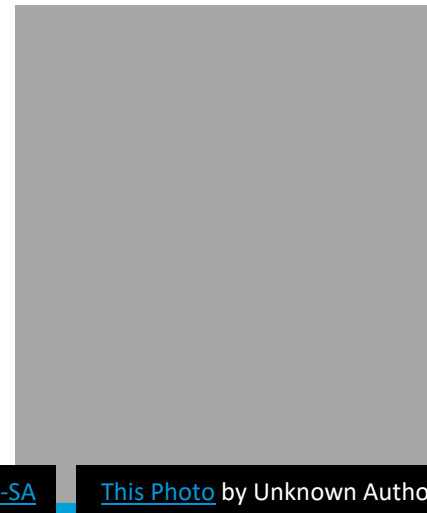
Weekly Webinars and chat spaces
Opportunities for engagement
Individual Advocacy including appeals

“Nothing About Us Without Us.”



COLORADO
CROSS-DISABILITY
COALITION

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

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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

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

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

COVID Uninsured Population

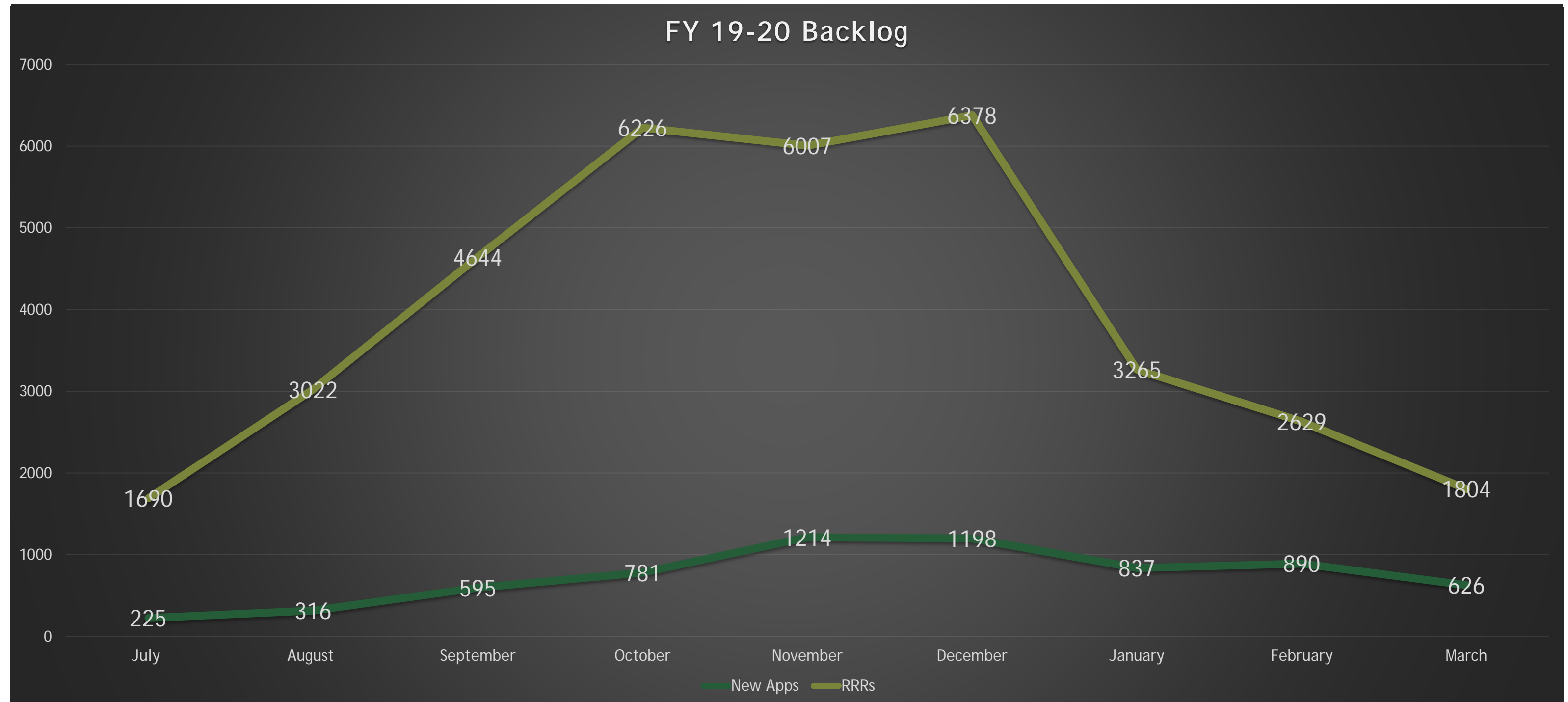
Limited Benefits

Covered under MAGI Adult category

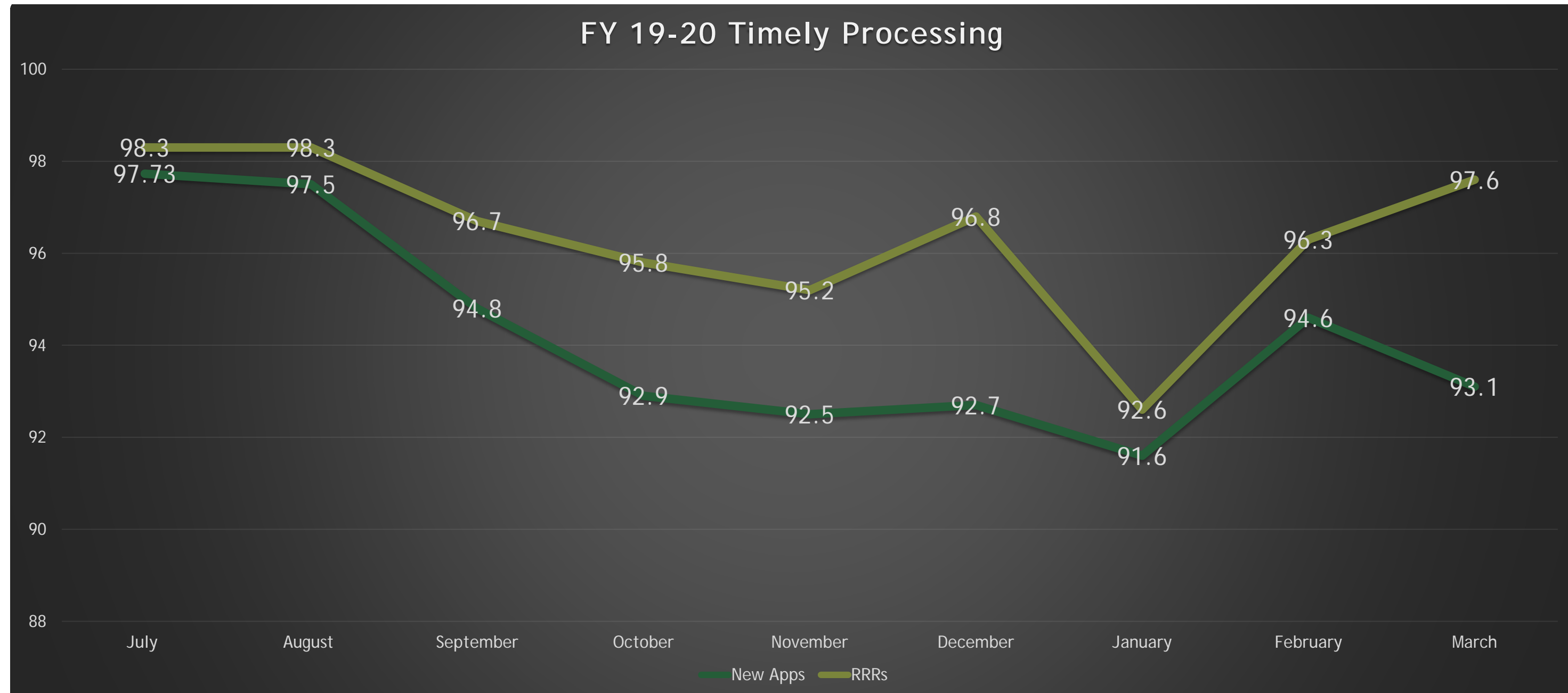
Special identifier in CBMS and Interchange

Application Processing and Timeliness

FY19-20 Application Backlog



FY19-20 Application Timeliness



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

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



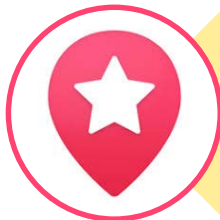
www.cdc.gov/coronavirus/2019-ncov/



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!