

Case Management Agency Quarterly Meeting

May 5, 2022

HCPF, SEP, CCB, CMA



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Introductions

- ❑ Housekeeping
- ❑ Attendance
- ❑ New Employees
- ❑ Staffing Changes

CMQP Updates

New Positions:

- **Leslee Hernandez**
 - ◆ Case Management Performance Specialist
- **Sean Bevins**
 - ◆ Quality Improvement Strategist
- **Joseph Good**
 - ◆ Case Management Training Specialist
- **Lisa Smith**
 - ◆ MFP Grant Specialist
- **Heidi Shoemaker**
 - ◆ CCM Operations Specialist
- **Nicolette Cordova (Anderson)**
 - ◆ Case Management Community Liaison



CMQP Updates

New Position:

- Lori Thompson
 - ◆ CCM System Improvement Unit Supervisor

Departures:

- Brian Ralph
 - ◆ Temporary Case Management Aide

Case Management Quality Performance Team 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 Cordova Nicolette.Cordova@state.co.us	
Quality Section Manager Rhyann Lubitz Rhyann.Lubitz@state.co.us			
CQI Supervisor Vacant		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	Develops and facilitates Case Management Agencies Trainings and provides technical assistance	Leila Norden Leila.Norden@state.co.us
Performs Quality Improvement Strategy (QIS) analysis and technical assistance	Sean Bevins Sean.Bevins@state.co.us		
Case Management Agency (CMA) Performance and Quality Reviews	Leslee Hernandez leslee.hernandez@state.co.us	ARPA Case Management Training Specialist	Joseph Good Joseph.Good@state.co.us
Case Management Agency (CMA) Performance and Quality Reviews	Brent Salner Brent.Salner@state.co.us		



Case Management Quality Performance Team Directory

Entry Point and Case Management Section Manager Michelle Topkoff Michelle.Topkoff@state.co.us					
Entry Point and Case Management Section Program Assistant Case Management Agency Transitions, Supports Intensity Scale (SIS) & Support Level Review (SLR) management			NaDean Smith NaDean.Smith@state.co.us		
Case Management Unit Supervisor Victor Robertson Victor.Robertson@state.co.us		Access Unit Supervisor Matt Bohanan Matthew.Bohanan@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.	Mary Stuckwisch Mary.Stuckwisch@state.co.us	Housing Navigation Services, Administrate Targeted Case Management (TCM) and Transition Coordination Services (TC)	Nora Brahe Nora.Brahe@state.co.us	Leads ARPA projects related to the new Colorado Single Assessment & Support Plan in the new CCM system	Heidi Shoemaker- Heidi.Shoemaker@state.co.us
Reviews Critical Incident Reports (CIR) and Policy, creates CIR training for case managers	Michael Pasillas Michael.Pasillas@state.co.us	Manages MFP Capacity Building grant projects. Community Liaison for Options Counseling	Lisa Smith Lisa.B.Smith@state.co.us	Oversees the design, development & implementation of a new Person-Centered Budget Algorithm (PCBA) and is liaison for stakeholder engagement	PCBA Coordinator Vacant
Regional Accountable Entity (RAE) Liaison, IHSS/CDASS Telligent review Case Management support	Kidron Backes Kidron.Backes@state.co.us	Manages HCBS-DD Waiting list and Emergency Enrollments including inbox management	IDD Waiting List and Enrollment Coordinator Vacant	Coordinates the management/maintenance of the new Care & Case Management system & future enhancements	CCM system Coordinator Vacant
Home Modifications, Human Rights Committee (HRC), and Division of Vocational Rehabilitation (DVR) Case Management support	Lydia Beals Lydia.Beals@state.co.us	Manages all Pre-Admission Screening & Resident Review (PASRR) policies and training	Obi Agomoh Obi.Agomoh@state.co.us		
Reviews Critical Incident Reports (CIR) and leading Human Rights Committee Redesign	Trisha Creech Trisha.Creech@state.co.us	Provides oversight and support to CM and LTSS eligibility processes.	Access Eligibility Specialist Vacant		



Case Management Quality Performance Team Directory

Email Inboxes	
Support Level Review (SLR) and SIS Reassessment Request Form Submission	sis_sl@state.co.us
Case Management Agency Questions or Concerns	hcpf_hcbs_casemanagement@state.co.us
Transition Coordination, Options Counseling, and Money Follows the Person Questions	hcpf_accessunit@state.co.us
Critical Incident Reports, Human Rights Committee, and Investigation Questions or Concerns	hcpf_cirs@state.co.us
Escalations regarding Case Management or Member Concerns	hcpf_hcbs_cmescalationinbox@state.co.us
Home and Community Based Services General Questions	hcpf_hcbs_questions@state.co.us
Pre-Admission Screening and Resident Review Questions or Concerns	hcpf_PASRR@state.co.us
HCBS-DD Emergency Enrollment Requests	hcpf_emergencyenrollment@state.co.us
CCM Stakeholder Questions	hcpf_ccm_stakeholder@state.co.us

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



CMA Leadership Changes



- New Staff
- Reorganization
- Promotions
- Retirements

Access & Intake Unit Updates

- What does this unit support?
- Who is on the team?
- Current priorities
- Staffing and hiring

Public Health Emergency (PHE) Check-In



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General COVID Check In/ Preparing for end of PHE

- Continue to follow all existing COVID guidance provided
 - Existing guidance is being reviewed by Dept. for changes/end of PHE planning
- The Department is accepting stakeholder feedback on experiences with virtual case management
 - [Survey to provide feedback](#) is available through May 15, 2022
 - Completed:
 - Case Management Community of Practice Meetings
 - Listening Sessions
- End of PHE tracking for notice of action (LTC 803)
 - Many members are still listed on the tracking sheet with incomplete signed forms, are missing member information, incomplete fields. Please address this.

Contact Information

Rhyann Lubitz

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Documenting Member Assessments



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Documentation


- When documenting an Initial or a Continued Stay Review (CSR) assessment in a log note, please select “Summary Report-Initial” or “Summary Report-CSR” from the log note drop down options.
- Do not select any of the other available options.
 - Example - “Monitoring Contact” or “CDASS Reassessment”
- Selecting the incorrect option can trigger a payment for the assessment and a in-person monitoring contact which is not allowable.

Documentation Continued

In-Person Monitoring Contacts (SEP)

- To trigger a payment for completing In-Person Monitoring contacts, please ensure your agency is following the SEP technical guide.
 - “Did the contact take place Face to Face?” Must be checked “yes”
 - Type of contact must be one of the seven identified (see next slide)

Reminder - Checking Face to Face triggers a payment

Main Menu		Log Notes - New	
Advisement Letter	Date of Contact	04/15/2020	
Assessment - 100.2	Time of Contact	11:16:30 AM	
Client Information	Person Contacted		
Transition Assessment & Planning	Billable Log Note Units	0 Units	
	Non-Billable Log Note Units	0 Units	
	Type of Contact	<ul style="list-style-type: none"> FAX Financial Eligibility Home Visit Hospitalization ICM IMT Communication Intra-Office Communication Monitoring Contact-Scheduled Monitoring Contact-Unscheduled Nursing Facility Placement PAR Denial Program notes Psychiatric Review Quarterly Referral - Worker Assigned Rights Modification Service Plan Development Summary Report - 6 Month Review Summary Report - CDAS Reassessment Summary Report - Closure Summary Report - CSR Summary Report - Initial Summary Report - Monthly Contact Summary Report - Quarterly Contact Summary Report - Transfer Supervisory PAR Review Telephone Transition Coordination Travel Veterans Representative 	
Risk Mitigation Plan	Current Program		
Assessment - HCA	Is this log note a Targeted Case Management Note?		
Case Management	Did this contact take place Face to Face?		
Case Status	Confidential?		
Critical Incident Reports	Does this log note refer to a New Critical Incident?		
IADL	Does this log note refer to an Existing Critical Incident?		
Log Notes	If New/Existing Critical Incident is YES, Enter CIRS Number:		
- Add	 A log note should only be marked confidential if it could not be viewed by any other agency.		
- Edit	Narrative:		
- Delete			
- Print One			
- View/Print Range			
- Log Note Search			
LTC 803			
Program Area			
Referral			
Service Plan			
Service Plan DD Section			
Administration			
Logout			

Contact Information

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Escalation Data



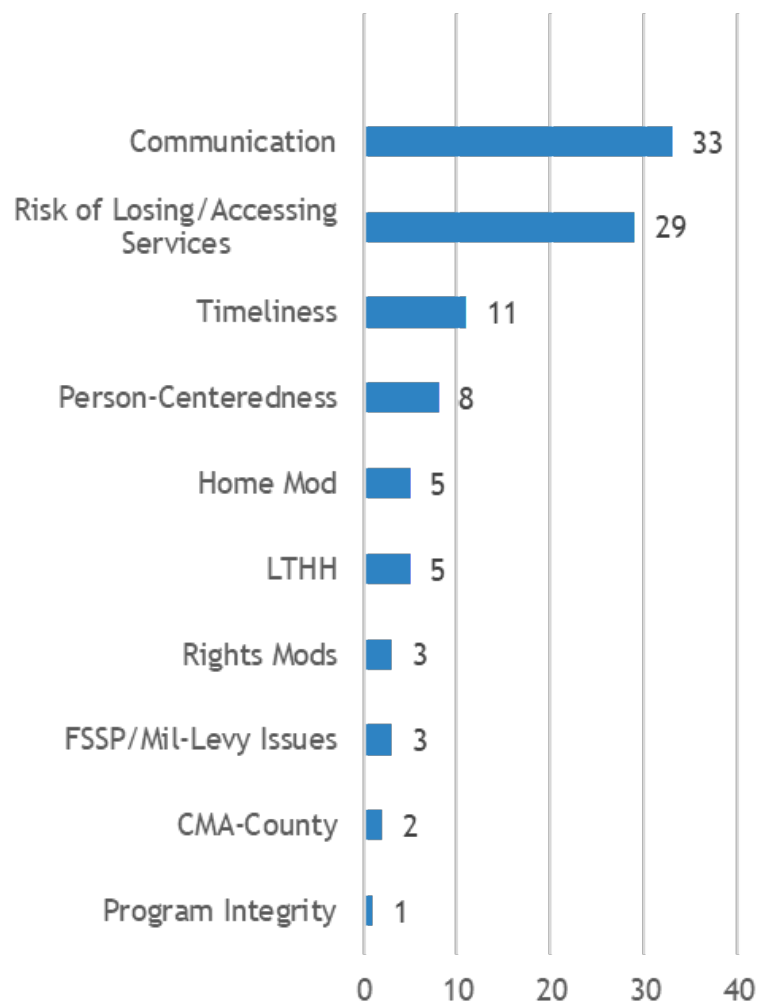
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Escalation Background

- The Department has a [Case Management Agency Complaint form](#) available on the website for the public to be able to submit complaints.
- The Department analyzed the data collected from July 2020 - December 2021 for 228 Escalations.
- Top Escalation Types:
 - Case Management Services (72)
 - PAR/Payment for Service Issues (35)
 - Access to and Enrollment into services (21)

Case Management Services



Main communication issue noted is that members are unable to reach their Case Manager or CMA when needed. Members also report not getting responses when they contact a CM or CMA.

- *CMA's can consider implementing internal processes to address these concerns.*

Many members report concerns getting support from the CM or CMA in a timely manner for continued eligibility or locating a new provider.

- *Members are concerned about ensuring their eligibility and access to providers and services.*

Many escalations speak to the need for the CM or CMA to adhere to the members requests or needs when planning services or scheduling meetings.

- *Please ensure Case Managers are implementing a person-centered approach when addressing member needs.*

Escalation Process

- The Department has updated their [CMA Complaint Form](#) and process to help capture additional data from submitters.
- The Department is also asking if the submitter followed the Case Management Agency Grievance and Complaint policies to ensure that CMAs are able to attempt to resolve issues initially.
- Please ensure that if your agency is contacted by the Department to resolve an escalated complaint that, if appropriate, your agency is also noting this on your agency complaint log for resolution.

Contact Information

Lydia Beals

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State General Fund Program Eligibility



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Changes to Legal Presence Requirements

Effective July 1, 2022, [SB 21-199](#) repeals current laws that require a person to demonstrate the person's lawful presence in the United States to be eligible for certain public benefits and states that lawful presence is not a requirement of eligibility for state or local public benefits.

Changes to Legal Presence Requirements

Effective July 1, 2022 documentation of legal presence in the United States will no longer be an eligibility requirement for FSSP or State SLS.

- The Department is currently in the process of updating FSSP regulations to align with this change.
- No regulations changes are needed for State SLS.



Contact Information

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Remote Supports Update



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Remote Supports

The Remote Supports benefit is live for members enrolled in 5 of adult HCBS Waivers (BI, CMHS, EBD, SCI, and SLS).

The Department is currently in the process of enrolling Remote Supports providers.

Case Manager training was provided in December and is available on the [LTSS Training Page](#).



Contact Information

Courtney Montes

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CDHS Update on New Home Care Allowance (HCA) Requirements



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Home Care Allowance Changes

Before

The SEP shall discuss with the client if other waivers and/or services are more appropriate or beneficial to the client and assess as needed.

Current rule

Clients must be evaluated for Home and Community Based Services through Health First Colorado (Medicaid) before the HCA program can be considered.

- At application, if the client is functionally eligible for Home and Community Based Services (HCBS) through Health First Colorado (Medicaid), the client is not eligible for HCA.
- At reassessment on or after 05/01/2022, clients must be evaluated for Home and Community Based Services through Health First Colorado (Medicaid) and if functionally eligible, the clients are no longer eligible for the HCA program. Clients who are determined eligible for HCBS through Health First Colorado at reassessment may remain on HCA for up to three months while they transition to HCBS if the delay in transition is not within the client's control.



Overlap with HCBS

CLIENTS

Likely eligible for HCBS

90%

85% of those likely eligible for the EBD waiver

HCA PAYMENT LEVEL

Tiered approach

Tier 1 - \$330.00
Tier 2 - \$472.00
Tier 3 - \$605.00

Benefits tied to HCBS are significantly expanded

FUNDING

HCA is solely state funded

50%+

HCBS programs have a Federal Medical Assistance Percentage (FMAP) drawn from federal funding

County & SEP Changes

- The county will request the SEP to complete an HCBS assessment for all new and existing HCA clients at application or at reassessment.
- If the client is functionally eligible for HCBS, an HCA assessment does not need to be completed.
- If a client is functionally eligible for HCBS, but are experiencing a delay in transition to HCBS, they may receive a month-by-month extension of their HCA benefit, for up to 3 months, as requested to the State by the SEP and/or county department.
- Yearly assessments - we anticipate the majority of clients to transition to HCBS over the next 12 months.



Contact Information

Benefits & Services Section Policy Inbox

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SCI/Complementary & Integrative Health Waiver Expansion Update



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Complementary and Integrative Health Waiver

- Name change for SCI to CIH Waiver approved
 - Complementary and Integrative Health Waiver (HCBS-CIH Waiver)
 - All agencies may begin to make this name change
 - The Department website will be updated regularly to guide these changes, please be patient with the name change process
- Virtual Instructor Led Case Management Training for the statewide CIH Waiver (formerly SCI) is scheduled for June 22, 2022 at 10:30 a.m.
 - We will cover eligibility, working with providers, authorizing services and case examples
 - Training and slides will be made available after the training

Contact Information

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hcpf.colorado.gov/spinal-cord-injury-waiver



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CIR Mortality Review Committee Report FY 2020-21



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MRC FY 2020-21

- Total FY CIRs reported
 - 20,661
- “Unexplained Death” CIRs
 - 185
- MRC Cases
 - 37 cases reviewed
 - Accidental - 31 (18 were substance abuse/overdose)
 - Suicide - 2
 - Homicide - 1
 - Pending Investigation - 1
 - NF Cases (Screened out) - 2
- New CIRs trainings
 - Substance abuse and symptoms
 - Suicidal ideation and prevention

Contact Information

Michael Pasillas

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Imagine!

Creating a world of opportunity for all abilities

Workforce Challenges Open Group Discussion

Jenna Corder
Imagine!



Overview

Challenges

Solutions

Discussion



Current Challenges

- Labor shortage
- Turnover
- Workload
- Provider Capacity



Solutions for Labor Shortage

Opportunities:

- Increasing Pay
- Incentive pay for additional work
- Signing Bonuses
- Offer flexibility (remote work)

Solutions for Provider Capacity

Opportunities:



Contact Information

Jenna Corder

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Rule Revisions, CCM & Assessment Updates & Demo



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Rule Revisions & Updates

- Medical Services Board (MSB) 21-01-13-A; May 13, 2022
- CMAs participating in Soft Launch
 - 33 Agencies
 - 159 CMA Case Managers/Staff
- Licenses assigned to Superusers & Change Managers
- Training for the Introductory and Assessment Series are available through the LMS. Support Plan Series will be available after May 16, 2022.

Contact Information

Send Soft Launch, Training & General Questions to:
hcpf_ccm_stakeholder@state.co.us

More Information:

hcpf.colorado.gov/care-case-management-system

hcpf.colorado.gov/new-assessment-and-person-centered-support-plan



CCM Demo



CDASS Revision Training



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CDASS Revision Training

Upcoming Rate Change: July 1, 2022
CDASS Rate Revisions: Begin June 1, 2022

Bridge Training Webpage

[CDASS PAR Revisions - Quick Guide for Case Managers](#)
[CDASS PAR Revisions - Case Manager Guide](#)

CDASS rate change communications will come from Consumer Direct of Colorado (CDCO). CMA's are required to report completion to the Department.



Contact Information

hcpf_pdp@state.co.us

hcpf.colorado.gov/bridge-training



COGNOS Reports



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COGNOS Reports

- CMA COGNOS reports are available for agencies to pull at their convenience.
- Within these reports, there is information related to an agency's:
 - current client caseload
 - prior authorizations and pending PPAs
 - utilization of services by client and provider
 - TCM reports and provider specialty with address
- CMAs can request development of specialized reports such as the upcoming Risk Levels.

Contact Information

Joanne Svenningsen

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[COGNOS Instructions for CMAs](#)



Hospital Back Up Program Overview



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HBU Regulations

State rule 8.470 “Long-term care program...provides hospital level care in SNF setting...for complex medical conditions”

- Meets ULTC-100.2 LOC eligibility for LTC per SEP
- Meets client clinical eligibility requirements (SURC)
- Medically stable, in chronically acute state
- In hospital or long-term acute care prior to approval
- Complex Wound, Ventilator Dep, Medically Complex
- Utilization Review - Initial, 90-day, annual

Six Hospital Back Up (HBU) Nursing Facilities currently



Contact Information

Nancy Schwalm

Richard Clark

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Transferring Cases CMA Discussion Update



Case Management Training



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Training Needs and Insights Survey

Reach out to Joseph.Good@state.co.us to schedule a 1:1 about your agencies onboarding process and training program

[Training Needs and Insights Survey](#)



Contact Information

Joe Good

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Open Discussion & Closing Remarks



Next Meeting

August 4, 2022

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

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



Thank you!

