

CCM System Assessment & Support Plan

UPDATE

February 22, 2022

Agenda

Soft Launch Implementation Update (Review)
Timeline Review
Training Information
Questions/Discussion

Implementation



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Implementation Update- Soft Launch

- Assessment & Support Planning Functionality Only
 - Small Group of CMs (5-6)
 - End-to-End User Acceptance Testing
 - Superusers & Change Management Leaders
 - WBT/VILT Assessment Training
 - Sandbox “Training Environment”
 - CCM (MedCompass) System Training
 - Superusers
 - Mock Assessments
 - Begin Using New Assessment & SP process



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Participant Types

- **Primary Contacts** will be the department's primary point of contact for the communication regarding soft launch activities to the agency. This can be a case management director, supervisor, etc. They will not necessarily receive the training or participate in soft launch, but receive and disseminate information to their organization about the soft launch and CCM system Go Live.
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- **Superusers** will be anyone qualified as a case manager who is going to complete member assessments and support plans once we begin that phase of the process. This could include leads, supervisors, training coordinators, as long as they intend to complete member assessments using the new system and instruments.
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- **Change Leaders** will participate in training and have access to the training environment prior to using the assessment with members, but will not actually complete member assessments & support plans. This can include administrative staff, training coordinators, supervisors, etc. who would benefit from exposure to the system and instruments in order to inform operational readiness activities.



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CCM System Functionality at Soft Launch

For Members Participating in Soft Launch

Existing BUS Functionality in CCM

- Member Demographics
- Intake & Referrals
- LOC Screen (Formally 100.2)
- Person-Centered Support Plan (Formerly Service Plan in BUS)
- ~~Notice of Action/Appeals (Formally LTC 803 Notice of Action)~~
- ~~Critical Incident Reports (CIRs)~~
- Log Notes
- Case Status
- Program Area

Existing DDDWeb Functionality in CCM

- Member Demographics
- ~~State General Fund Programs~~
- ~~Waitlist Management~~
- ~~Billing for State Fund Programs~~
- ~~Critical Incident Reports (CIRs)~~
- Case Status
- Program Area



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BUS & Bridge System Functionality at Soft Launch

For Members **Not** Participating in Soft Launch

Existing BUS Functionality

- Member Demographics
- LTC 100.2 (LOC) Assessment
- Person-Centered Support Plan (Formerly Service Plan)
- Notice of Action/Appeals (Formally LTC 803 Notice of Action)
- Critical Incident Reports (CIRs)
- Log Notes
- Intake & Referrals
- Case Status
- Program Area

Existing DDDWeb Functionality

- Member Demographics
- State General Fund Programs
- Waitlist Management
- Billing for State Fund Programs
- Critical Incident Reports (CIRs)
- Case Status
- Program Area



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Timeline Review

Timeline Review

- “Soft Launch”
 - April- End-to-End User Acceptance Testing
 - April/May- WBT/VILT Assessment Training
 - May- CCM (MedCompass) System Training
 - June- Superuser Sandbox “Training Environment”
 - June- Superuser Mock Assessments
 - July- Superuser Member Assessments
- Go Live
 - October 17, 2022



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WEB BASED TRAINING SERIES (WBT)
AND
VIRTUAL INSTRUCTOR LED TRAINING (VILT) SERIES

INTRODUCTORY

WBTs

- Welcome & Orientation
- Intake Screen Tool
- Level of Care Screen (Part 1)
- Level of Care Screen (Part 2)
- Intro to Assessment & Support Plan
- Personal Story

VILT 1

**INTRODUCTORY SERIES
CERTIFICATION EXAM**

ASSESSMENT

WBTs

- Functioning Birth to 3
- Functioning 4+
- Health
- Sensory & Communication
- Psychosocial
- Memory & Cognition
- Housing and Environment
- Employment, Volunteering, & Training
- Safety & Self Preservation
- Participant Engagement
- Referrals & Goals
- Caregiver

VILT 2

**ASSESSMENT SERIES
CERTIFICATION EXAM**

SUPPORT PLAN

WBTs

- Assessment Output & Support Plan (Part 1)
- Support Plan (Part 2)

VILT 3

VILT 4

(Process Updates, Q&A, and More Information)

**SUPPORT PLAN SERIES
CERTIFICATION EXAM**

CERTIFICATION COMPLETE!!!



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Questions?



Q & A

Do you have a more concrete idea on the amount of super users DP can expect, including change management leader(s)? We could also use more clarification on the intended role of the change management leaders vs. super users

Q & A

When will super users get access to the training & CCM system?

Q & A

How much training can super users expect, both in terms of time commitment and the content? Will the super users have additional training to complete prior to go-live as all other users complete training?

Q & A

Will there be any tracking mechanism for any work super users complete in the system?

Q & A

Will any soft launch work stay in the system when it goes live or be deleted?

Essentially, we could use a bit more clarification on what soft launch work will be pure 'mock' work versus 'real' work

For either 'real' or 'mock' work, will some of the reporting functionalities be available for us to track what we do in the system and/or start to plan for how our billing/payment processes will change?

Q & A

What will be the preferred avenue for super users to report any functionality and/or technical concerns to HCPF prior to full launch?

Q & A

Will the soft launch be geared toward CSRs, or will it include Initial Assessments as well? An intake module was mentioned - what does that look like?

Q & A

Will HCPF recruit active individuals in service to participate in the soft launch and/or will the CMAs be responsible for recruiting both active and intake individuals?

Q & A

How many total assessments/support plans will need to be completed for the soft launch for each agency, or statewide?

Contact Info

hcpf_ccm_stakeholder@state.co.us

Thank you!

Operational Readiness

Business Process Reengineering (BPR)

- Department working with designated Agency contacts who identified business processes and the Department is in the process of posting FAQs about the initiative.
- Working with agency contacts on mobile device/laptop technical readiness at each agency.
- Device survey sent in December, due January 17, 2022.



New CCM System Functionality at Go Live

New system includes additional enhanced functionality

- Single Assessment (formally Basic & Comprehensive)
- Automated assessment & support plan workflow
- Support Plan outputs
- Shared Case Security
- Time Tracking
- Auto saving
- Offline Capabilities
- Program Area
- Mobile device supported
- Reporting
- Enrollment Status
- Waiting Lists
- Letter and Forms
- Electronic Signature
- CBMS/Interchange interface
- Alerts & Tasks
- Streamline Eligibility/PeakPro



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CCM System Functionality at Go Live

New system includes existing BUS and DDDWeb functionality

Existing BUS Functionality in CCM

- Member Demographics
- LTC 100.2 (LOC) Assessment
- Person-Centered Support Plan (Formerly Service Plan)
- Notice of Action/Appeals (Formally LTC 803 Notice of Action)
- Critical Incident Reports (CIRs)
- Log Notes
- Intake & Referrals
- Case Status
- Program Area

Existing DDDWeb Functionality in CCM

- Member Demographics
- State General Fund Programs
- Waitlist Management
- Billing for State Fund Programs
- Critical Incident Reports (CIRs)
- Case Status
- Program Area



Implementation Update- Go Live

- Full CCM & Streamline Functionality
 - Small Group of CMs
 - CM End-to-End User Acceptance Testing
 - All Remaining Users
 - WBT/VILT Assessment Training
 - CCM (MedCompass) System Training
 - Mock Assessments
 - Begin Using New Assessment & SP process
 - All Users
 - Use Full Functionality of CCM
 - Discontinue Use of BUS/DDDWeb
 - Streamline Eligibility Live



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Operational Readiness

Operational Readiness

Data Migration Mapping

- List as of 1-28-22 is attached to the invite



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