

COVID-19 Updates

Colorado Department of
Health Care Policy & Financing

June 12, 2020

Overview

Colorado Cross-Disability Coalition (CCDC) Update

- Julie Reiskin, Executive Director

Reimaging Long-Term Services & Supports Residential Strike Force Update Resources

- Bonnie Silva, Office of Community Living Director, HCPF

HCPF Executive Director Update

- Kim Bimestefer, Executive Director, HCPF



COLORADO

Governor Jared Polis

Colorado Cross-Disability Coalition

www.ccdonline.org
covid@ccdonline.org

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

Re-imagining our system

“You never want a serious crisis to go to waste.
And what I mean by that is an opportunity to do
things that you think you could not do before.”

- Rahm Emanuel on November 19, 2008

What changes do we want to keep?

We have had more than 50 operational memos.

Write in the chat box what is one change that stands out that you think is awesome?

What was the change? Why is it good.

“THE SECRET OF
CHANGE IS TO FOCUS
ALL OF YOUR ENERGY,
NOT ON FIGHTING THE
OLD, BUT ON BUILDING
THE NEW.”

— SOCRATES

What from our “old” system do we want to keep?

Think back to another
time...February of 2020.

What part of our system (whether
disrupted or not) do you think is a
great thing that we want to keep
no matter what.

Think in terms of both services
and processes

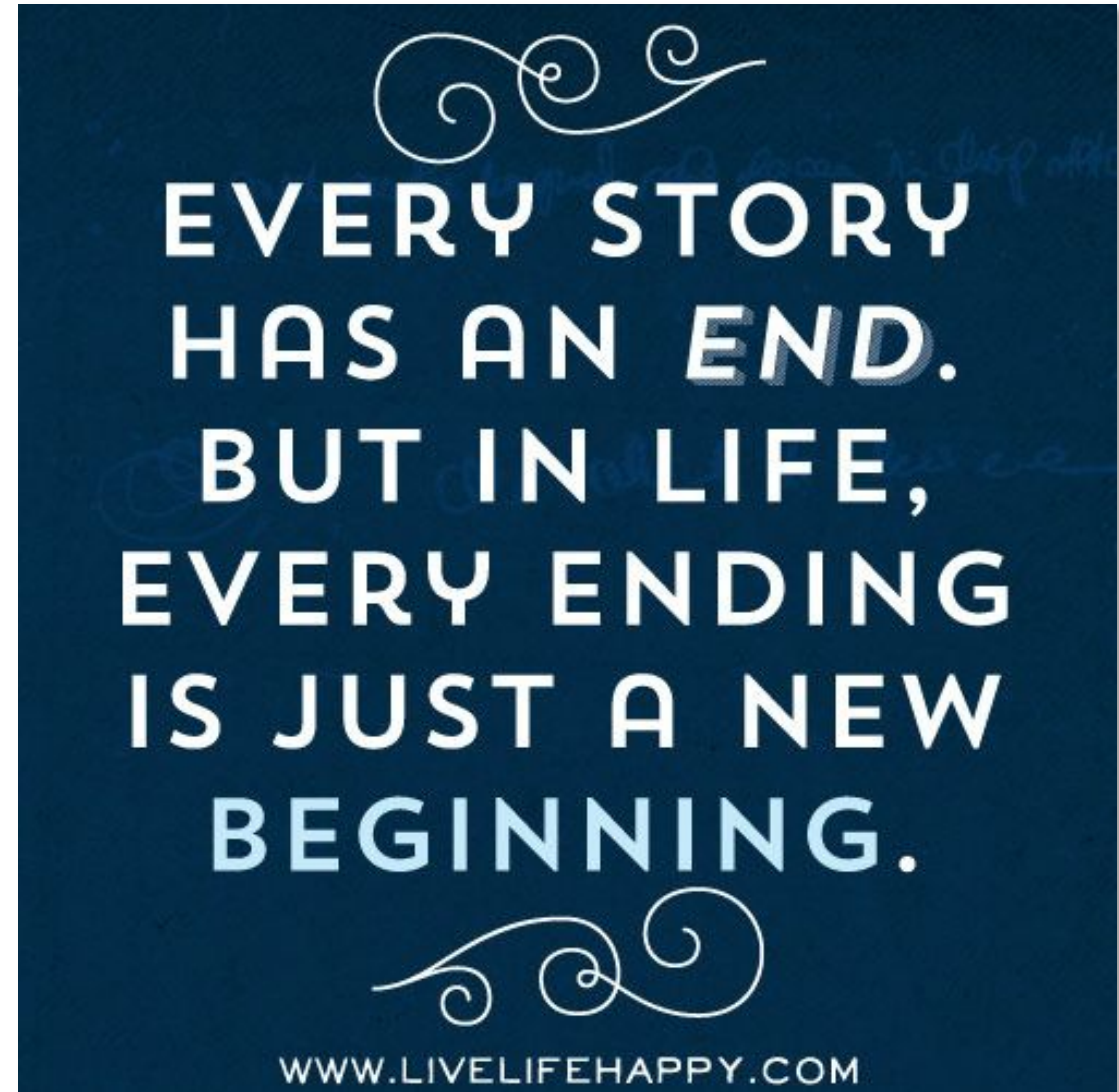


What current new practices do we NOT like?

So what practices do we do that we do not like and would like to ditch?

Why?

Should this be gotten rid of or just replaced?



What Now?

- There have been some temporary measures to help people get by
 - Eviction suspensions
 - Shut off suspensions
- These bills are all still due—so if people have not paid they need to think NOW about how to get current. Meet with landlord, get on payment plan with companies.
- Don't wait until it is a crisis! There will not be enough help and a landlord will win if nonpayment with no way to fix it is the issue especially if ones income was not affected by COVID.

Where to get help

- [Colorado Legal Services](#) for eviction
- Local [Center for Independent Living](#) for budgeting
- 211 for other programs
- [Energy Outreach Colorado](#) regarding utility issues

Reimagining LTSS

- Issued over 50 memos with substantial changes
- Hosted 33 webinars, with an average of 600 participants per week
- Responded to over 1,400 questions
- 8 waivers and waiver amendments with CMS

CAN YOU BELIEVE IT?!

The New “Normal”

Capitalize on unprecedented solutions that have made us more flexible and determined more than ever to ensure members can more easily access robust services in a way that best suits them

Incorporating lessons learned into strategic plan, adding:

- New strategies, like Remote Supports
- Urgency to others, like Case Management Redesign and Electronic Visit Verification (EVV)

Impact of COVID-19 in Residential Care Settings

Older Adults and People with Disabilities living in high-density group living settings in Colorado

- 52% of Covid-19 related deaths
- 63% of Covid-19 confirmed AND probable deaths
- 2/3 of outbreaks are in these settings

Strategy

Residential Care Strike Force Key Action Updates

Testing for Disease Presence

- Surveillance testing being deployed into approx. 141 largest facilities over next 8 weeks to test all staff and residents and then ongoing weekly testing of staff + residents who leave
- Total of ~129,000 surveillance tests over 8-week period
- Rapid Response team deployed when a positive test is found within facility to test all staff & residents (and support staffing needs and cohorting)

Personal Protective Equipment

- All 200+ NFs added to EMResource system used by hospitals for monitoring PPE needs real-time
- All 700+ ALRs being added to EMResource and trained currently
- Weekly survey sent to all 1000+ facilities and analyzed by HCPF for EOC to monitor needs

Cohorting & Facility Isolation

- COVID-only facilities being stood up around the state and will be operational this month
- Ongoing cohorting and isolation guidance being provided to facilities

Enforcement & Education

- 1,000+ Infection Control surveys and Isolation Plan reviews completed by CDPHE
- Driving infection control response and TA within facilities to mitigate spread and outbreaks

Staffing Implementation Plan

- [ConnectToCareJobs.com](https://connecttocarejobs.com)
- Partnership with International Medical Relief (IMR)

Testing Update

CSU:

40 total facilities assigned

- 3,740 swabs are being mailed out this week to those facilities that have been onboarded and approximately 740 swabs are expected to be returned back to the lab for testing
- Approximately 20 facilities onboarded

State Lab:

Approx. 80 facilities contacted thus far

- 46,245 swabs sent to LTC facilities total, 5,200 so far this week (as of 6.10 pm)

National Guard:

33 facilities

- 5,789 tests conducted

Executive Director Update

Colorado's Unemployment Rate Increase

February: 2.5%

March: 5.2%

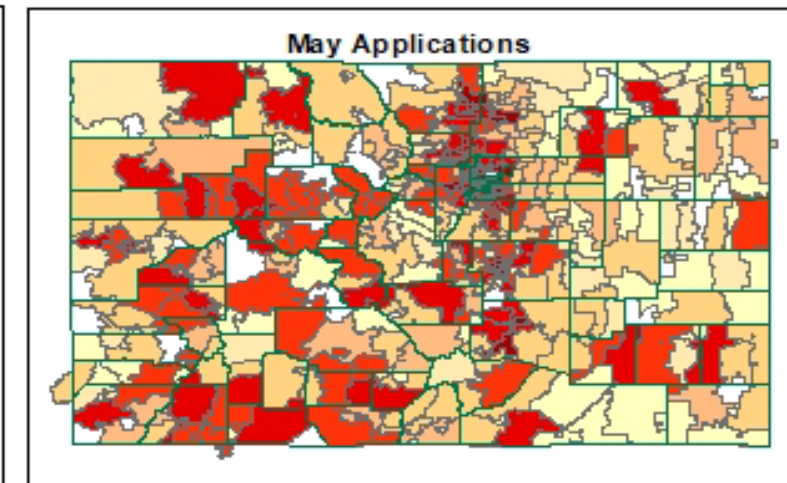
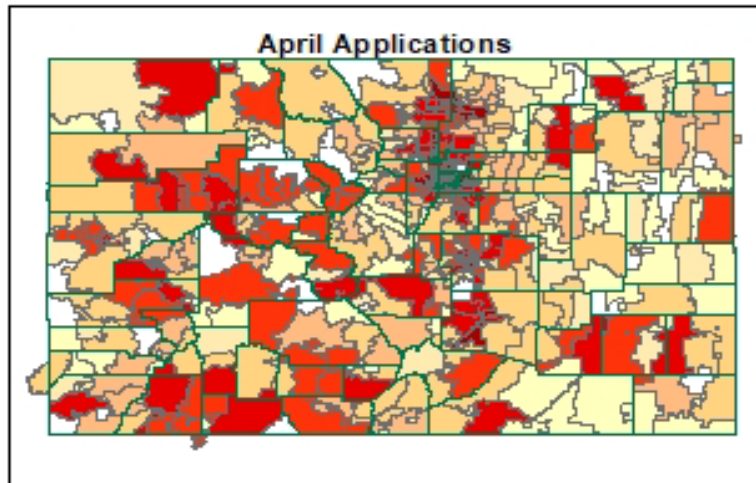
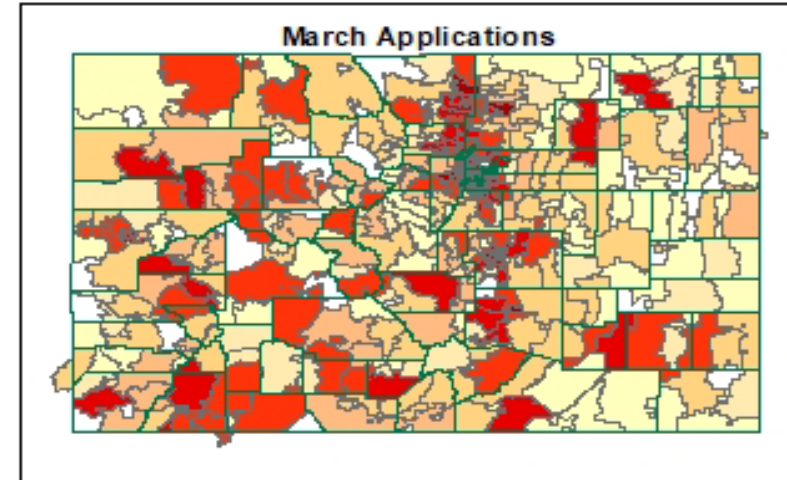
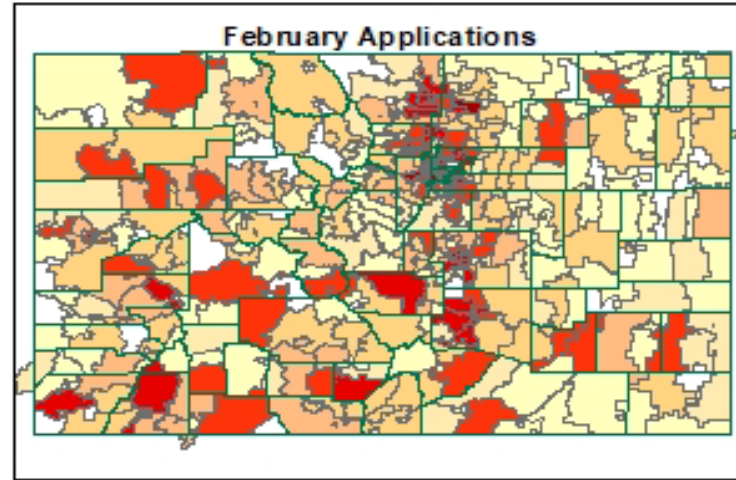
April: 11.3%

- Doubled each of the last two months
- Highest since state began tracking in 1976
- Prior record was 8.9% during Great Recession in Fall 2010
- Compares to 14.7% nationally - highest since U.S began tracking in 1948

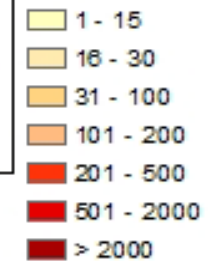
517,000 Coloradans filed initial unemployment claims since mid-March

Source: Colorado Department of Labor and Employment

Cumulative Monthly CBMS Applications for 2020 by Zip Code Submitted Feb-May 2020 (through May 21)



Legend



OIT GIS Coordination and Development Program
June 1, 2020

Continuous Enrollment Impact through 6/9/2020

	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	34,648	38,265	0	0		1,260,932	
February	26,822	33,895	0	0	-7,130	1,253,802	
March	31,422	41,377	0	0	-9,898	1,243,904	
April	38,069	5,165	49,039	4,231	32,904	1,276,808	139
May	21,180	7,065	50,724	8,640	14,114	1,290,922	155
June	6,491	6,238	38,449	8,404	253	1,291,175	40

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 Maintenance of Effort (MOE)

Locked-in (lower category): Members who would have switched to a lower MA benefit, but were locked in due to Maintenance of Effort (MOE)

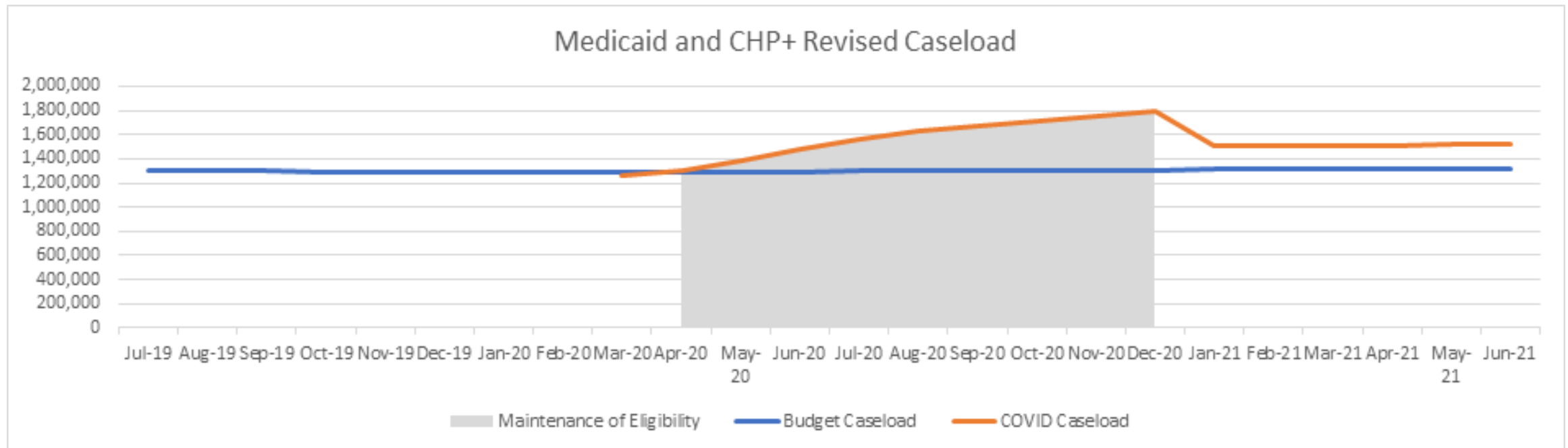
Net Change: Net change in Total Enrollment compared to previous month

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

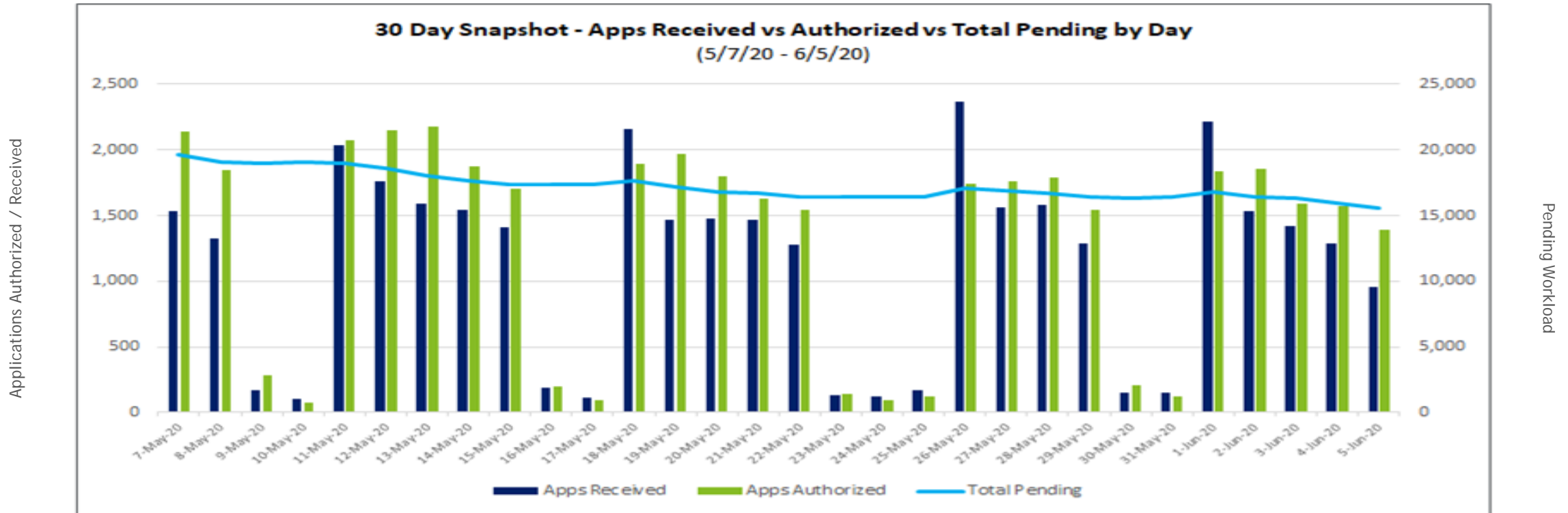
Medicaid, CHP+ Membership Surge Forecast

- No change in the forecast, at this time
- Membership surge of ~ 527,000+ Coloradans btw April 1-Dec 31, reflecting a 40%+ increase to the 1.3M members covered in Medicaid and CHP+ as of March 2020.
- Est disenrollment of 332,000 members who do not meet eligibility criteria after MOE.
- Net membership surge of an est 333,000 covered members (26% increase vs March)
- HCPF will be covering ~ 28-32% of Coloradans (up to 1.8M)



Snapshot of Application Processing

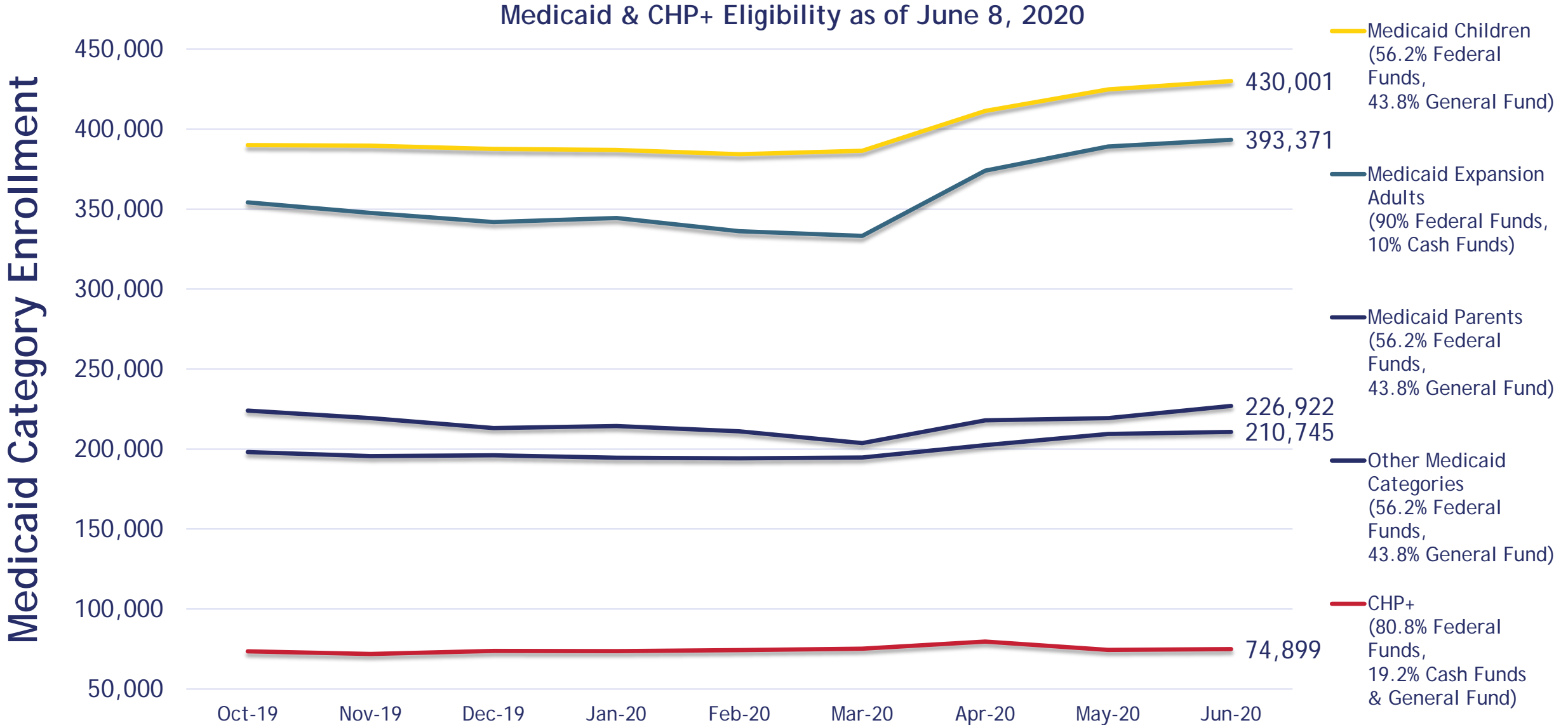
Eligibility workers are processing more applications than are being received resulting in a decrease in pending applications. Applications received have leveled off after a spike in April.



Value Definitions

- **Apps Received** - includes all applications received through PEAK and all applications started by an eligibility worker in CBMS
- **Apps Authorized** - Means a determination of eligible or denied has been made on the application
- **Total Pending** - all applications received that have not yet had a determination made
- **NOTE:** This includes both HCPF and CDHS Applications

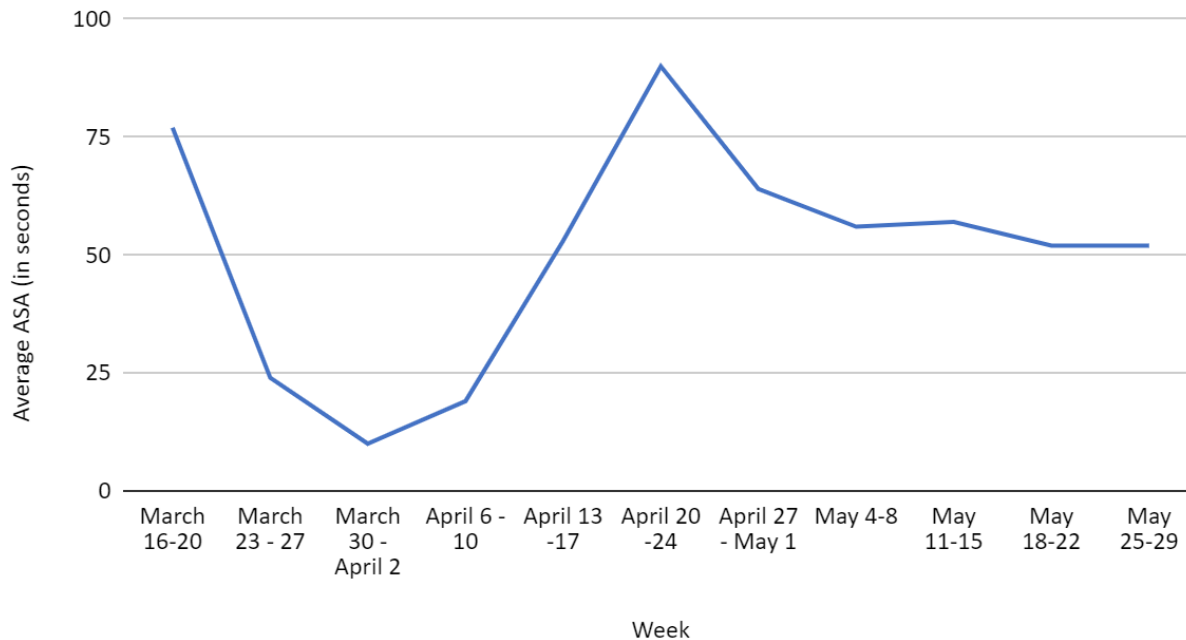
Count of Clients enrolled by aid code. Chart shows total enrollments by time periods and the changes in its composition over time.



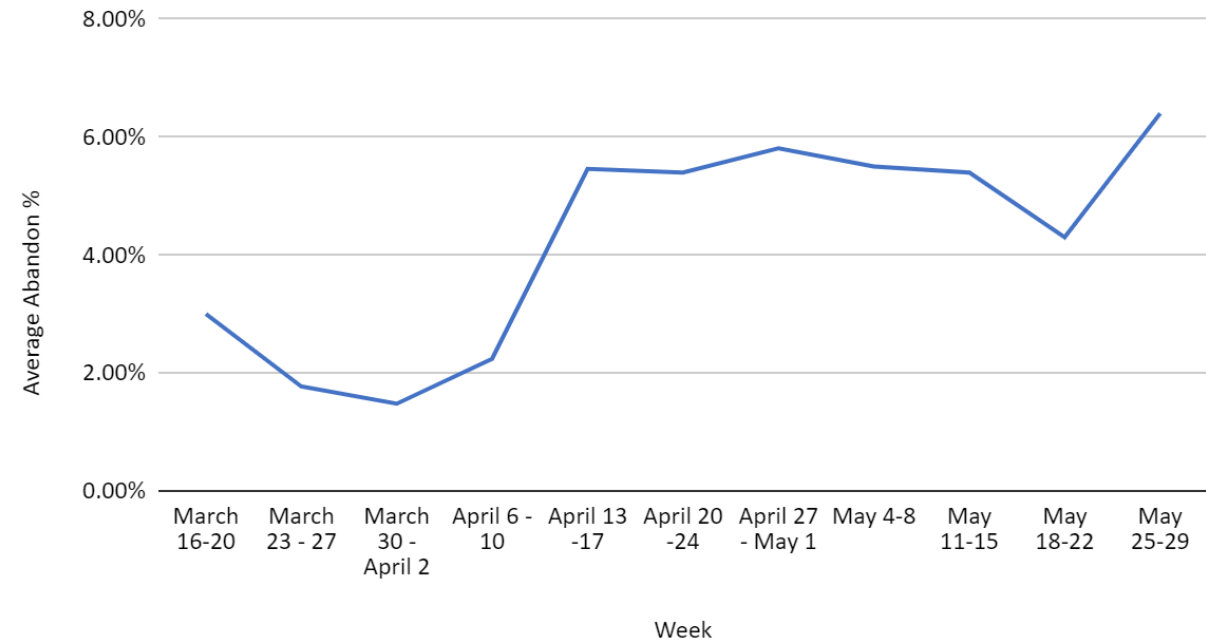
HCPF-DXC Provider Call Center Statistics

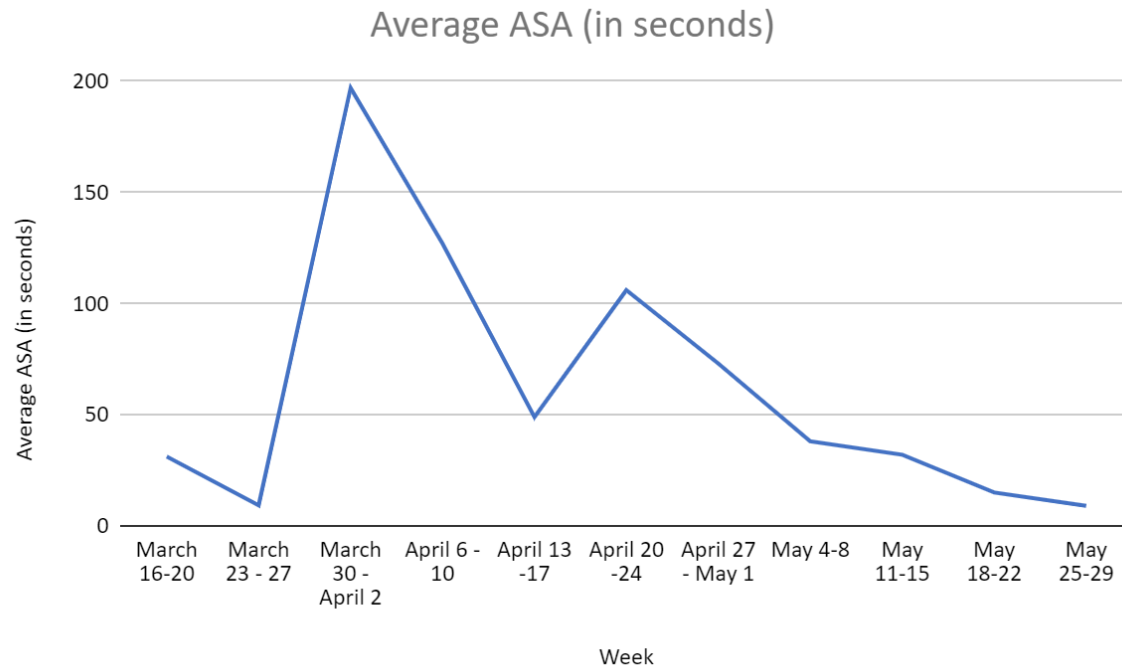
5/30/2020

Average ASA (in seconds)



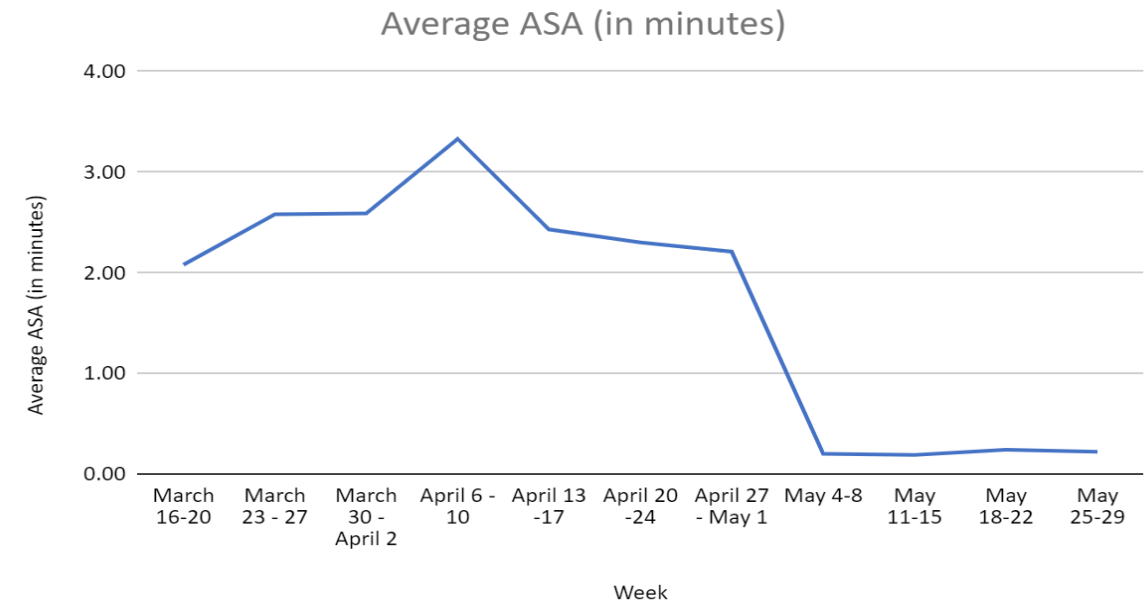
Average Abandon %



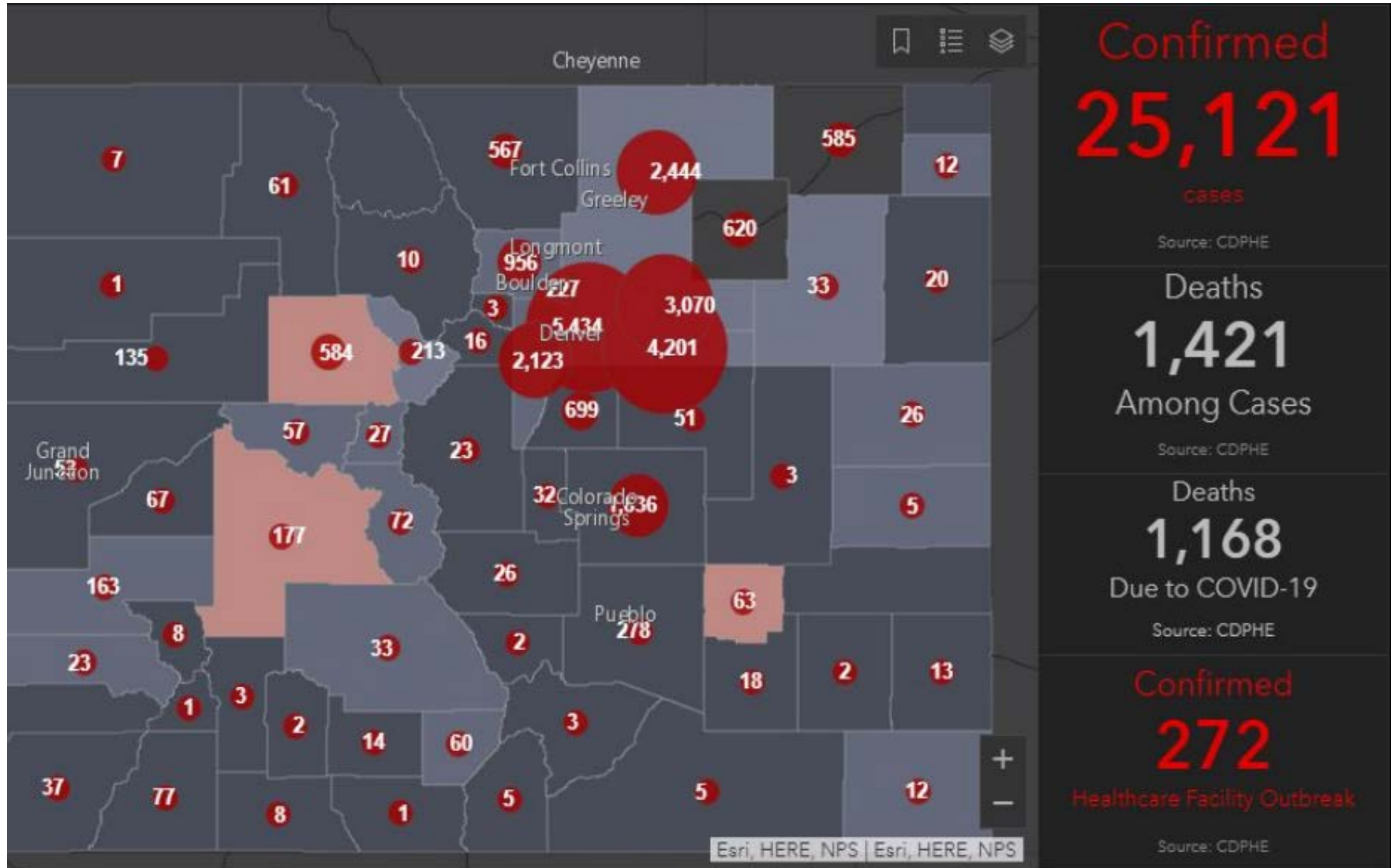


HCPF Member Call Center Statistics - 5/30

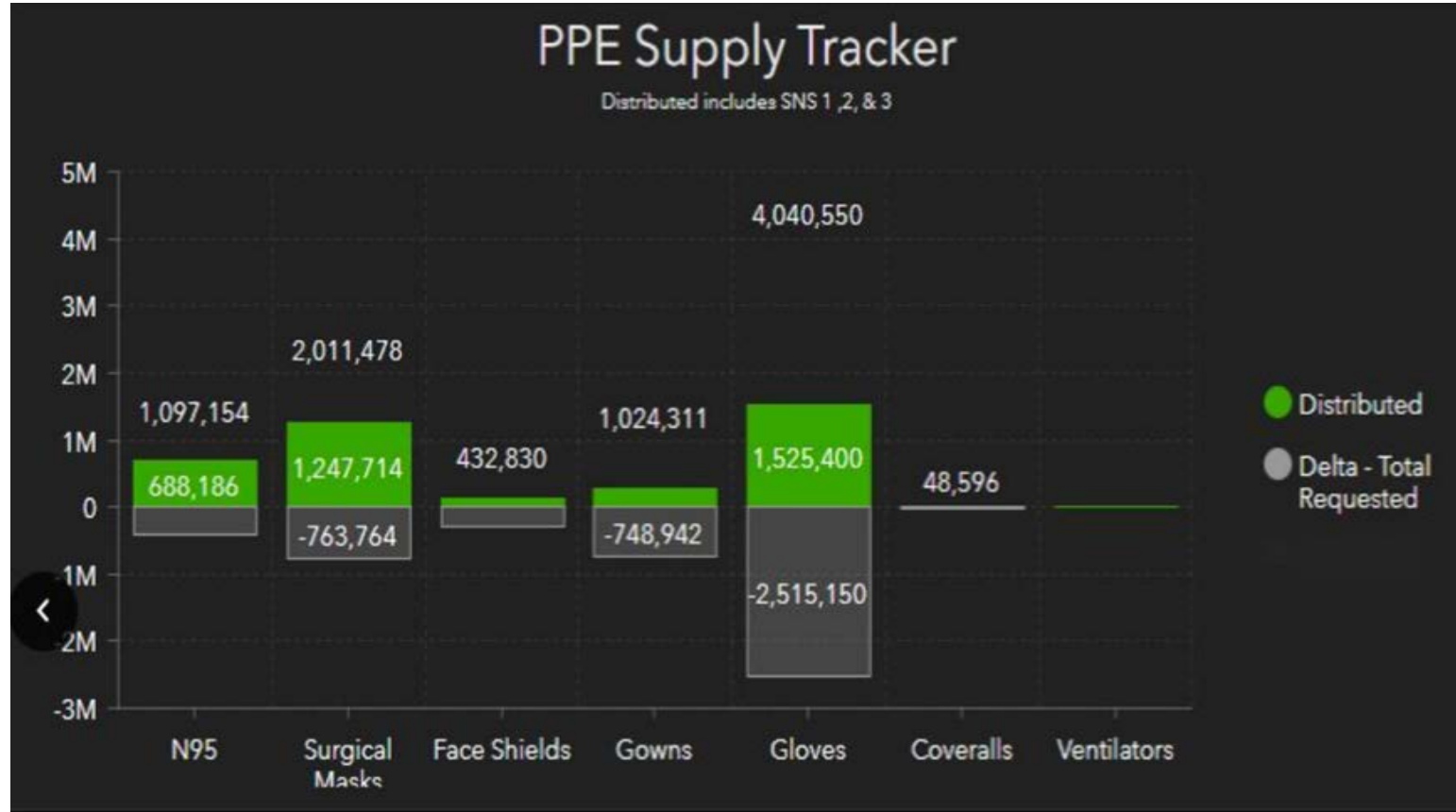
HCPF New Medicaid Member Enrollment Line Statistics - 5/30



COVID-19 Lives Impacted Statewide



Some HCPF COVID-19 Specific Workstreams



- PPE
- Connect to Care
- Residential Care Strike Force
- Alternate Care Sites
- Outreach to Coloradans
- Outreach to providers
- Budgets, Financials
- New Normal
- Telehealth

Alternative Care Sites

Colorado Convention Center

- Denver Health Contract Signed
- Training this Week, Leadership Site Visit (6/4)

The Ranch

- UCHHealth Contract under final review

Tier 2.5 Facilities

- Veritas Contract under final review
- Staffing is a combination of Health Partners + Staffing Agencies
- All Sites will be ready to activate, then placed in a “Dormant Phase”
- Funding: Combination of FEMA & CARES Act Treasury Funding

Please help us reach Coloradans who need us



Getting Health Care Coverage Through Health First Colorado and Child Health Plan Plus

The economic downturn caused by the COVID19 pandemic is having a significant impact on many Coloradans. Many have lost their jobs -- and along with that -- their employer-sponsored health benefits. During this pandemic -- which is creating both health risk and increased stress and anxiety -- it is especially important for all Coloradans to have health care coverage. When it comes to health coverage, the State may be able to help. Specifically, you may be eligible for health coverage options available through the Colorado Department of Health Care Policy and Financing or Connect of Health Colorado, the State's individual marketplace exchange.

Health First Colorado (Colorado's Medicaid program) & Child Health Plan Plus (CHP+)

The Colorado Department of Health Care Policy and Financing offers Health First Colorado and Child Health Plan Plus. Both are public health insurance programs available to Coloradans who qualify. Below is some basic information on how you can find out if you qualify and what benefits are covered.



We Are Here for You, Colorado

Resource available at
[Colorado.gov/hcpf/COVID](https://colorado.gov/hcpf/COVID)

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.



State Budget 2020-21

- \$3.5 billion revenue deficit (\$4.9B in 2021-2022)
 - Federal Funds to help the state: \$1.3B
 - FMAP: \$239M GF relief
- Cuts from HCPF: \$264M GF (*compared to what was expected to be appropriated in FY 2020-21*)
- *Thank you for your partnership to find the least impactful means of budget cuts.*
- Work for 2021-2022 will begin early
- Intense focus on driving the “new normal in health care” vs “cuts”

The New Normal

2020-2021 budget cuts were painful. 2021-2022 cuts will be worse.

COVID-19 has shown us that providers and Coloradans can behave differently.

This is an opportunity to change, thoughtfully.

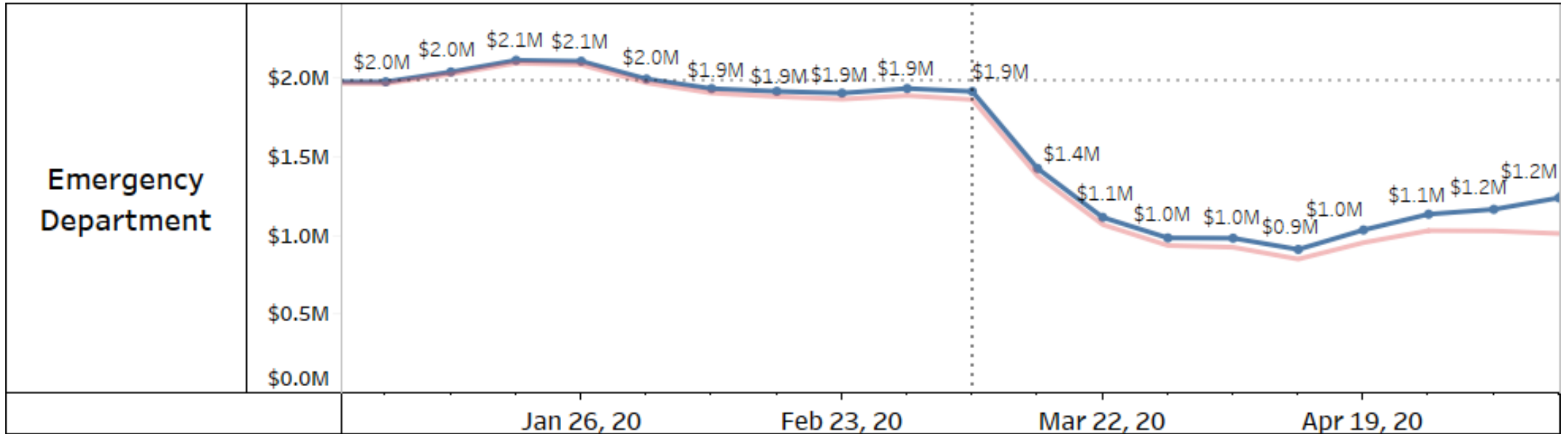
It's an opportunity for more accountability.

Opportunity to Work Together

- Drive Telemedicine; study its efficiencies (staff, real estate, access, etc.)
- Increase use of eConsults; create best practices using eConsults
- Use tools to reduce potentially avoidable complications / costs (PACs)
- Implement prescriber tool components as they become available
- Reduce use of low-value and unnecessary care
- Reduce/reform free-standing EDs; discontinue any remaining ED marketing
- Help us frame Alternate Payment Models (APM) to drive value, alignment
- Other

Continue PROPER use of ER/ED

Hospital Emergency Department through 5/16/2020



Blue line is hospital incurred weekly service utilization trends IBNR adjusted through 5/16

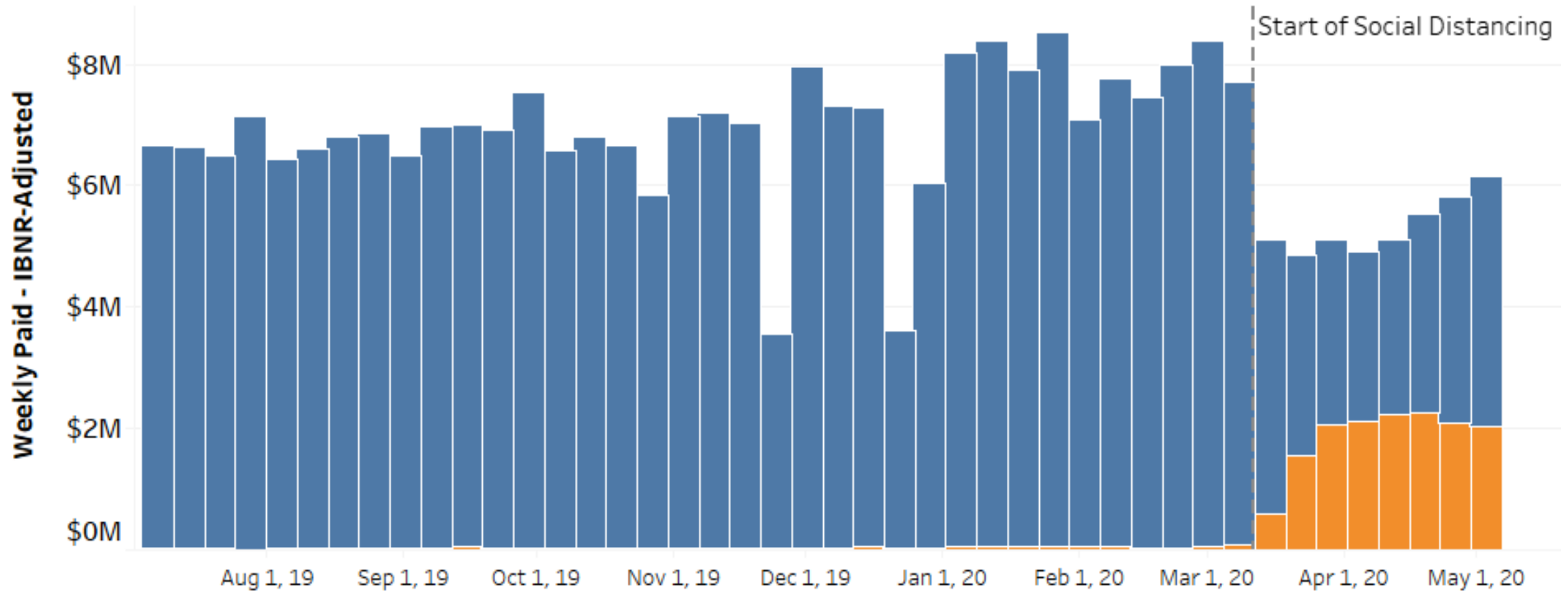
Pink line is the actual non-IBNR adjusted paid amount

Vertical dotted line is the last week prior to social distancing

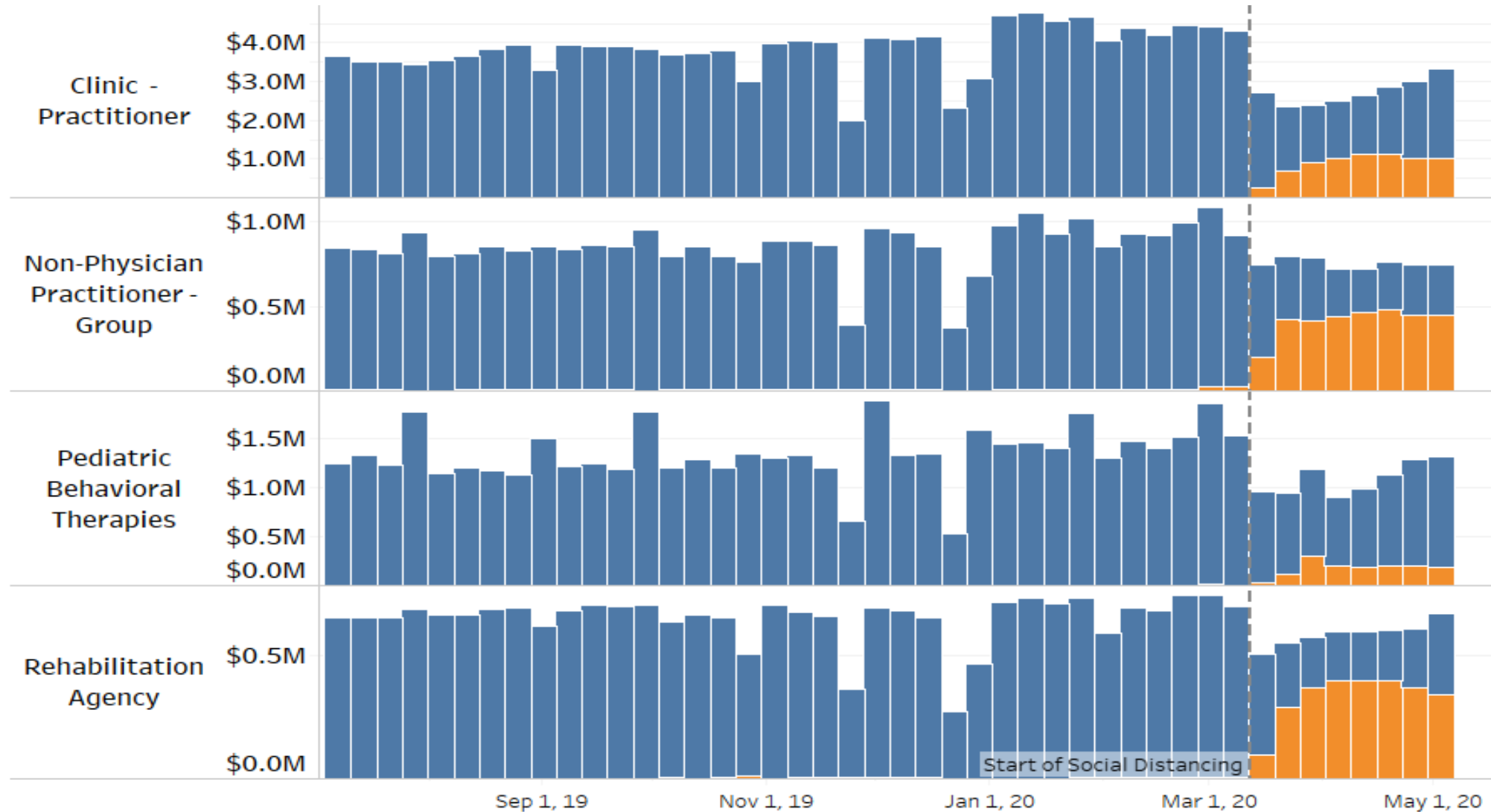
Horizontal dotted line is the weekly average paid before social distancing

Learning from COVID - Telemedicine

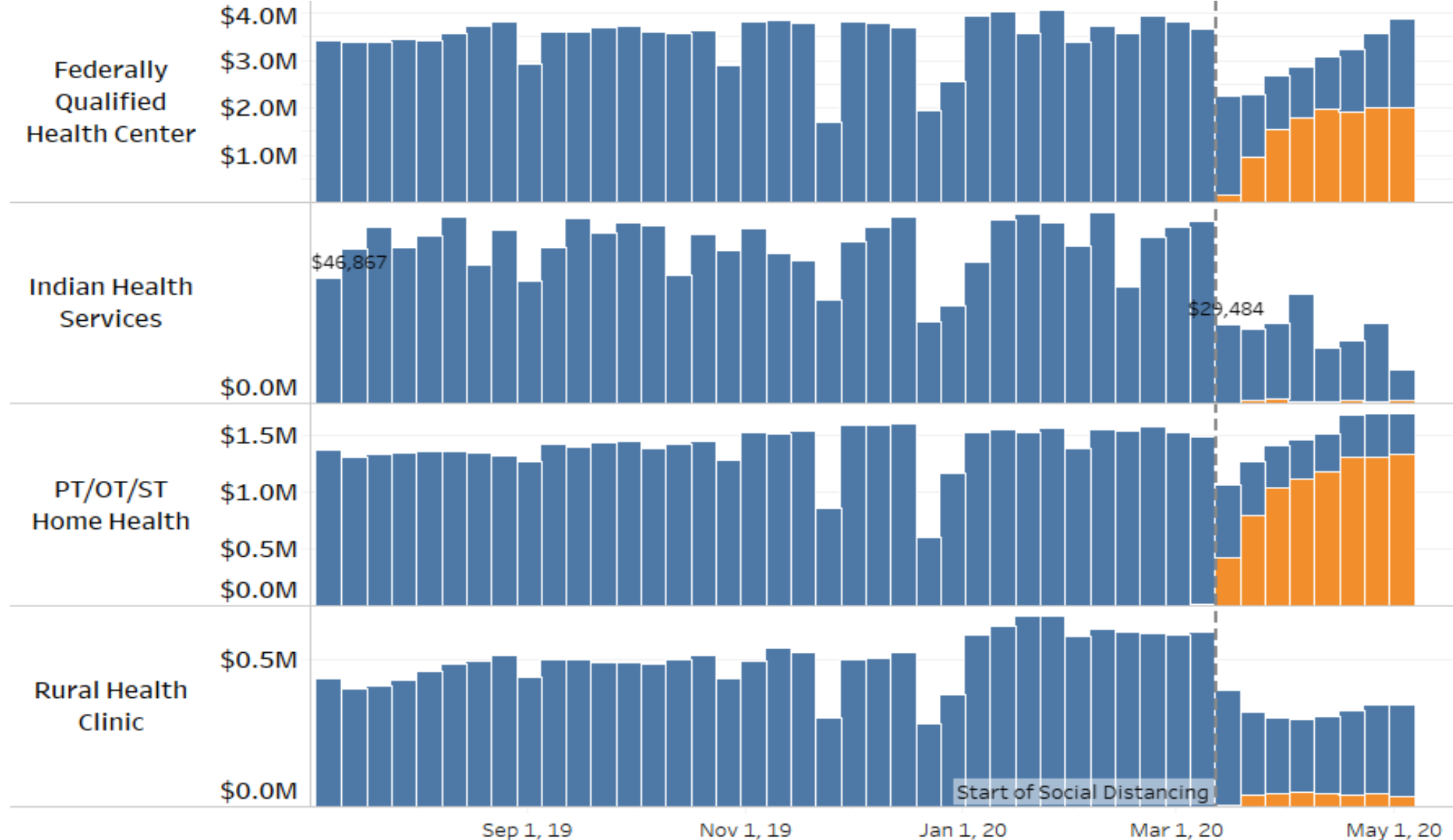
Professional Services Eligible for Telemedicine



Learning from COVID - Telemedicine



Learning from COVID - Telemedicine



THANK YOU for your
partnership during this
unprecedented time.

THANK YOU for your passion
and contributions.

THANK YOU for taking care
of and supporting Medicaid,
CHP+ members.



Questions?

Previous 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)

- [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](#)

CC & SCC Clarifications

- [OM 20-060](#)

Additional Provider Relief Funds

- [IM 20-024](#)

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

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)

CDC Guidance for People with IDD

The Centers for Disease Control (CDC) has released COVID-19 guidance, with a primary focus on family members and caregivers who support people with developmental disabilities.

- [Guidance for Direct Service Providers](#)
- [Guidance for Group Homes for Individuals with Disabilities](#)
- [Guidance for Direct Service Providers, Caregivers, Parents, and People with Developmental and Behavioral Disorders](#)
- [People with Developmental and Behavioral Disorders](#)

Here is a link to the CDC website:

www.cdc.gov/coronavirus/2019-ncov/hcp/developmental-behavioral-disorders.html

Resources from Others

Emergency Response Desktop Suite (ERDS) Tool makes information more accessible and computers easier to use for people with IDD

- Provides accessible information about the coronavirus and how to stay well
- Empowers people with new ways to stay in touch with others
- Encourages people to connect with the community

ERDS offered at no cost to 500 Colorado adults with IDD in certain situations

- Visit www.colemaninstitute.org/covid-19/ and complete the engagement form
- If you have questions please contact Joelle Brouner at joelle.brouner@state.co.us or Shea Tanis at Shea.Tanis@cu.edu

Stay Engaged

Memos, Webinar Info, and FAQs - Updated Regularly

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

Email us

HCPF_HCBS_Questions@state.co.us

Subscribe to Future Updates

[Click here to subscribe](#)

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



COLORADO

Department of Health Care
Policy & Financing

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



New Questions?

Next Steps

Thank You!