

Case Management Agency Quarterly Meeting

February 2, 2023

HCPF, SEP, CCB, CMA



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Introductions

Housekeeping

Attendance

New Employees

Staffing Changes



CMQP Updates

New Positions - Case Management & Quality Performance Division:

- ❖ **Care & Case Management System Improvement Unit**
 - Heidi Shoemaker - CCM System Improvement Operations Specialist
 - Leah Wenger - CCM System Improvement Coordinator
 - Kristie Blickman - PCBA Coordinator
 - Mariah Kohlruss-Ecker - Assessment Quality Lead

- ❖ **Case Management Unit**
 - Coumba McCall - Case Management Care Coordinator Specialist
 - Stephanie Lopez - Case Management Eligibility Navigator

- ❖ **Continuous Quality Improvement Unit**
 - Karly Gillaspie - Case Management Performance Specialist

- ❖ **Training & TA Unit**
 - Joe Shultz - ARPA Training Design and Development Specialist

Case Management & Quality Performance Team Directory



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Office of Community Living Case Management & Quality Performance Division Directory

CMQP Division Director: Amanda Lofgren Amanda.Lofgren@state.co.us		
Case Management Redesign Policy Advisor Tiffani Domokos Tiffani.Domokos@state.co.us	Case Management Redesign & Community Liaison Nicolette Anderson Nicolette.Anderson@state.co.us	Case Management Redesign / DOJ Policy Advisor Julie Becker Julie.Becker@state.co.us

Quality Section Manager: Rhyann Lubitz Rhyann.Lubitz@state.co.us			
Continuous Quality Improvement Unit Supervisor: Brent Salner Brent.Salner@state.co.us		Training and Technical Assistance Unit Supervisor: Karli Altman Karli.Altman@state.co.us	
Case Management Agency (CMA) Performance and Quality Reviews	Mandy Smith Mandy.Smith@state.co.us	Case Management Training Specialist	Vacant
Performs Quality Improvement Strategy (QIS) analysis and technical assistance	Sean Bevins Sean.Bevins@state.co.us	Training Design and Development Specialist	Joseph Good Joseph.Good@state.co.us
Case Management Agency (CMA) Performance and Quality Reviews	Leslee Hernandez Leslee.Hernandez@state.co.us	Case Management Training and Quality Assurance Specialist	Lydia Beals Lydia.Beals@state.co.us
Case Management Agency (CMA) Performance and Quality Reviews	Karly Gillaspie Karly.Gillaspie@state.co.us	ARPA Training Design and Development Specialist (Term Limited)	Joseph Shultz Joseph.Shultz@state.co.us
ARPA Quality Coordinator performs analysis of HCBS waiver performance measures	Katie Young Katherine.Young@state.co.us		
Case Management Agency (CMA) Performance and Quality Reviews	Vacant		



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Case Management & Quality Performance Team Directory

Entry Point and Case Management Section Manager: Michelle Topkoff Michelle.Topkoff@state.co.us			
Supports Intensity Scale (SIS) & Support Level Review (SLR) management, Invoice/Receiving Report management, Multiple Inbox support, Case Management Unit support		Program Assistant NaDean Smith NaDean.Smith@state.co.us	
Case Management Unit Supervisor: Kidron Backes Kidron.Backes@state.co.us		Care & Case Management System Improvement Unit Supervisor: Lori Thompson Lori.Thompson@state.co.us	
Long-Term Care Access support & Enrollment support for members and agencies, technical support to navigate Long-Term Care Waivers	Case Management Eligibility Navigator Stephanie Lopez Stephanee.Lopez@state.co.us	Leads ARPA projects related to the new Colorado Single Assessment & Support Plan in the new CCM system	CCM System Improvement Operations Specialist Heidi Shoemaker Heidi.Shoemaker@state.co.us
Reviews Critical Incident Reports (CIR) and Policy, creates CIR training for case managers	Critical Incident Policy Specialist Michael Pasillas Michael.Pasillas@state.co.us	Oversees the design, development & implementation of a new Person-Centered Budget Algorithm (PCBA) and is liaison for stakeholder engagement	PCBA Coordinator Kristie Blickman Kristie.Blickman@state.co.us
Reviews Critical Incident Reports (CIR) and leading Human Rights Committee Redesign	Critical Incident Policy Specialist Trisha Creech Trisha.Creech@state.co.us	Coordinates the management/maintenance of the new Care & Case Management system & future enhancements	CCM System Improvement Coordinator Leah Wenger Leah.Wegner@state.co.us
Home Modifications, Human Rights Committee (HRC), and Division of Vocational Rehabilitation (DVR) Case Management support	Case Management Generalist Vacant	Conducts IRQRs ensuring consistency, quality & reliability amongst SIS Interviewers. Policy & Rule development for SIS/Support Level and transition to new CSA/PCBA	Assessment Quality Lead Mariah Kohlruss-Ecker Mariah.Kohlruss-Ecker@state.co.us
Regional Accountable Entity (RAE) Liaison, IHSS/CDASS Telligen review Case Management support	Case Management Care Coordination Specialist Coumba McCall Coumba.McCall@state.co.us		
Manages HCBS-DD Waiting list and Emergency Enrollments including inbox management	IDD Waiting List and Enrollment Coordinator Mary Stuckwisch Mary.Stuckwisch@state.co.us		



CMA Leadership Changes



- New Staff
- Reorganization
- Promotions
- Retirements

Please send updates to: hcpf_hcbs_casemanagement@state.co.us

Colorado Disability Benefits 101

Melanie Honsbruch
Colorado Office of Employment First



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Contact Information

Melanie Honsbruch, CPWIC
Benefits Counseling Curriculum Developer/Trainer
Colorado Office of Employment First
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co.db101.org

hcpf.colorado.gov/supported-employment-program



Compliance and Innovation Division



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OCL Organizational Changes

New - Compliance and Innovation Division

- Division Director - Jill Schnathorst
- Created in August 2022 in response to the [March 2022 Department of Justice \(DOJ\) report](#) that concluded that Colorado is in violation of the Americans with Disabilities Act (ADA) and Olmstead Act for unnecessarily segregating people with physical disabilities into nursing facilities.
- This division will work to develop a remediation plan to address those findings.
- Access Unit, which includes PASRR and Transition Services, moved to this Division to better align with the mission.
- [Related stakeholder engagement meetings](#)



Contact Information

Jill Schnathorst
Compliance & Innovation Division Director
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Supported Living Services (SLS) Waiver Exception Process



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SLS Exception Process

- The SLS exception process gives access to services beyond the established limits in the Service Plan Authorization Limit (SPAL) funding to eligible SLS waiver members to support them in the community of their choice.
- The Exceptions Review Process is available to all members on the SLS waiver. The member must meet certain eligibility criteria that demonstrate the member's risk of seeking an emergency DD waiver enrollment. The Code of Colorado Regulations at [10 CCR 2505 - 10 8.500.102 G.](#)
- This process does not change the member's support level or the rates for services associated with that support level.

Updates

- The Department, along with Telligen, has spent the last few months reviewing requests that have been either denied or RFI
- The SLS Exception review form has been updated based on most common reasons for denials or RFI in an effort to cut down on those errors
- The updated form (version dated January 2023) should be used by all Case Managers effective February 1, 2023
- The updated form can be found on the [Long-Term Services and Supports Training](#) page under Supported Living Services (SLS) Waiver Exception Review Process Training

Reminders

- The SLS waiver exception review cannot be retro dated. Telligen can only approve the waiver extension in the same month of submission or a future date.
- The Telligen Approval Letter must be uploaded in Bridge by the Case Manager

Contact Information

Emily Walsh
HCBS Benefit Specialist
emily.walsh1@state.co.us

[Long-Term Services and Supports Training](#)



Housing Voucher Program



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What is the Housing Voucher Program?

- The Department of Local Affairs, Division of Housing (DOLA/DOH) has housing vouchers available to certain Medicaid members to enable them to live in the least restrictive setting appropriate for their needs.
- The program provides subsidies for rents paid by low-income households based upon their income
- A housing subsidy is paid to the landlord directly by DOLA/DOH on behalf of the member
- This program is available now, statewide, and once the member leases a unit with their voucher, it has no expiration date



How to Apply?

- If a member is currently utilizing the Transition Services benefit, the Coordinator should work with the member to apply for a housing voucher
- The SLS exceptions form will be updated and include a process for requesting a DOLA housing resource. Until that form is distributed please send requests to hcpf_emergencyenrollment@state.co.us
- * In the request sent to the emergency enrollment inbox please include
 - Member name
 - Member SSN
 - CM name
 - CM phone number
 - CM email
 - ROI for DOLA signed by member/Guardian



Contact Information

Emily Walsh
HCBS Benefit Specialist
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[Housing Choice Voucher Program](#)



Home Modification Office Hours



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Changes to Home Modification Training

- The Department is in the process of revamping the Home Modification Training
- HCPF and Department of Local Affairs will hold the first Home Modification Office Hours on March 29, 2023 from 2 to 3 p.m.
- The Department will be sending out more information along with a form for CMA's to submit questions and topics that they would like covered in these new office hour sessions in the coming weeks

Contact Information

Emily Walsh
HCBS Benefit Specialist
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[Home Modification Webpage](#)



Proposed New Wellness Education Benefit (WEB) Overview



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Upcoming Changes

- Community First Choice (CFC) impact on home and community-based services (HCBS)
 - Moving select HCBS waiver services into the State Plan
- Case Management service being removed from CHCBS and becoming administrative task
 - Risk of HCBS waiver members not receiving a service every month and losing waiver eligibility
- Proposed Solution: Wellness Education Benefit (WEB)



What is the WEB?

- New monthly waiver service being proposed
- Department has requested funding through a budget amendment
- Articles physically mailed to HCBS waiver members
 - Practical health and wellness information
 - Department information

Why is WEB Being Proposed?

- WEB is service that would ensure
 - Members receive a waiver service every month
 - Helps members maintain waiver eligibility
 - Improves member knowledge and awareness of health and wellness practices
 - Increase Department's ability to effectively communicate information to members on community living and transitioning

Proposed WEB Implementation Timeline

- Fall 2023: Training for CHCBS case managers
- Spring 2024: Available for Children's HCBS (CHCBS) waiver members only
 - Case Management being removed from CHCBS
 - Help members maintain waiver eligibility
- Fall 2024: Additional case manager training
- Spring 2025: Available to all HCBS waivers

Key Member Benefits

- Maintain waiver eligibility
- Improve member's health literacy
- Improve ability to navigate Medicaid resources
- Additional indirect benefits based on types of articles received, such as combating isolation by developing support networks

Review & Key Takeaways

- New waiver benefit being proposed
 - Pending budget, regulatory, and CMS approval
- Keep eye out for updates on training and implementation of WEB
- Critical service for maintaining waiver eligibility with case management redesign and CFC implementation

Contact Information

Jordan Larson
CFC Policy Advisor

Madeline Quartaro
CFC Policy Advisor

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[Community First Choice Website](#)



COVID-19 Public Health Emergency Check In



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General COVID Check In/ Preparing for end of PHE

Financial Eligibility Renewals will be resuming on March 1, 2023. This will start with members who have a May 2023 renewal date.

Members will have their Financial Eligibility Renewals occur over a 14 month PHE unwind period.

We are working through the case management agency actions required when a member is financially disenrolled. More information will be shared through the Memo Series.



General COVID Check In/ Preparing for end of PHE

Continue to:

- Keep agency End of PHE tracking for notice of action (LTC 803) needed on your case management agency SharePoint site up to date with members who will need a notice of action.
- Continue to follow all existing COVID guidance provided
 - Existing guidance is being reviewed by Dept. for changes/end of PHE planning.

Family Caregiver in CES

- At the end of the PHE, Community Connector and Homemaker Services will no longer be able to be provided by a legally responsible person, in this case the parent, within the home.
- Federal regulations stipulate that payments for personal care or similar services delivered by legally responsible individuals (as defined in state law but typically the parent of a minor child or a spouse) are not eligible for federal financial participation.
- Parents and Program Approved Service Agencies (PASA) will have six (6) months to discontinue the delivery of this service by parents.
- The Department encourages parents and members to work directly with their case managers to arrange for alternative service providers.



Contact Information

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Case Management Quality Performance
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Learning Collaboration through Health Management Associates (HMA) and ARPA



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ARPA 5.01: CMA Capacity Building

- Goals of the project
 - Provide change management resources to CMAs
 - Support CMA communication planning
 - Support CMA transition planning and execution
 - Support CM staff retention through CMRD
 - Reduce member impact of CMRD

Upcoming Opportunities

- Growth Mindset - February 8, 2023
 - This interactive will explore differences between a growth and fixed mindset and the impact on our work and personal lives. We will discuss how to develop a growth mindset to learn and enhance skills, interests, intelligence and talents.
- Elevating Supervision to Promote Quality and Joy in Work- March 7, 2023
 - The presentation will identify and discuss opportunities for supervisors and supervisees to enjoy collaborative relationships while managing boundaries and upholding quality service delivery. We will explore ways to develop meaningful connections with colleagues and create a system that supports staff to deliver quality while experiencing joy at work.

Learning Collaborative Interest Survey Results

- Managers, supervisors, and case managers were identified as employees who would be most interested in attending upcoming learning collaboratives.
- Most preferred the learning collaboratives be 50 or 60-minutes long, as opposed to 90-minutes.



Upcoming Learning Collaboratives

Top 4 Learning Collaboratives respondents were interested in

**Addressing Staff Continuity
and Infrastructure**

Case Manager Series

**Change Management
Planning Strategies**

**Communication Planning and
Strategies: Internal and
External Audiences**



Respondent Generated Topics

- Financial Best Practices in CMAs
- Battling Ableism in Long Term Care
- Managing Stress in the Workplace
- Anticipating the next wave of change or reform on a federal level.
- How to divest organization of case management responsibilities and working with incoming agencies
- Training on how to be better case managers and working with the waivers, all the systems we use, the agencies we share clients with, etc. More resources available to our rural clients.

Discussion: Ideas for Future Learning Collaboratives



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Contact Information

Tiffani Domokos
Case Management Redesign Policy Advisor
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CMA Quarterly Meeting Survey

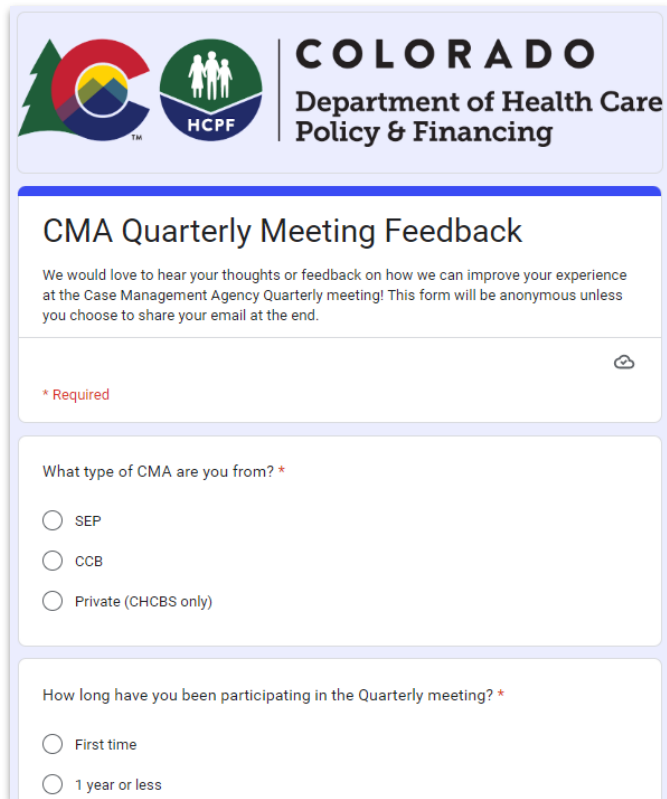
We want to hear from you!

How are we doing?
Is this meeting effective for you?

What is working well?
What ideas do you have?

Click the link in the chat
to take the survey now

[CMA Quarterly Meeting Survey](#)



The screenshot shows a survey form titled "CMA Quarterly Meeting Feedback" from the Colorado Department of Health Care Policy & Financing (HCPF). The form includes a header with the state and department logos, a title, an introductory paragraph, a "Required" indicator, and two questions with radio button options.

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CMA Quarterly Meeting Feedback

We would love to hear your thoughts or feedback on how we can improve your experience at the Case Management Agency Quarterly meeting! This form will be anonymous unless you choose to share your email at the end.

* Required

What type of CMA are you from? *

- SEP
- CCB
- Private (CHCBS only)

How long have you been participating in the Quarterly meeting? *

- First time
- 1 year or less

HCBS Settings Final Rule Reminders



Reminders

1. Individual transitions from noncompliant settings must be complete by 3/17/23
2. If a provider says their setting is compliant or received additional time: trust but verify
 - hcpf_stp.publiccomment@state.co.us
3. Report on the status of transitions in the tracker tab of your member workbook(s) in SharePoint
 - If your report is that a transition is not on track or you need help, please also email us to be sure we are aware of the situation as soon as possible
 - hcpf_stp.publiccomment@state.co.us

Contact Information

Leah Pogoriler
Strategic Policy Advisor
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[HCBS Settings Final Rule website](#)



National Core Indicators (NCI) Survey



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NCI-AD Survey

- The National Core Indicators—Aging and Disabilities (NCI-AD) survey was launched in November 2022, and will run through April 30, 2023.
- Up to 5,000 randomly selected members receiving services through BI, CIH, EBD, and CMHS waivers will be contacted and requested to participate in a survey. Participation is completely voluntary and will not affect member services or benefits in any way.
- The goal is to complete 1,275 NCI-AD surveys by May 1, 2023.

NCI-AD Survey

- The Department has contracted with Vital Research to conduct NCI surveys with members and handle the management and coordination of the project.
- Vital Research will be reaching out to Case Management Agencies 3 times during the survey cycle to obtain Background Information (BI) from case managers. Vital is currently in the 1st phase of collecting BI data, and may have already reached out to your case management agency asking for case managers to complete their surveys. If you have not received a request, please contact me to update who Vital should be reaching out to within your agency.

Reminders from Vital:

- Open excel spreadsheet from the Box into Excel Desktop App to see full list, or scroll to the right
- Issue with old data, make sure to log out and re-enter the Box.
- If need help troubleshooting, contact Melineh at MSoukiasian@vitalresearch.com

Children's Waiver Satisfaction Survey

- Colorado discontinued their involvement in the NCI-CFS after the close of the 2021-2022 survey cycle. The NCI-CFS targeted families with a child enrolled on the Children's Extensive Support Waiver (CES).
- In order to deepen our understanding of participants and their family's satisfaction with services, Health Care Policy and Financing Department (HCPF) is partnering with Vital Research to develop a Children's Waiver Satisfaction Survey which will target all four of the children's waiver programs, including the Children's Extensive Support Waiver (CES), Children's Habilitation Residential Program Waiver (CHRP), Children with Life Limiting Illness Waiver (CLLI), and the Children's Home and Community-Based Services Waiver (CHCBS).
- On track to launch in May 2023



Contact Information

Sarah Hoerle

Waiver Administration and Compliance Unit Supervisor

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Rachel Newton

Quality Policy Specialist

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hcpf.colorado.gov/nci-survey



Home Delivered Meals (HDM) Service Expansion



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HDM Expansion Overview

- OCL Program Enhancement approved through R-09 of the Long Bill
- Effective April 1, 2023
- Provides home delivered meals to eligible adult waiver members for 30 days post-hospital discharge
- Anticipates the reduction of hospital readmissions, and improvement in the overall health and welfare of members

Who May Access the Benefit?

Members who:

- Are enrolled on a HCBS Adult Waiver
- Have Transitions Services on their PAR
 - Those discharging from a hospital can access service immediately and the PAR can be made retroactively
- Are not in a provider-owned or controlled setting

Eligibility Criteria

Existing Benefit

- Transition from an institutional setting; or
- Qualifying change in life circumstance
- Demonstrated need to develop or sustain independence to live or remain in the community; and
- Need to establish community supports or resources where they may not otherwise exist

Expansion Benefit

- Admission to the hospital or emergency room for at least one 24-hour period
- Screened by a physician, registered dietician or nutrition professional or clinical social worker to receive meals through the program
- Has limited or no outside assistance, services, or resources through which they can access meals

Service

Existing Benefit

- Provides nutritional counseling and meal planning, preparation, and delivery to support a member
- Up to two (2) meals a day for a maximum of 365 days following the first day of service

Expansion Benefit

- Provides nutritional counseling and meal planning, preparation, and delivery to support a member
- Up to two (2) meals a day for a maximum of 30 days post-hospital discharge
- Can be accessed up to 2x during a member's certification period

Contact Information

Sarah Hoerle

Waiver Administration and Compliance Unit Supervisor

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Janelle Poullier

HCBS Benefits Specialist

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COGNOS Reports - Support Level



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COGNOS Support/Risk Level Report

As an example, a new report was requested by an agency has been launched that includes the following information:

- CMA
- Provider on PAR
- Waiver
- Medicaid ID
- Member First Name
- Member Last Name
- PAR Number
- Public Safety Risk
- Risk to Self
- Risk Reviewed Date
- Risk Update Date
- PAR Start
- PAR End
- Calculated Support Level
- Override Support Level
- Override Effective Date
- Override End Date



Contact Information

Tammie Taylor
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Care and Case Management (CCM) System Updates



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CCM System Updates

- CCM Applications
 - Sent out to individuals on January 25, 2023
 - Must be received by February 15, 2023
 - Applications received after February 15, 2023 will be provisioned after go-live
- Member Data Migration
 - Duplicates
 - DOB - Very Important!
 - March 3, 2023

FAQs

Q. Does everything need to be finalized before migration?

Q. When will we need to have everything finalized?

Q. What is the last date to enter information into the BUS and DDDWeb?

*The Department has created an iterative FAQ document which will be posted on the website

* CMAs received the invitation to a CMA Go Live Final Preparation meeting on **February 14, 2023 12 to 2:30 p.m.**; many of these FAQs will be discussed during this meeting

Contact Information

Rhonda Johnson
CCM External Operations Specialist
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[CCM System Page](#)



Systems Training Check In



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System Training

- Since January 9, 2023 we have held 34 Virtual Instructor Led Training (VILT) sessions
- All case managers should have completed VILT 1
- Ensure staff is registering for training in LMS and/or Google link if administrative staff
- Log into the system ahead of scheduled VILT

Upcoming

- Systems VILT 2 Assessments & Member Program
 - February 6 to 17, 2023
 - 28 opportunities
- Systems VILT 3 Service Plan
 - February 21 to March 6, 2023
 - 24 opportunities
- By Go Live - All CMs trained on the new CCM

ARPA 5.05

- Create a comprehensive Case Management Curriculum
- Timeline - Full project completed by December 2024
- CSA Assessment & Support Plan e-learning modules are part of the larger curriculum and will begin to be available through the LMS starting in May for Phase 2 of CCM training

Additional E-Learning

- Continue to be under development
- Engagement from agencies to review materials as they are developed
- Released into the LMS all at once
- Includes certification exams
- Communication of official start date for CMs to beginning taking all training in LMS rather than the LTSS Training web recordings
 - Likely late in 2024 based on ARPA timeline and current development schedule
- Topics include all topics currently listed in CMA contracts . . .and more!

Contact Information

Karli Altman

Training and Technical Assistance Unit Supervisor

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American Rescue Plan Act (ARPA)

6.10 Member Data Sharing



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ARPA Project Overview

- The Member Data Sharing 6.10 project is funded by the American Rescue Plan Act (ARPA)
- This project will provide Long-Term Services and Supports (LTSS) members with access to information in their member record through smartphones, tablets, or other mobile technologies
- Members will use a mobile application to access specific information originating from the Care and Case Management (CCM) system

Case Manager Input

- The Department will be sending out surveys for Members and Case Managers to gather feedback on Member Data Sharing
- Surveys will be sent out by the Department within the next few weeks
- Survey questions focus on content, features, barriers, privacy, and overall value
- Case Management feedback is crucial for the success of this project

Contact Information

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Lauren Krzyminski
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[ARPA Website](#)



CDASS Changes to Attendant Background Check Process



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Changes to the CDASS Background Check

- Barrier Crimes list has been revised
- Changes to the ASMP
 - Addition of a safety plan in the Emergency Backup Planning section
 - Supplemental safety plan for members requesting exception to hire attendant with high risk crimes identified on their background check report
- ASMP must be reviewed with member quarterly; please review the safety plan at this time
- Operational Memo coming soon
- Employer background check resources will be available through CDCO in March 2023

Contact Information

Participant Directed Programs Unit

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[Participant Directed Programs Page](#)



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Open Discussion



CMA Quarterly Meeting Survey

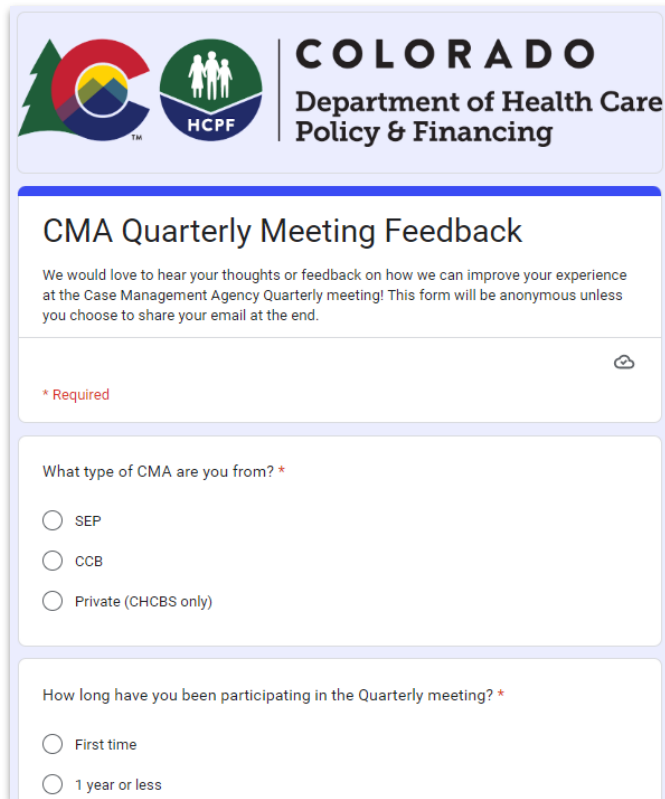
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CMA Quarterly Meeting Feedback

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- Private (CHCBS only)

How long have you been participating in the Quarterly meeting? *

- First time
- 1 year or less

Next Meeting

May 4, 2023

hcpf.colorado.gov/case-management-agency-resources

hcpf.colorado.gov/long-term-services-and-supports-programs



Thank you!

