

# COVID-19 Updates

Colorado Department of  
Health Care Policy & Financing

May 29, 2020

# Overview

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

- Greg Schlosser, Branch Chief, CDPHE

## Colorado Department of Labor & Employment (CLDE) Update

- Caitlin Adams, State Advisor on Disability Employment, CDLE

## Long Term Home Health & Private Duty Nursing Update

## Single Entry Point Transitions

## Residential Strike Force Update

## New Guidance and FAQs

## Resources

- Bonnie Silva, Office of Community Living Director, HCPF



# Update

- State Emergency Operations Center (SEOC)
- Survey Priorities
- Isolation Plan Submissions
- [HEMSD COVID-19 Blog](#)





**COLORADO**

**Department of  
Labor and Employment**

**Caitlin Adams**

State Advisor on Disability Employment

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# LTHH and PDN Update

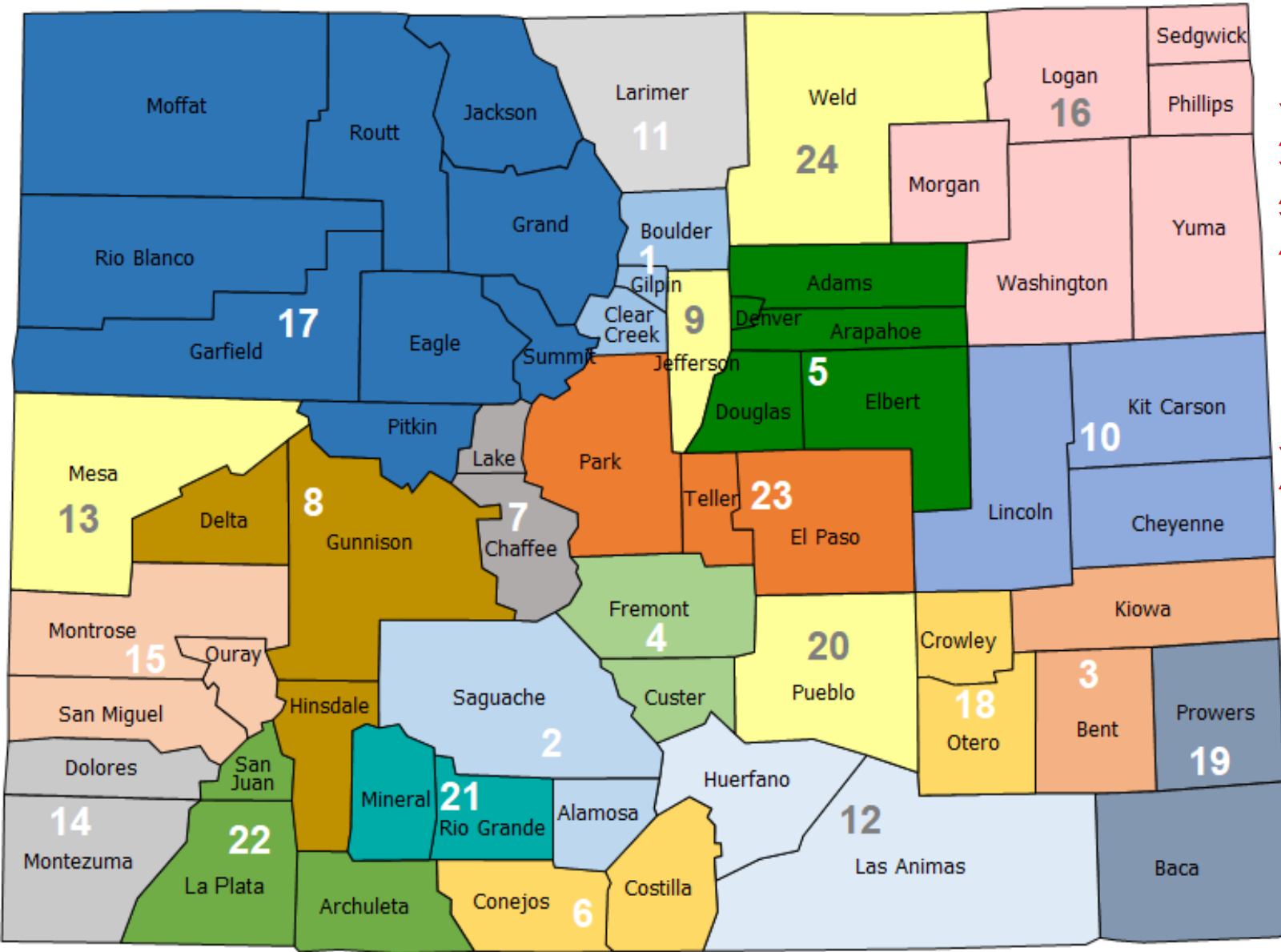
Department worked with stakeholders and our Utilization Management (UM) vendor (eQHealth) to resolve issues with Pediatric Long-Term Home Health (LTHH) and Private Duty Nursing (PDN) Prior Authorization Request (PAR) denial letters

- Revised all UM PAR denial letters for better accuracy and readability
  - Revised PDN and LTHH PAR denial letters go into effect early June
  - Continued benefits for those who received PDN and LTHH PAR denial letters last fall
  - Members/families have been notified that continuation of benefits for those members will end June 30
- Regional Accountable Entities (RAEs) to begin contacting members/families who have received a PAR denial in June to see if they need support
- Stakeholder meeting on June 10

# Single Entry Point (SEP) Transitions

- RFP Transitions vs. Emergency Procurement
- 5 transitioning agencies for FY 2020-21 include:
  - Colorado Access
  - Mesa County
  - San Juan Basin Public Health
  - Conejos County
  - Fremont County
- What's Next

# Single Entry Point (SEP) Map by County



#	SEP Name	Counties Served
1	ACMI	Boulder, Broomfield, Clear Creek, Gilpin
2	Alamosa County	Alamosa, Saguache
3	Bent County	Bent, Kiowa
4	Central Mountain OLTC (Freemont)	Custer, Fremont
5	Colorado Access ALTSS	Adams, Arapahoe, Denver, Douglas, Elbert
6	Conejos County	Conejos, Costilla
7	Chaffee County	Chaffee Lake
8	Delta County	Delta, Gunnison, Hinsdale
9	Jefferson County	Jefferson
10	Kit Carson County	Cheyenne, Kit Carson, Lincoln
11	Larimer County	Larimer
12	Las Animas County	Huerfano, Las Animas
13	Mesa County	Mesa
14	Montezuma County	Dolores, Montezuma
15	Montrose County	Montrose, Ouray, San Miguel
16	Northeastern Colorado AAA	Logan, Morgan, Phillips, Sedgwick, Washington, Yuma
17	Northwest OLTC (Garfield)	Eagle, Garfield, Grand, Jackson, Moffat, Pitkin, Rio Blanco, Routt, Summit
18	Otero County	Crowley, Otero
19	Prowers County	Baca, Prowers
20	Pueblo County	Pueblo
21	Rio Grande County	Mineral, Rio Grande
22	San Juan Basin The Resource Exchange	Archuleta, La Plata, San Juan
23	(TRE)	El Paso, Teller, Park
24	Weld County AAA	Weld

# SEP Transitions

## Region 1

Adams, Arapahoe, Denver, Douglas, and Elbert Counties

- Transition Type: RFP
- Former SEP: Colorado Access was not selected in the RFP
- New SEP: Rocky Mountain Human Services (current CCB in Denver)
- Approximate # of Members: 11,000 members

## Region 2

Mesa County

- Transition Type: RFP
- Former SEP: Mesa County chose not to continue
- New SEP: Rocky Mountain Health Plans (current RAE)
- Approximate # of Members: 2,200 members



# SEP Transitions

## Region 3

Archuleta, La Plata, and San Juan Counties

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- **Transition Type:** Chose not to renew contract
- **Former SEP:** San Juan Basin Public Health
- **New SEP:** Community Connections Inc (current CCB in region)
- **Approximate # of Members:** 480 members

## Region 4

Conejos and Costilla Counties

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- **Transition Type:** Chose not to renew contract
- **Former SEP:** Conejos County
- **New SEP:** Costilla County
- **Approximate # of Members:** 300 members

# SEP Transitions

## Region 5

### Fremont and Custer Counties

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- **Transition Type:** Chose not to renew contract
- **Former SEP:** Fremont County
- **New SEP:** Starpoint (current CCB in region)
- **Approximate # of Members:** 350 members

# Transition Management

- Department has a dedicated transition team
- Close Out plans for outgoing agencies and Start Up plans for incoming
- Department holds joint meetings with ingoing/outgoing pair for each reason
- Department plans to hold regular check-in and technical assistance calls with the new SEPs post July 1

# Residential Strike Force Update

Five key strategies to mitigate the spread of the COVID-19 illness and mortality rates in residential settings:

1. Proactive and reactive monitoring and testing
2. Infection control education and enforcement
3. Providing personal protective equipment (PPE)
4. Ensuring separation and isolation of residents and workers with COVID-19
5. Helping to stabilize staffing at facilities

# Surveillance Testing

- Since early April, the Unified Command Center has assisted 24 residential care settings and conducted nearly 5,000 tests
- The State Lab is rolling out a surveillance testing process, with the goal of providing testing material to 86 residential care facilities and conducting apx. 10,500 tests per week over an eight-week period
- The state has also contracted with CSU to partner with an additional 39 residential care settings to conduct 5,625 tests per week over an eight-week period

# Personal Protective Equipment

- EM Resource is being used by the state to distribute personal protective equipment to nursing homes and soon to assisted livings
- As of earlier this week, 86 nursing homes (38%) were actively using EM Resource to identify their PPE needs
- The site is now ready for assisted livings to begin reporting their PPE needs (a message was sent yesterday in the CDPHE provider portal)

# Stabilize Staffing

- On May 8, HCPF launched the [Connect to Care](#) website to match health care job seekers with immediate openings in residential care setting
- HCPF has partnered with the Colorado Community College System to provide free online training for assisted living aides
- CDPHE has a Memorandum of Understanding with International Medical Relief to support testing, staffing, and education and training needs within facilities

# ConnectToCareJobs.com Relaunch

## Employer Registration Checklist\*

- ✓ Complete survey from your CDPHE Provider Portal
- ✓ Wait for your email invitation (this should come within 48 hours of completing the survey)
- ✓ Go to ConnectToCareJobs.com and click “Employer Registration” to set up a password and complete the profile to specify the type of employee you are looking for
- ✓ Sit back and wait for your matches!

\* The only licensed facilities that are able to access the site now are: Skilled Nursing Facilities, Assisted Living Residences, Intermediate Care Facilities, and Residential Care Facilities. If you have issues with registration, contact [help@connecttocarejobs.com](mailto:help@connecttocarejobs.com)



# New Guidance Issued



[OM 20-060](#)

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 20-060

## TITLE: CLARIFICATION FOR HCBS COMMUNITY CONNECTOR AND SUPPORTED COMMUNITY CONNECTIONS PROVIDERS RELATED TO COVID19

- Further clarification of Memos OM 20-024, superseded by OM 20-046
- To ensure the cost neutrality of this change, services provided by a legally responsible person must remain at the amount authorized on March 24, 2020
- Service plans that were revised to add or increase Community Connector (CC) or Supported Community Connections (SCC) provided by a legally responsible person must be revised back to the services and amount authorized on March 24, 2020
- Services that were authorized and provided prior to issuance of OM 20-046 will be paid and providers do not have liability for these claims unless rendered without appropriate case management authorization.

[Link: OM 20-060](#)

# 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)

- [Link: 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](#)

All COVID-19 and LTSS 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)

# FAQ Updates

Resuming Day Programs

Safer at Home  
for Host  
Homes

Non-Medical  
Transportation

[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)

# Resuming Day Programs

I operate a Day Program with the building space made up of two separate suites, where each suite has its own entrance, restrooms, facilities etc. Can that be counted as two different settings and exceed the 10 person maximum?

Yes, with Department approval. If a Day Program Setting can ensure that the two suites are operated as separate settings, which includes separate entrances, restrooms, staff, etc. and can keep the groups from interacting, then each setting can hold up to the maximum of 10 people (staff and members). In order to obtain Department approval, please complete [this form](#).

# Resuming Day Programs

My Day Program serves a member who will not wear a mask. Can she still attend the Day Program?

No. Every member receiving Day Program services, as well as staff members, must wear a cloth face covering or mask. Colorado is still under the [Safer at Home](#) Executive Order, in which Day Programs are not deemed an "Essential Activity." If a member is unable or unwilling to wear a mask or cloth face covering in order to attend the Day Program, then they pose a risk to other members and should not receive services that are provided in a small group or at the setting. Day Program providers are expected to enforce this requirement if they choose to reopen or begin providing services in small groups or at the setting.

# Resuming Day Programs

If we follow CDC and CDPHE guidelines, can my Day Program serve a member who requires physical assistance? Including assistance with personal care?

Yes. Members who need assistance with daily living skills or mobility may return to their day program, if they are not considered "vulnerable," they are wearing a mask or cloth face covering for the duration of the day program, they are not showing symptoms of illness, and they are otherwise able to maintain social distancing from other participants while at day program. Please see [Operational Memo 20-057](#) for details as to how Day Program can be provided under the Safer at Home order.

# Resuming Day Programs

I am a Day Program and have decided to reopen with limited services. Do I need to contact the members' case manager to let them know services will be resumed, either in person or virtually?

Yes. The provider must work with the member and notify the case manager if services will be resumed, either in person or virtually. If a Day Program Provider is resuming services for that member, they would no longer be billing for retainer payments but for those services/units rendered.



# Safer at Home for Host Homes

I provide Individual Residential Services and Supports (IRSS) to members living in either Host Homes or other individual residences. With the new Safer at Home Order, does that mean members are allowed to have visitors or go visit family?

Yes. Member's may leave the house or have visitors, if appropriate. Providers, members, and family should have a conversation and work together to make that determination. However, the [Safer at Home order](#) directs that all "Vulnerable Individuals" should continue to Stay at Home. Additionally, if a member resides in a home with an individual considered vulnerable, it is strongly recommended the member Stay at Home. If a member does leave the home, or has visitors, it is important to continue to practice vigilance and screening upon returning to the home.

# Non-Medical Transportation

Per Operational Memo 20-031, NMT rides shall be limited to one member per vehicle. Does that rule apply to members of the same family or members residing in the same household?

No. If one or more members reside in the same household (Host Home, privately owned home, family home) and are exposed to one another on a regular basis, they may ride in the same vehicle together. The intention of this guideline is to prevent exposure and contact with other individuals, but if the members live in the same household, that precaution is unnecessary. ([Operational Memo 20-031](#))



New Questions?



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# Next Steps

# 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
- Free Stress-Busting Program for Family Caregivers of People with Chronic Conditions - Includes a series of small group, virtual meetings over 9 weeks to work on stress management techniques, relaxation and coping strategies, and strategies for challenging behaviors. For more information or to register, email Meghan Kluth at [mkluth@eastersealscolorado.org](mailto:mkluth@eastersealscolorado.org)

# 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)

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# More Information



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



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



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



Local Public Health Agencies

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



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

# 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)



# Thank You!