

# COVID-19 Updates

Colorado Department of  
Health Care Policy & Financing

June 12, 2020

# Overview

## HCPF Executive Director Update

- Kim Bimestefer, Executive Director, HCPF

## Residential Strike Force Update

## Rates Discussion

## Resources

- Bonnie Silva, Office of Community Living Director, HCPF

# Executive Director Update



**COLORADO**

Department of Health Care  
Policy & Financing

# Colorado's Unemployment Rate Increase

February: 2.5%

March: 5.2%

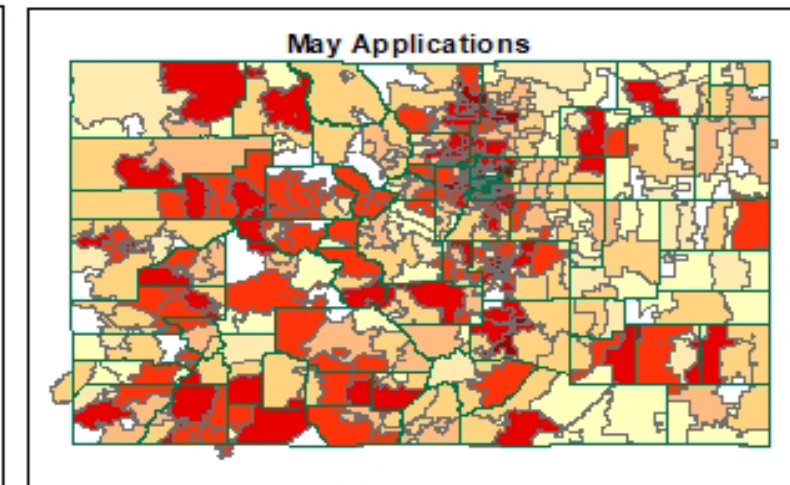
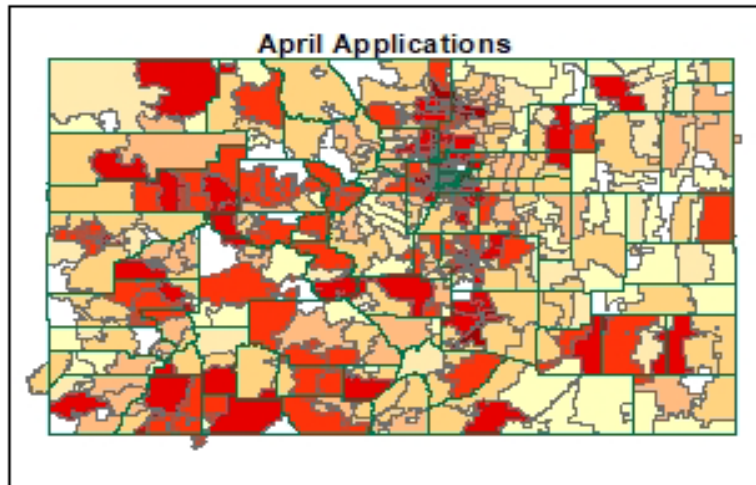
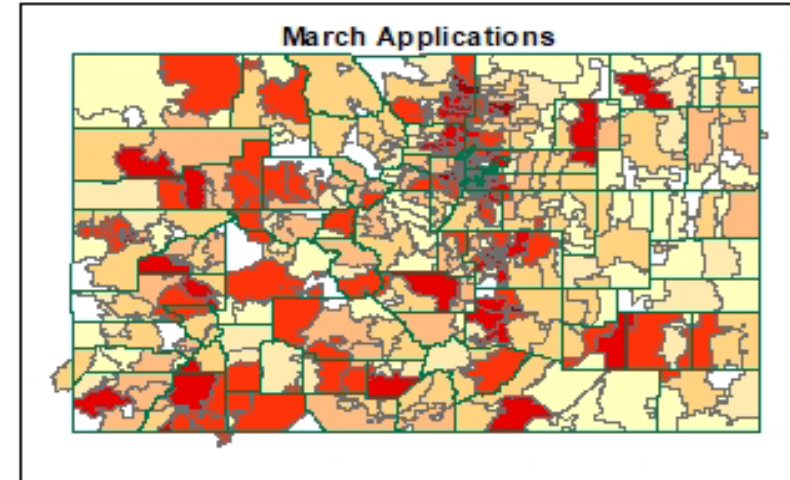
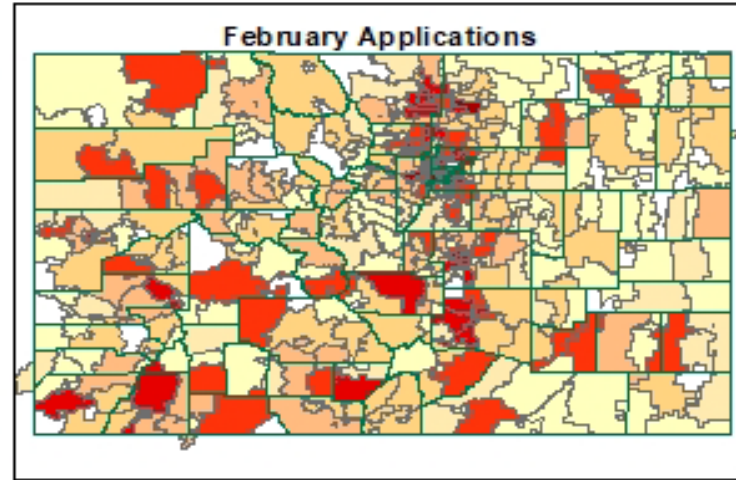
April: 11.3%

- 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

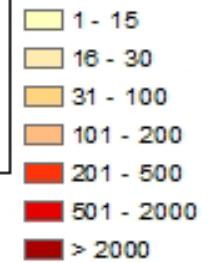
517,000 Coloradans filed initial unemployment claims since mid-March

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)

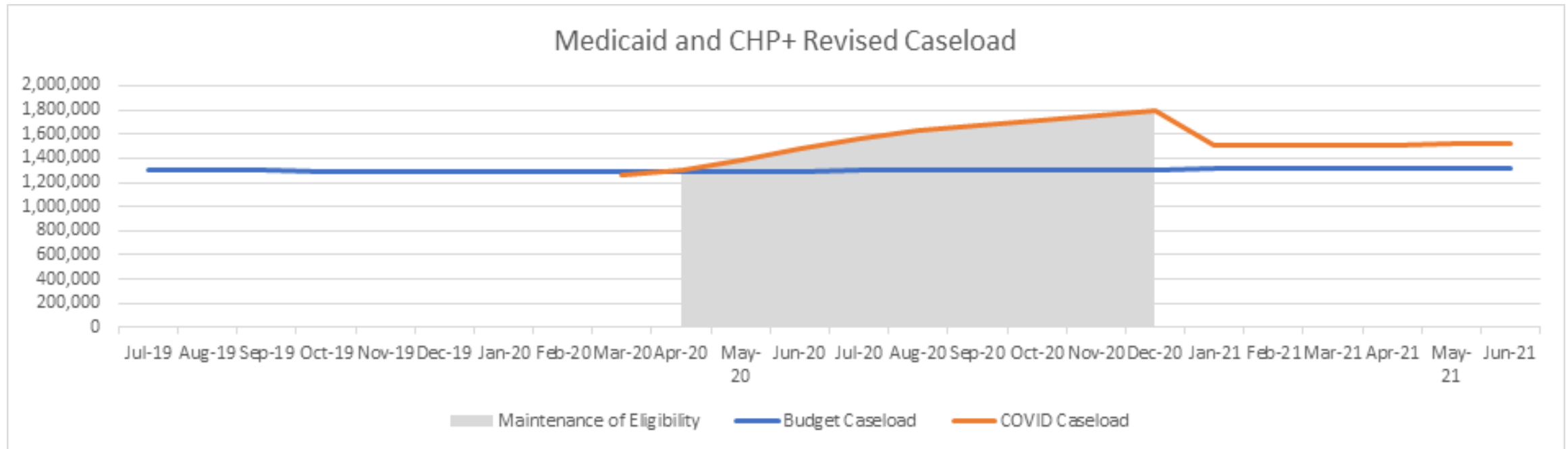
**Net Change:** Net change in Total Enrollment compared to previous month

**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

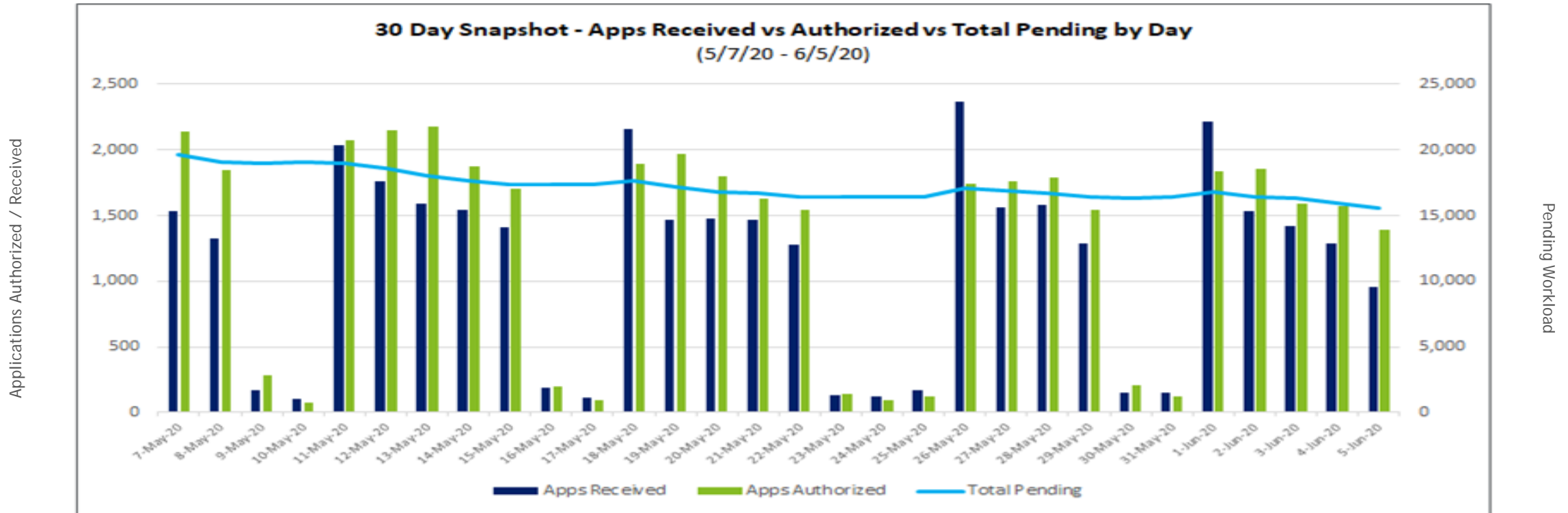
# Medicaid, CHP+ Membership Surge Forecast

- 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.

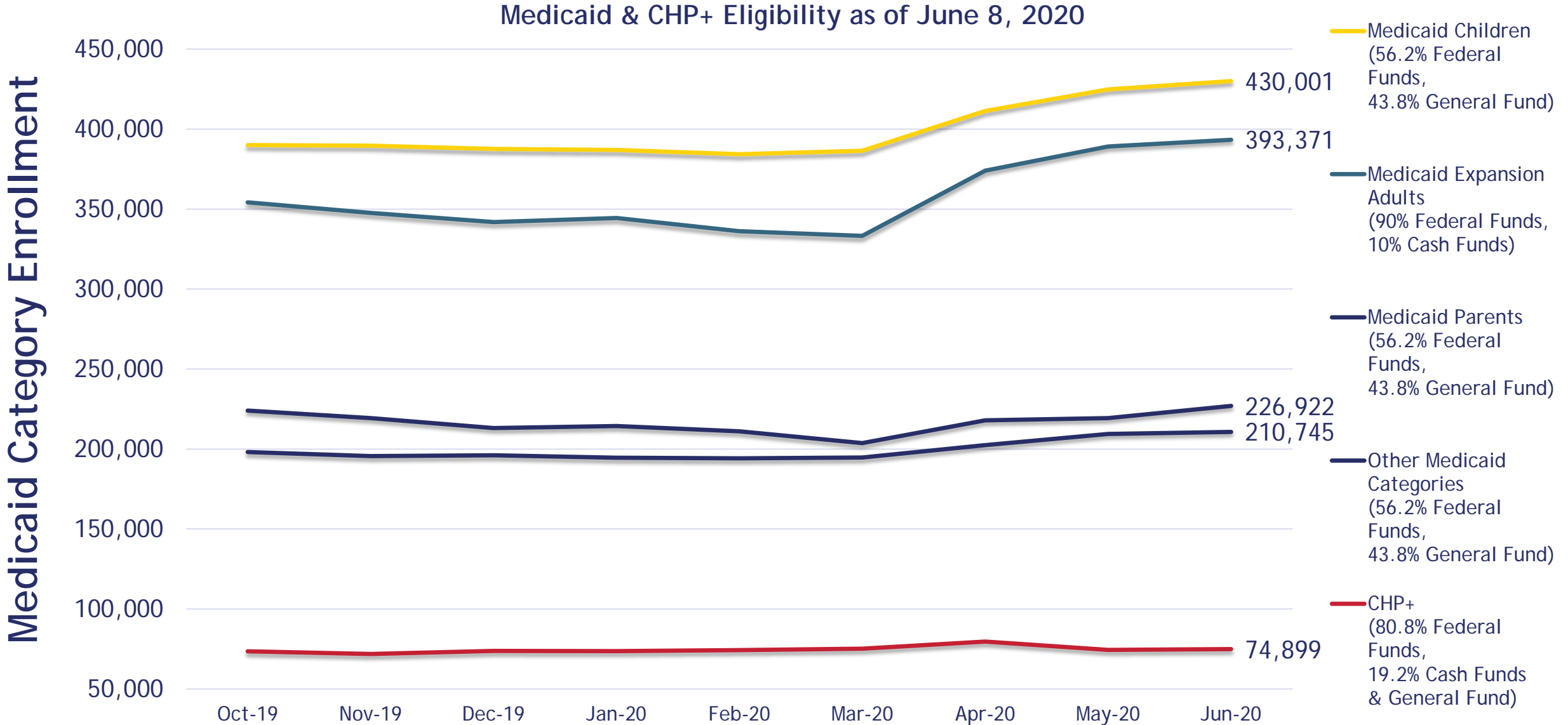


## Value Definitions

- **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



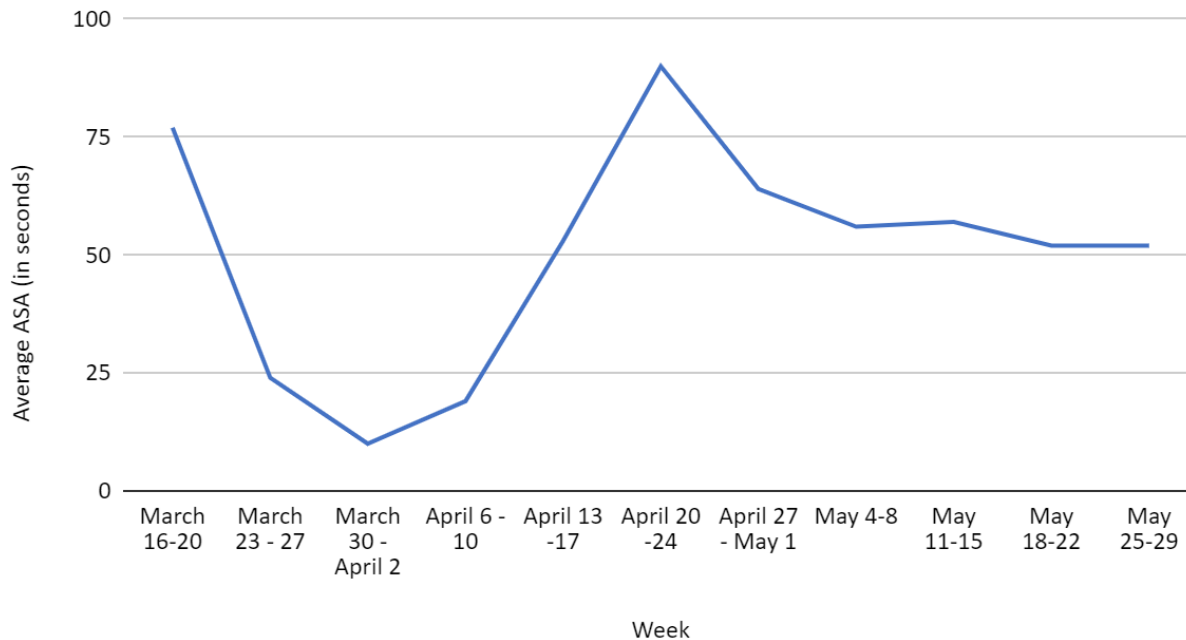
Count of Clients enrolled by aid code. Chart shows total enrollments by time periods and the changes in its composition over time.



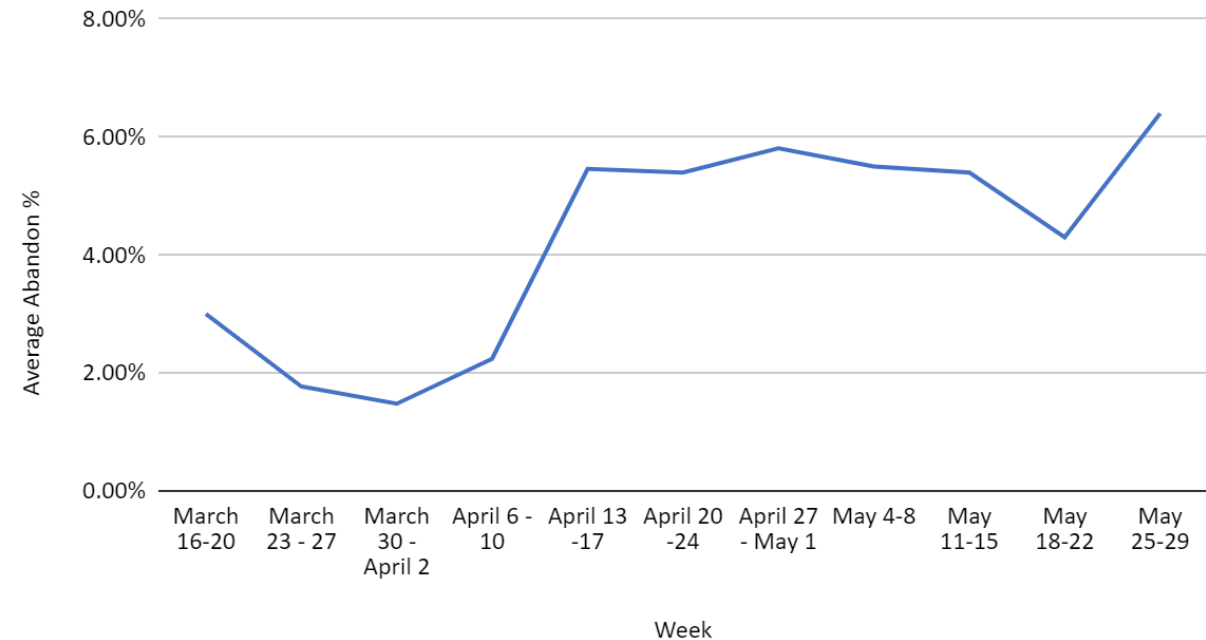
# HCPF-DXC Provider Call Center Statistics

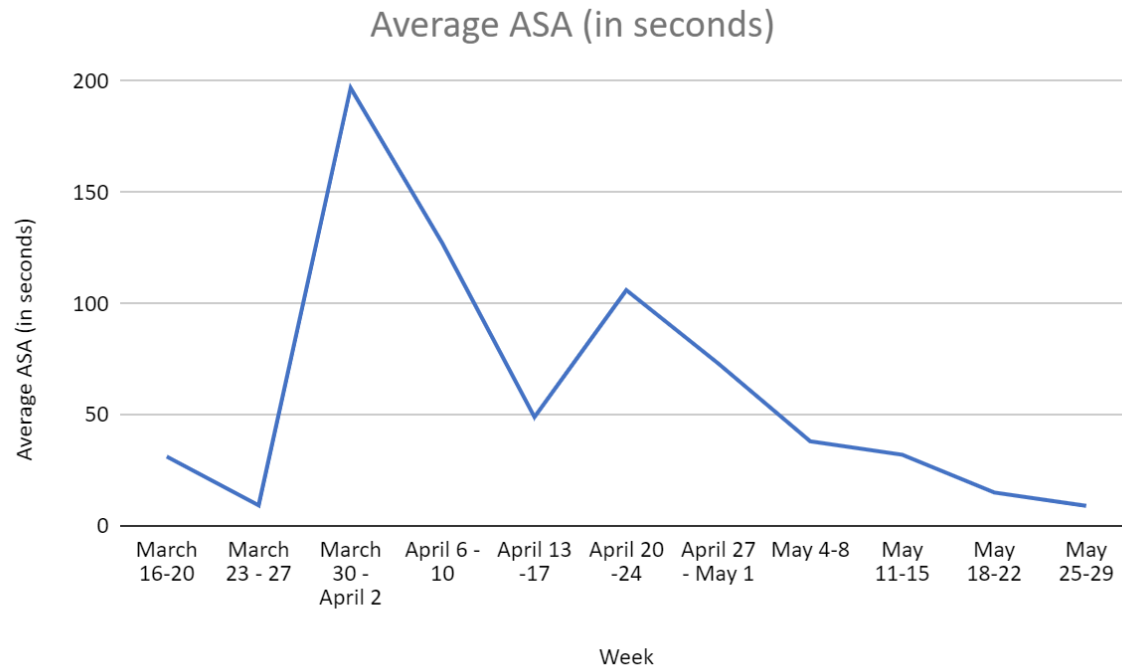
## 5/30/2020

Average ASA (in seconds)



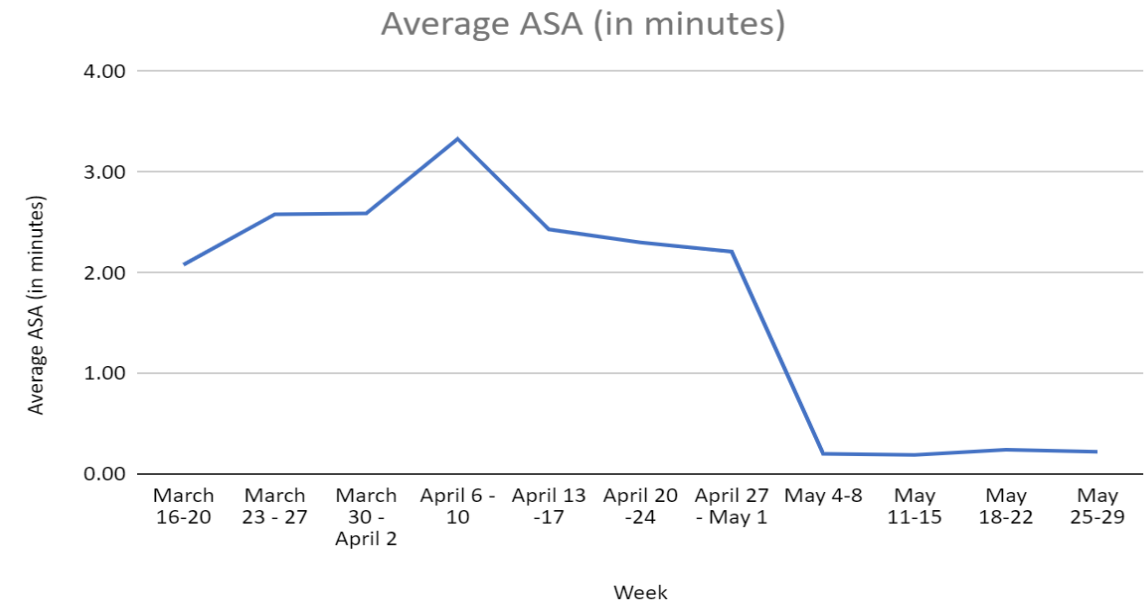
Average Abandon %



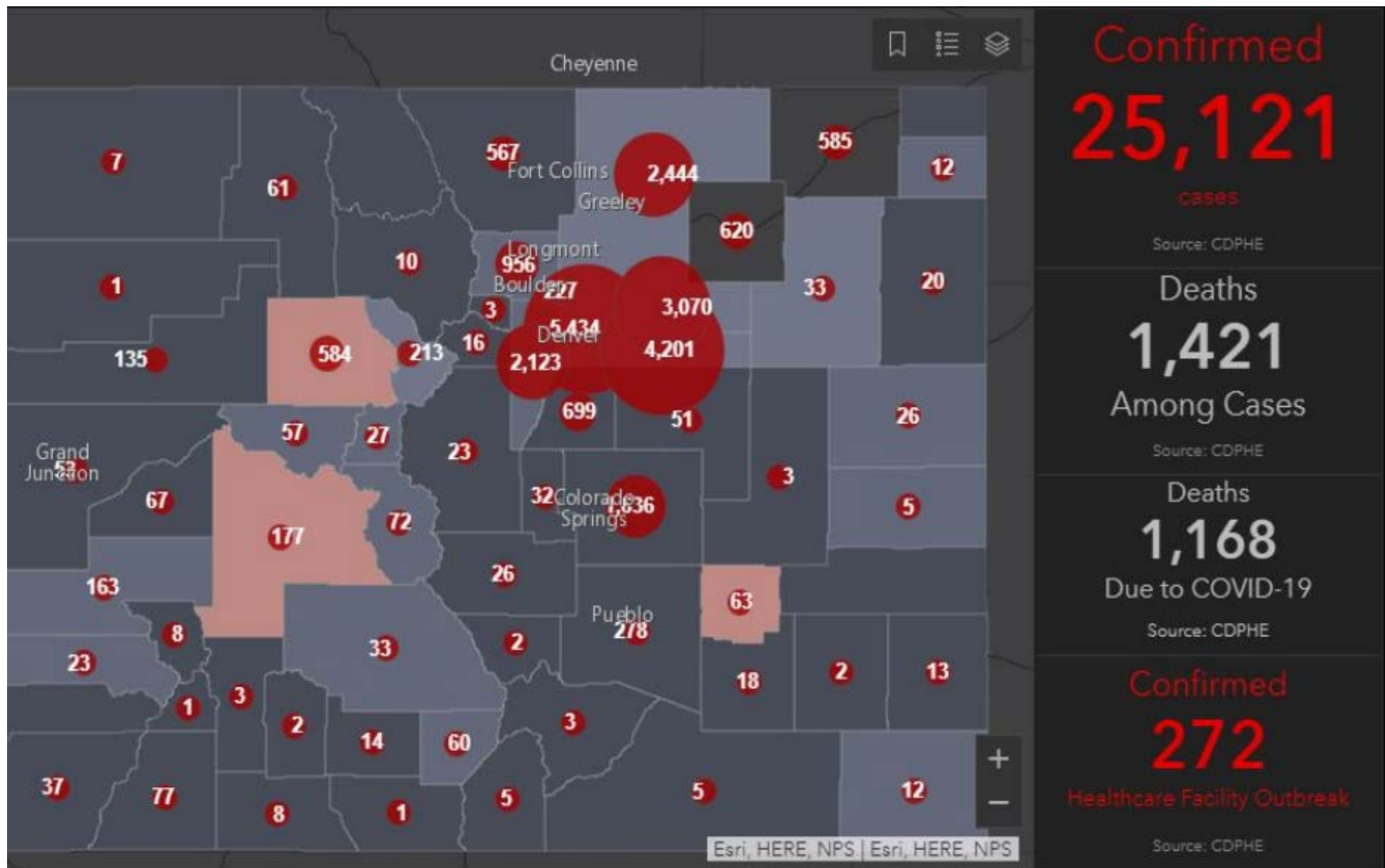


## HCPF Member Call Center Statistics - 5/30

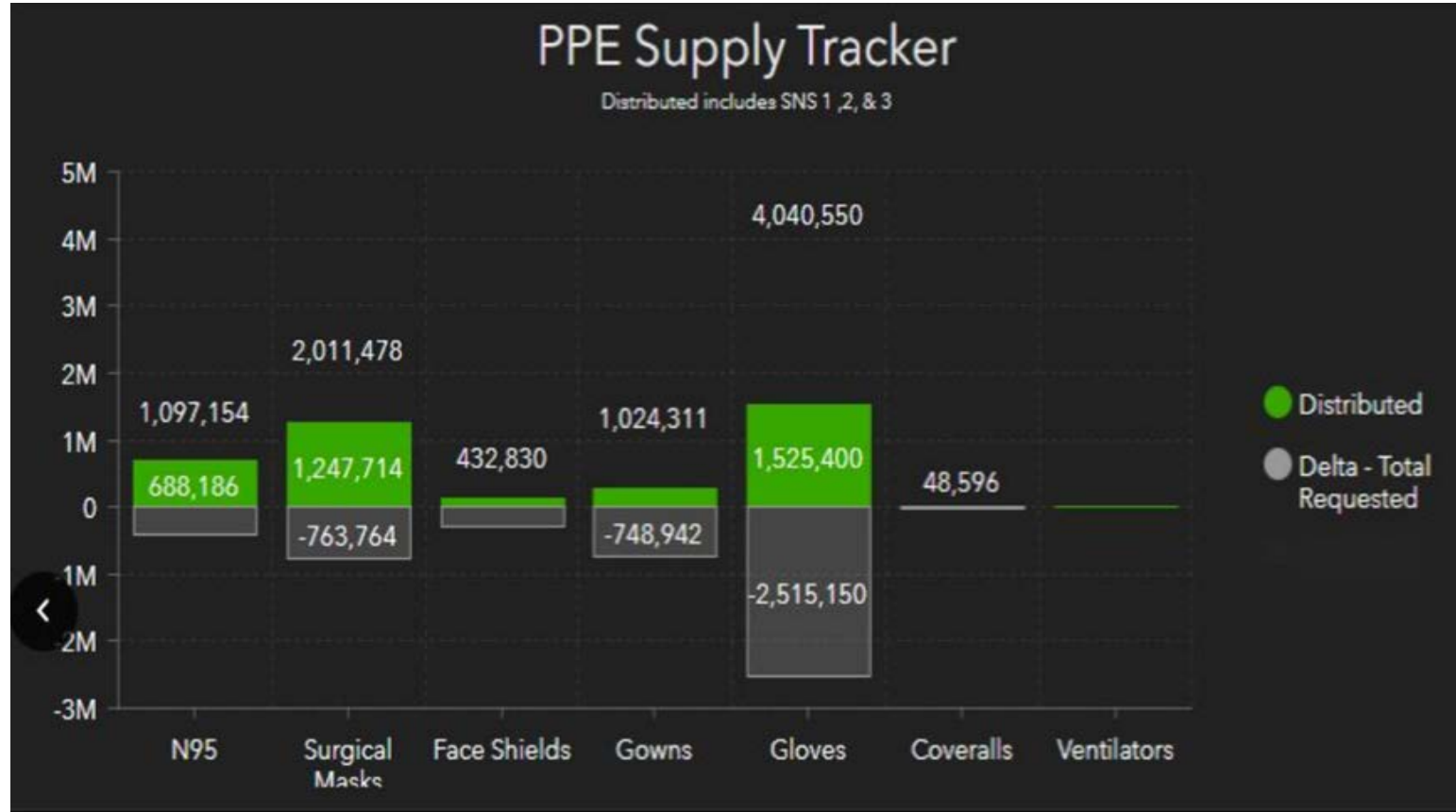
## HCPF New Medicaid Member Enrollment Line Statistics - 5/30



# 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

# 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.



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?

# 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)

# Surveillance Testing Strategy

- Prioritize Largest Facilities (regardless of type)
- All staff and residents at baseline; repeated testing for only staff + residents who leave
- Repeat testing weekly
- Majority of weekly testing is sent via mail/courier with collection done by facility staff (support staff available as needed)
- Contract with CSU to expand lab capacity
- Continue to provide Rapid Response testing as needed
- Current timeline: 8 weeks

# Surveillance Testing Administration

## Tiered Testing Administration Options

- #1 - Tests mailed to facility with written instructions; testing administered by facility staff
- #2 - Tests mailed to facility with virtual training provided testing administered by facility staff
- #3 - Tests brought on-site with in-person training and testing support provided with expectation that repeated testing is administered by facility staff
- #4 - Tests brought on-site and testing administered by state or local staff

# Testing Capacity

## Lab Capacity

**Goal:** 100,000 tests over 8 weeks

- 84% dedicated to surveillance testing (10,500/week)
  - 5% of which is reserved for residents who leave facility (~500/week)
  - ~10,000/week remaining for staff

**CSU Testing:** 45,000 tests to use over 8 weeks (5,625/week)

## Community Testing

**Goal:** Providing resources to facilities that need it, per our tiered administration options

- Pro-active surveillance testing support
- Outbreak rapid response testing (Approx. 16% or 2,000/week)

# 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

# Testing

## Priorities:

1. Surveillance Testing
  - a. Developing processes
  - b. Developing and tracking metrics
2. Compliance with Testing
3. Funding for testing



# Testing: Current Barriers

- Confusion around multiple 'players' - CSU, State Lab, Local Public Health
  - Concerns about CSU being 'research'
- Metrics for tracking - Being developed
- Developing processes
  - Process for LPHA engagement
  - Process for State Lab outreach to facilities
  - Process for facilities to reach out to the State Lab
  - Management of requests
- Funding of testing
- Requiring testing vs voluntary testing
  - Receiving push-back from facilities and residents
- National guard replacement once deployment ends
- State capacity to provide support to facilities

# Personal Protective Equipment (PPE)

## PPE Distribution

- Drafting communication to better direct residential care settings on how to access PPE

## EM Resource

- Considering requiring completion
  - Provides facility bed capacity and staffing to inform the need for the Alternative Care Sites

# Rapid Response Staffing

**Goal:** Identify ways to provide staffing support post-outbreak to facilities with critical staffing shortages

# Reopening Plan

## Recommendations from the Strike Force for Reopening to the Governor's Office

- Phased reopening by facility
- Maximum reopening options and minimum requirements that must be followed
  - Visitation (Lifeline Pass)
    - Varying visitation in each phases
    - Family and friends, ombudsman and APS, and ancillary services included

# Rates Discussion

- 7/1/2020 - "enhanced" COVID rates end
- Department understands a rate decrease of 1% is likely
  - Working with CMS to understand requirements needed to decrease rates (has not been done since 2010, many new CMS guidelines have gone into effect since then, etc.)
  - As soon as we know timeline, we will communicate
- Denver City and County Increase: Goes into effect 1/1/2021
  - Working on distinction. Understanding is it is for services provided within geographical area.
  - Department concerned about overall impact to Metro area
  - Continue to work on workforce related issues

# 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](http://www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response)

# Resources

## Training for new CMS nursing home reporting requirements

- The Centers for Medicare & Medicaid Services (CMS) released an [interim final rule](#) containing new nursing home requirements for reporting COVID-19 data, expected to begin May 8. Requirements include reporting information to the Centers for Disease Control & Prevention (CDC) through the National Healthcare Safety Network (NHSN) system and notification to residents, resident representatives, and families.
- Webinar training for the new LTCF COVID-19 Module for CDC's National Healthcare Safety Network is posted under the Training tab on their web page [www.cdc.gov/nhsn/ltc/covid19/index.html](http://www.cdc.gov/nhsn/ltc/covid19/index.html)

# Resources

## HUD Webinar on cleaning and disinfecting

- CDC and HUD hosted a webinar on cleaning and disinfecting to protect individuals residing in HUD-assisted multifamily properties. A representative from HUD's Multifamily Housing in conjunction with representatives from the CDC and Washington State Dept. of Health presented on their interim guidance on facility cleaning when a person with coronavirus infection is present or suspected. [View the Presentation](#).
- **TARGET AUDIENCE:** Managers and maintenance staff of HUD-assisted multifamily housing properties



# Resources

## Alzheimer's Association Colorado Chapter Resources for nursing homes and memory care

- The Alzheimer's Association knows that the COVID-19 pandemic is placing tremendous pressures on facilities and caregivers, and they have prepared a [guidance document](#) to assist staff in caring for persons with dementia in emergencies in long-term and community-based care settings. It also provides guidance on the importance of person-centered care - the essential starting point for optimal care.
- More support is also available at [alz.org/professionals-covid](https://alz.org/professionals-covid) or at 800-272-3900

# Resources

## New CDC LTC Frontline Staff Training Webinars

- These short webinars are all published on the [Key Strategies to Prepare for COVID-19 in Long-term Care Facilities](#) (LTCFs) web page at the bottom under a “Webinar Series” section. CDC reports that “These new webinars are intended to be a training tool/resource for frontline long-term care staff members.”
- Here are the direct links to each webinar:
  - Sparkling Surfaces - <https://youtu.be/t7OH8ORr5Ig>
  - Clean Hands - <https://youtu.be/xmYMUly7qiE>
  - Closely Monitor Residents - <https://youtu.be/1ZbT1Njv6xA>
  - Keep COVID-19 Out! - <https://youtu.be/7srwrF9MGdw>
  - PPE Lessons - <https://youtu.be/YYTATw9yav4>

# Resources

## Other Links

- [LeadingAge Colorado COVID-19 Updates & Resources](#)
- [LeadingAge](#)
- [Argentum](#)
- [Colorado Department of Public Health & Environment COVID-19 Long-term Care Facility Page](#)
- [Health Care Policy & Financing COVID-19](#)
- [Centers for Disease Control and Prevention](#)
- [Centers for Medicare and Medicaid Services](#)

# 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/](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)



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# 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)



# New Questions?

# Next Steps



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# Thank You!