

# COVID-19 Updates

Colorado Department of  
Health Care Policy & Financing

August 21, 2020

# Overview

## Executive Director Update

- Kim Bimestefer, Executive Director, HCPF

## Colorado Cross-Disability Coalition (CCDC) Update

- Julie Reiskin, Executive Director, CCDC

## Updates

## New Guidance

## Resources

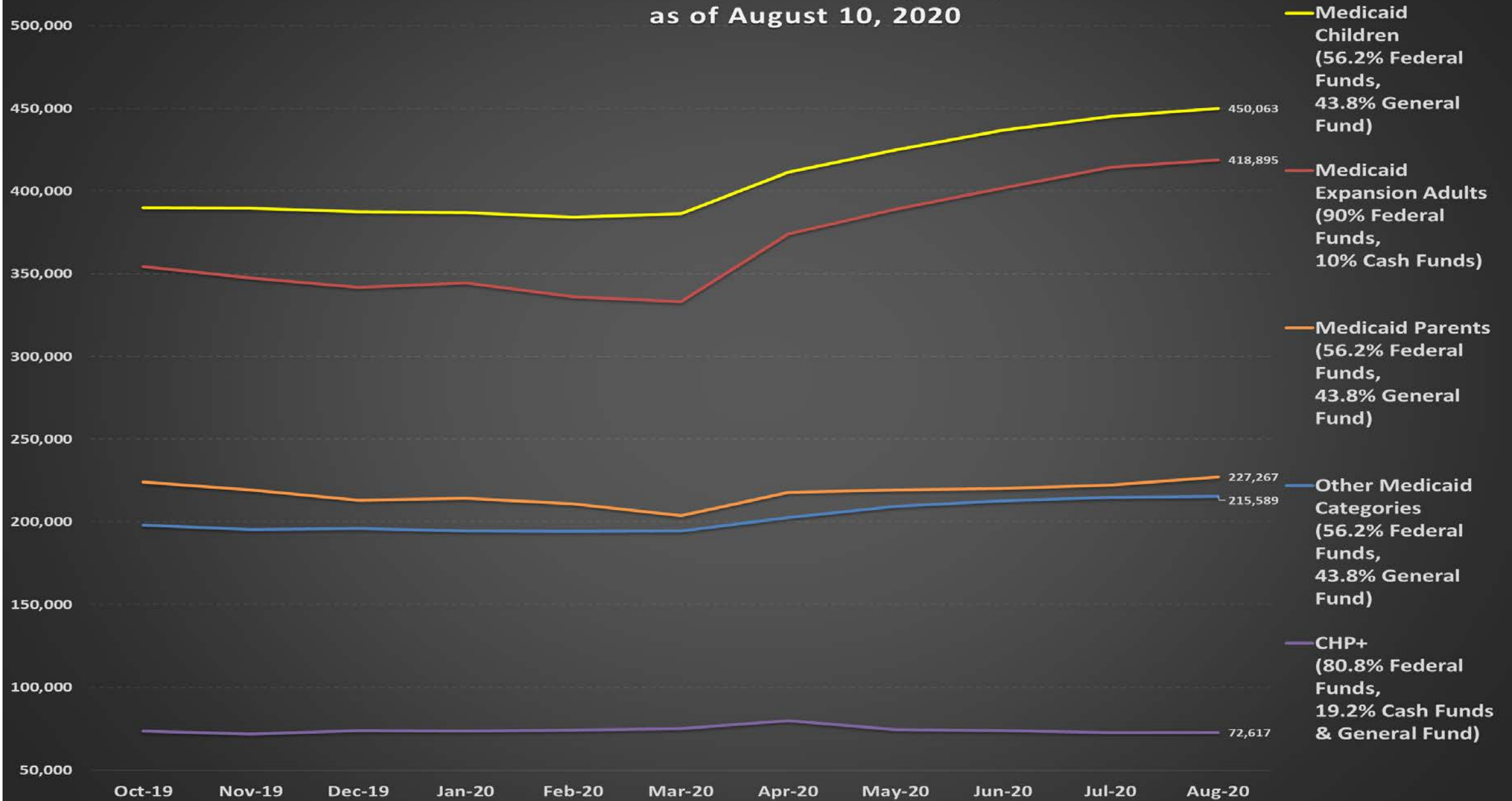
- Bonnie Silva, Office of Community Living Director, HCPF

# Executive Director Update

# Overview

- Enrollment, Planning for Federal PHE Impact
- HCPF & CDLE Survey of unemployed Coloradans
- Partnering to Getting Coloradans Covered
- Member, Provider Service
- Governor's and Lt. Gov.'s Goals for HCPF

## Medicaid & CHP+ Eligibility as of August 10, 2020



# Continuous Enrollment Impact through 8/11/2020

	New Members 2020	Disenrolled Members 2020	Locked-in (disenrolled)	Locked-in (lower category)	Net Change in enrollment	Total enrollment (MA) 2020	COVID-19 Testing Only
January	34,891	38,133			-2,759	1,262,136	
February	27,073	33,745			-6,672	1,255,464	
March	33,353	40,867			-7,514	1,247,950	
April	41,827	5,300	38,895	3,457	36,527	1,284,477	139
May	24,813	7,725	36,645	6,512	17,088	1,301,565	155
June	24,493	7,183	27,577	6,560	17,310	1,318,875	139
July	22,460	6,795	35,963	10,067	15,665	1,334,540	204
August	6,918	6,621	37,604	7,042	297	1,334,837	62
Total			176,684	33,638			699

**New Member:** Members who started receiving MA benefits in that month, and who were not eligible the previous month

**Disenrolled:** Members who terminated *as of the end of previous month* (Members are locked in the first of the month after their benefits would have ended)

**Locked-in (disenrolled):** Members who would have been disenrolled at the end of the previous month, but were locked-in their MA benefit due to Continuous Eligibility

**Locked-in (lower category):** Members who would have switched to a lower MA benefit, but were locked in due to Continuous Eligibility

**Net Change:** Net change in Total Enrollment compared to previous month

**Total Enrollment (MA):** Total unique members eligible and receiving Medical Assistance benefits

**COVID-19 Testing Only:** Members eligible for COVID-19 testing benefit only. NOTE: April includes March numbers

# Public Health Emergency Ending Example Scenarios

- Extending or Ending the Public Health Emergency is a Fed. They can extend for up to 90 days at a time
- We have asked CMS/HHS for at least 2-months notice prior to allowing the Public Health Emergency to end with 90 days to re-determine eligibility on impacted members, but they may not comply

If Public Health Emergency Ends...	Then SPAs, 1135 Waivers, and Optional Uninsured Testing Group Ends	Then Continuous Coverage Requirement Ends	Then MOE Requirement keep Eligibility Levels & Benefits the Same and Enhanced 6.2% FMAP Ends
October 23, 2020	October 23, 2020	October 31, 2020	December 31, 2020
January 21, 2021	January 21, 2021	January 31, 2021	March 31, 2021

# Survey Background

- HCPF partnered with Colorado Department of Labor and Employment (CDLE), Connect for Health Colorado
- Survey sent by CDLE on 07/31 as part of broader message about federal benefits expiring
- Approximately 500K in the CDLE email blast
- 5,513 survey respondents (one week in field)



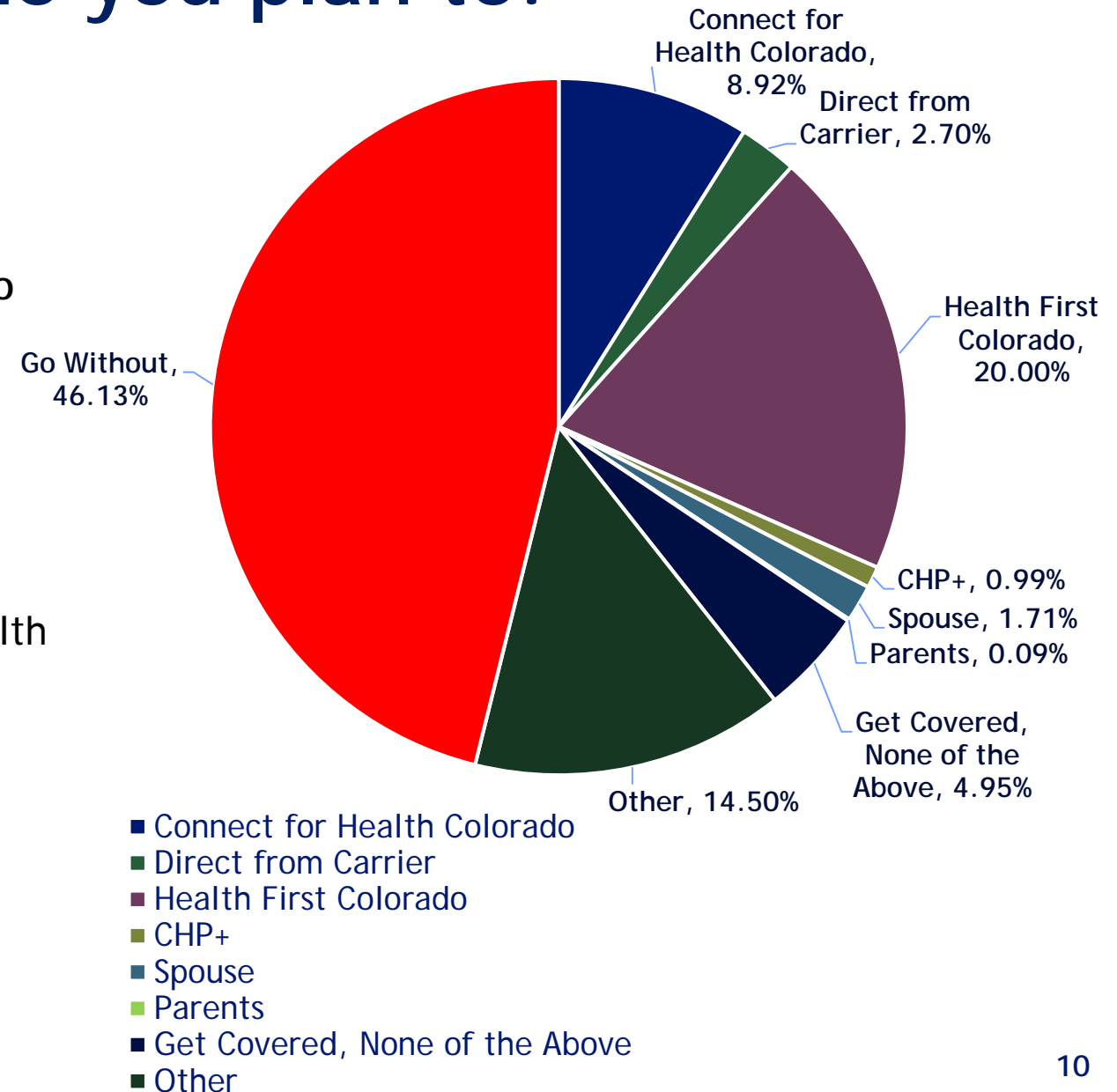
# Where are you getting your health insurance coverage currently?

- 8.97% - employer extended health care benefits
- 4.73% - employer's COBRA option
- 15.94% - spouse's health insurance
- 2.18% - under age 26, on my parent's health insurance policy
- 10.70% - coverage through Connect for Health Colorado
- 22.47% - Health First Colorado (Colorado's Medicaid Program)
- .21% - covered by Child Health Plan *Plus* (CHP+)
- 15.47% - have healthcare coverage, but not through any of the above\*
- 19.33% - I don't have health insurance coverage**

\*Examples of coverage respondents listed include: Medicare, Medicare Advantage Plans, VA, TriCare, COBRA and other insurance purchased directly from a carrier but not through Connect for Health Colorado.

# If you are currently uninsured, or anticipate being uninsured, do you plan to:

- 8.92% - Purchase coverage through Connect for Health Colorado
- 2.70% - Purchase coverage directly from a health insurance company
- 20.0% - Apply for coverage with Health First Colorado (CO Medicaid)
- .99% - Apply for coverage with Child Health Plan *Plus* (CHP+)
- 1.71% - Get covered through my spouse's health insurance
- 0.09% - Under 26, get covered through my parent's health insurance
- 4.95% - Get covered, but not through any of the above
- 14.50% - Other
- **46.13% - Go without health insurance coverage**



# Help Us Reach Coloradans Who Need Coverage!

HCPF Contact: [Sabrina.Allie@state.co.us](mailto:Sabrina.Allie@state.co.us)

## Public Service Announcement example:

Tools for partners to help us reach Coloradans available at:

[CO.gov/hcpf/HereForYou](https://CO.gov/hcpf/HereForYou)

- Enrollment tool/flyer
- Newsletter articles, blurbs
- Social media posts
- Public Service Announcements
- Website content
- Email content
- Images



**Apply for Health Care Coverage Today**

**Have you lost your health insurance?** Many people who have lost their jobs and their health insurance because of the Coronavirus (COVID-19) pandemic may qualify for Health First Colorado or CHP+. The only way to know for sure is to apply, visit [Colorado.gov/PEAK](https://Colorado.gov/PEAK) to submit your application.

You can also apply for financial help to lower the cost of private health insurance within 60 days of losing your job or other life-changing events. Visit [ConnectforHealthco.com](https://ConnectforHealthco.com) to apply.

**We're Here for YOU, Colorado!**

Apply now for Health First Colorado and CHP+ at [Colorado.gov/PEAK](https://Colorado.gov/PEAK).

**Health First COLORADO**  
Colorado's Medicaid Program



# Help us reach Providers who need to enroll in Medicaid

Coloradans are losing jobs and therefore their employer sponsored coverage.

To retain their patients and revenue, care providers not currently enrolled in Medicaid need to do so.

Help us spread the word to providers please. Post, share, communicate this attachment.



**Become A Medicaid Provider TODAY**

As a result of the novel coronavirus disease (COVID-19) pandemic, the Department of Health Care Policy & Financing is asking health care providers to join us in ensuring all Coloradans have access to quality health care during this public health crisis by becoming a Health First Colorado (Colorado's Medicaid program) provider.

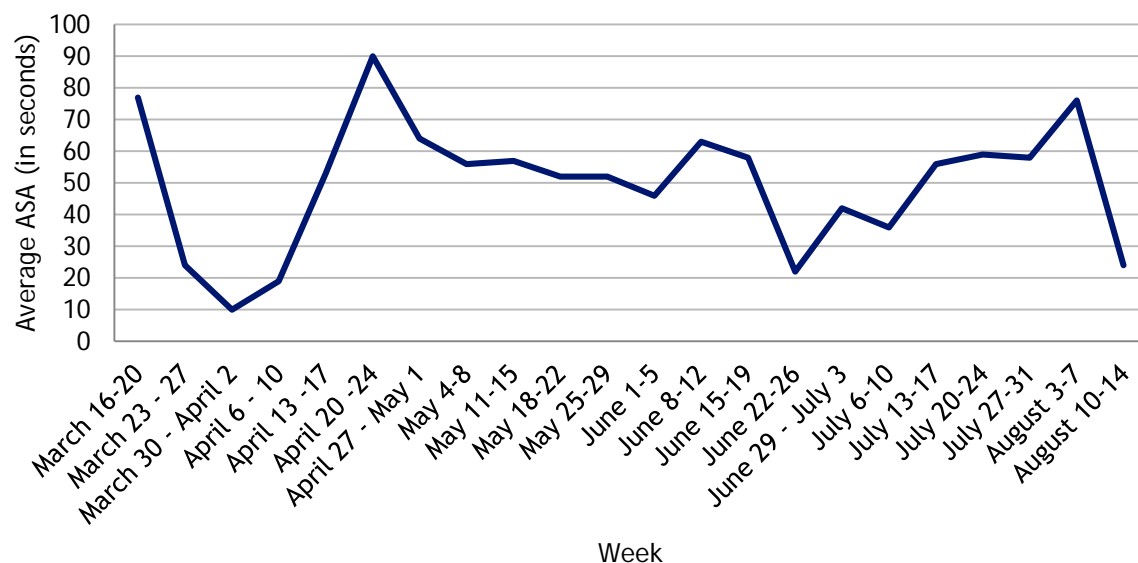
**We're Here for YOU, Colorado!**

Learn about becoming a provider at [www.colorado.gov/hcpf/become-a-provider](http://www.colorado.gov/hcpf/become-a-provider).

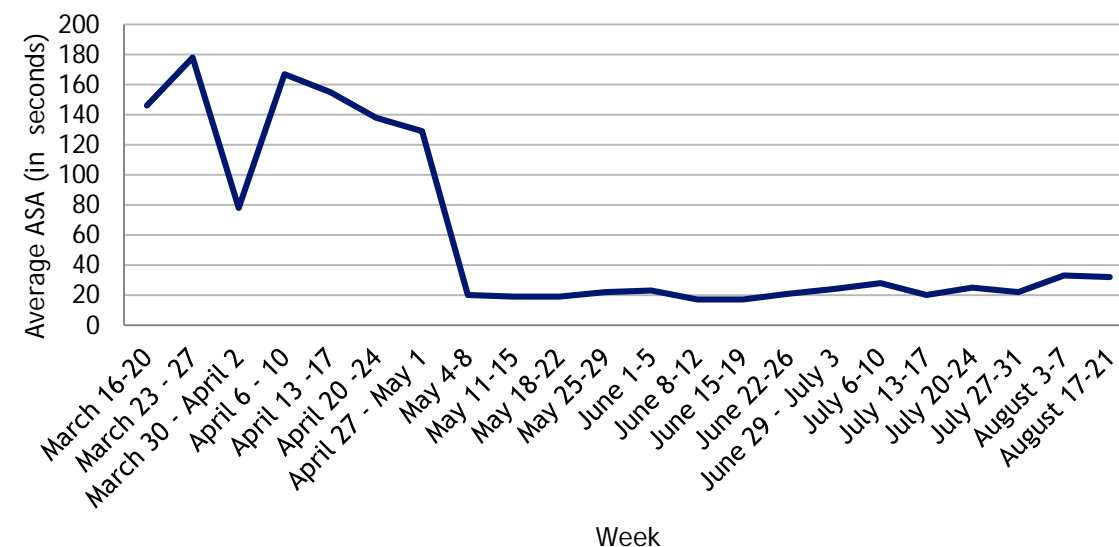
 **Health First  
COLORADO**  
Colorado's Medicaid Program

# Provider & Member Call Center Service

## DXC Provider Call Center Average ASA (in seconds)



## HCPF Member Contact Center Average ASA (in seconds)



# Federal Impact: LGBTQ - ACA & SCOTUS

Two contradictory outcomes:

- On June 12, HHS rolled back ACA LGBTQ anti-discrimination protections that had expanded the definition of "sex" to include gender identity
  - HCPF/GO had submitted comments against the proposed rule changes last year
- On June 15, SCOTUS issued 6-3 decision that LGBTQ people cannot be fired for being LGBTQ pursuant to Title VII of the Civil Rights Act of 1964
  - Aligns with Colorado protections already in place
  - Supports our goal to make a Colorado that Works for All
- On August 17, a federal judge ruled the roll back to the ACA protections could NOT move forward, putting implementation of the new rules on hold

The Colorado Anti-Discrimination Act protects against discrimination in health care by making it unlawful to discriminate against individuals in "places of public accommodation," which is any place of business serving the "health, appearance, or physical condition of a person" including any "dispensary, clinic, hospital, convalescent home, or other institution for the sick, ailing, aged, or infirm [ ]." C.R.S. 24-34-601(1).

To expedite dramatic change, we have set two  
**WILDLY IMPORTANT GOALS (WIGs)** that support our strategic pillars and the  
Governor's efforts to save Coloradans money on health care:

**WIG #1: Deliver health care coverage, service  
and access support** to Coloradans during the  
economic downturn



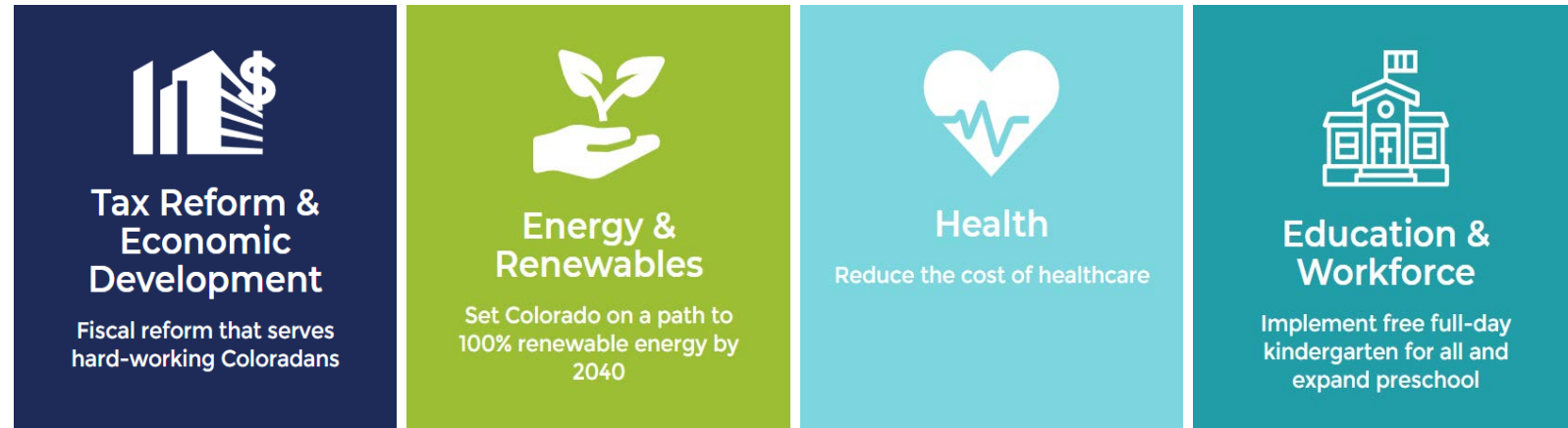
Member Health | Access to Care  
Operational Excellence & Customer Service

**WIG #2: Responsibly manage health care costs**  
to achieve an annual Medicaid trend of no more than  
2% by June 30, 2021



Health Care Affordability for All Coloradans  
Medicaid Cost Control

## The Big Four



## Wildly Important Priority: Save Coloradans money on health care



The Health Cabinet is working toward the following **Wildly Important Goals**:

1. Implement the Behavioral Health Task Force Recommendations
2. Reduce pharmacy costs
3. Reduce costs in the large employer insurance market, focusing especially on opportunities revealed through the "normal" health care ecosystem responding to COVID-19



# Colorado Cross-Disability Coalition

[www.ccdonline.org](http://www.ccdonline.org)  
[covid@ccdonline.org](mailto:covid@ccdonline.org)

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

# Day Program

The discussion about longer term changes will begin in September but we need information now:

- 1) To reimagine a new and different model what questions do we need to be asking people using day programs?
- 2) How should we engage people? Zoom town halls, individual interviews, etc.?
- 3) How do we identify and preserve the parts of the system that work well.

"It is our choices, Harry, that show us who we truly are, far more than our abilities."

- Albus Dumbledore

J.K. Rowling,  
Harry Potter and the Chamber of  
Secrets



# A great time to change is when have massive disruption...

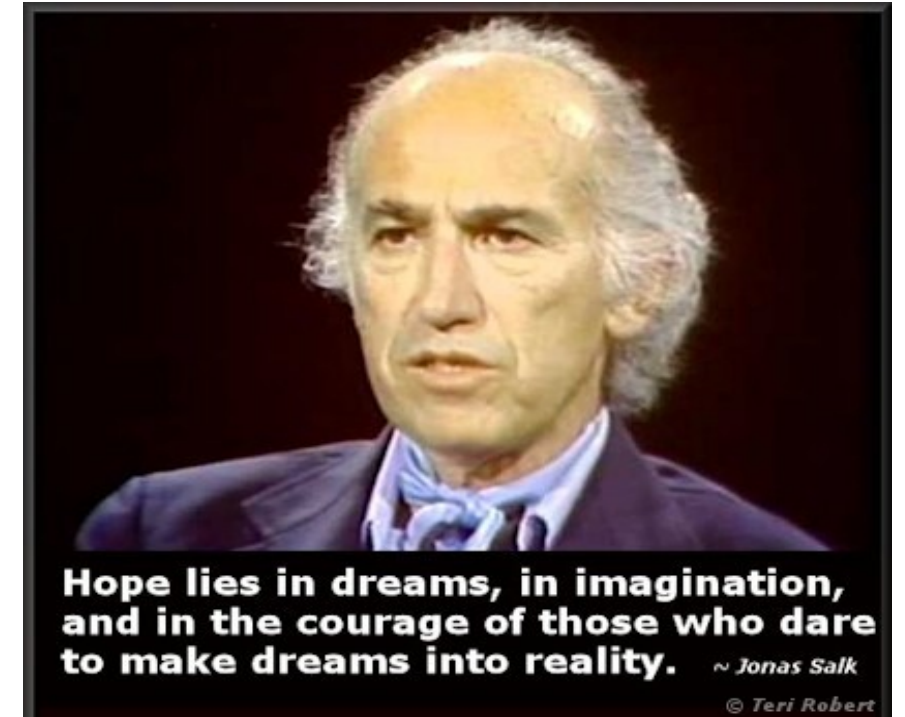
2020 qualifies as massive disruption

What are your fears about the new normal?



# Reimagining Services

- What are your hopes and dreams about the new normal?
- What risks are you willing to take to get there?
- What are ways we can engage more clients in these discussions and understand the hopes and dreams of the larger community?



# What Now?

- There are [MANY stakeholder groups](#), committees, work groups, etc.
- You can be involved in reimagining a better system?
- If you are supporting someone who has lost a day program use this time to see if they can virtually do some job shadowing.
- Learn about [Medicaid rules](#) and help identify what we should push to change.
- Be a problem solver.
- Learn about the [state budget process](#) and how it works.
- We will need to figure out how to do some of what we wanted with no new money. If we want to shift money we will need to get legislative authority to do so.
- Read or listen to the book [Being Heumann by Judith Heumann](#)



# HCBS and Telehealth

- Due to COVID-19, Telehealth has been allowed for many home and community-based services (see [Operational Memo 20-046](#) for full list)
- Hearing about positive impact for members, so working toward sustaining some Telehealth in HCBS through waiver agreements
- Working together across HCPF on coordinated approach
- Stakeholder Engagement coming soon!
  - Meetings will be announced via Constant Contact email and posted here: [www.colorado.gov/hcpf/OCL-stakeholder-engagement](http://www.colorado.gov/hcpf/OCL-stakeholder-engagement)

# HCBS During School Hours

- With the use of remote schooling, 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, 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

# Electronic Visit Verification Update

## 8/3/2020 – EVV mandate, providers must use EVV

- EVV is now required for all [mandated services](#). Department is looking for good faith effort by providers, not perfection
- [Training](#) is available online and must be completed prior to EVV use
- Claims will continue to pay and EVV errors will appear on Remittance Advice (EOB 3054)
- Beginning 1/1/2021, claims for EVV required services without corresponding EVV records will deny
- Additional information for providers can be found on the [EVV Resources page](#)

## Live-in Caregivers *may* be exempt from EVV

- Eligibility is outlined in the [Operational Memo](#)
- Those who qualify should complete the [Live-in Caregiver Attestation Form](#)

Please notify the Department of any unavoidable delays via email: [EVV@state.co.us](mailto:EVV@state.co.us)  
If you need support with SANDATA training, EVV State Solution, or interfacing Provider Choice Systems, call or email the EVV Help Desk at 1-855-871-8780 / [COCustomercare@sandata.com](mailto:COCustomercare@sandata.com)



# Nursing Facility Updates

- We are awaiting more information about the Point-of-Care Antigen Testing devices being provided by CMS
  - Will provide feedback and guidance once we learn more
- The Strike Team is actively working on re-looking at the guidance for communal dining and small group activities
  - This is happening simultaneously with a review of the outdoor visitation guidance and the new, soon to be released, indoor visitation guidance
  - Anticipate guidance and clarifications will be released very soon

# ConnectToCareJobs Update

## New or Upcoming New Features

### For Employers:

- "Prospect Dashboard" where you can manage the status of each job seeker (Can indicate on their match list if they are interested, or have contacted, interviewed or hired the job candidate)
- Home Care Agencies and LTC Settings coming soon!

### For Job Seekers:

- Option to upload a resume and up to 3 additional documents
- Option to not appear in matches
- Ability to mark multiple job positions

### 733 Registered Job Seekers

- 234 Registered Nurses (RNs)
- 130 Certified Nursing Assistants/Patient Care Technicians
- 58 Nurse Practitioners

# New Guidance Issued



OM 20-083

*All COVID-19 related Memos 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)*

# 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](#)



# New Questions?

# 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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# 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 20-080](#)

### 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](http://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



# 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)

# More Information



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



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



**COLORADO**

Department of Health Care  
Policy & Financing

# Next Steps

# Webinar Frequency

Reducing frequency for existing Department webinars in September.

- **Disability Community - New Time**
  - September 11 and October 9, 2020 at 2 p.m. - 3 p.m.
- **All LTSS Providers and Case Management Agencies**
  - September 11 and October 9, 2020 at noon - 1 p.m.
- **HCBS and CMA Questions and Technical Assistance**
  - September 25 and October 23, 2020 at noon - 1 p.m.

# NEW! Strike Team Webinar

- Cross-state agency bi-weekly webinar on the work carried out by the COVID-19 Residential Care Strike Team
- During these informational webinars the Strike Team will:
  - Provide updates on key progress made to-date, including data metrics
  - Share upcoming initiatives and areas of focus
  - Solicit feedback and answer questions from Stakeholders

Friday, August 28, 2020  
10:30 a.m. - 11:30 a.m. MDT  
*Repeating Every Other Friday*

Webinar Link:

<https://cohcpf.adobeconnect.com/rlzrh590rzxq/>

Webinar Call-in Information:

Local: 720-279-0026  
Toll Free: 1-877-820-7831  
Participant Code: 303146#

# Thank You!