



COLO RADO

Department of Health Care
Policy & Financing

Case Management Agency Quarterly Meeting Agenda

Webinar Only
May 6, 2021

I. Introductions

II. Combined Case Management Agency

A. QA Guidance Telligen: PASRR, OCC, UR/UM IHSS/CDASS, CHCBS, CES - Telligen Staff

[Tips for Case Management Agencies](#)

[Telligen Provider Guide](#)

Telligen Support: 1(833)-610-1052 or coloradosupport@telligen.com

B. National Core Indicator Survey - Sarah.Hoerle@state.co.us

[National Core Indicator Survey](#)

C. General COVID Check in/Quality Performance Discussion -

Rhyann.Lubitz@state.co.us

- [Memo 21-038 NF to NF Transfer](#)
- [Memo 21-040 In Person Contact](#)
- Open End Date certifications should not be given for individuals who have not been seen face to face for an assessment.
- We will continue to update on the PHE, it continues to be extended by 90 days.
- The Department is still developing protocols on in-person case management policy

D. CMRD - Katy.Barnett@state.co.us

Slides 12-14 in the [meeting presentation](#)

E. PACE Education Development - Winter.Roberts@state.co.us

- The Department's PACE Unit has begun to develop education materials about the PACE program for SEPs and for potential participants. By statute, PACE providers are required to provide training to SEP case managers (in counties with a PACE program). The Department has developed a workgroup of PACE, SEP and Ombudsman representatives who will collaborate to develop the materials.
- PACE email is hcpf_pace@state.co.us

F. CHRP ICAP Form - Kathleen.Homan@state.co.us

[Inventory of Client and Agency Planning \(ICAP\) Assessment requests](#)

[Diligent Recruitment Slideshow](#)**III. Combined Case Management Agency Continued****G. Senate Bill 222 - Cristen.Bates@state.co.us**[Behavioral Health Safety Net Presentation](#)**H. Open Discussion**

Question: What are we supposed to do if we cannot reach an individual? What do we do if someone is determined ineligible during the PHE?

- For individuals that case managers have not been able to reach, please continue to contact them and keep the case open. For individuals that are determined ineligible for services, keep the case open, but actual case management is not required for those cases

Question: What do we do if we cannot contact a member for signatures for initial reviews done before 02/02/2021

- If there have been attempts to receive signed paperwork for initial reviews that have been approved before 02/01/2021, continue to attempt to get the paperwork with signatures. We cannot disenroll during the PHE, but will be closing those cases at the end of the PHE. HCPF is working with CMS to get approval for verbal signatures. Members should receive 803s after 60 days of not returning signatures.

Question: What happened to the language in 8.3.393?

- 8.3.393.3 language was removed, but will be put back. This was done unintentionally.

Question: What is the process for billing for PMPM new enrollments?

- Bill the interchange for the same as it would for any PMPM for CCBs. Please email tammie.taylor@state.co.us. The Department pays the SEP directly for PMPM.

I. A/PCSP & CCM Tool - Michelle.Topkoff@state.co.us

Slides 21-28 [meeting presentation](#)

J. CM Qualifications and Waivers - Victor.Robertson@state.co.us

Slides 29-34 [meeting presentation](#)

K. UR/UM PDN LTHH Denials - Katherine.Denney@state.co.us**L. Transfer Process - Karli.Altman@state.co.us**

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
www.colorado.gov/hcpf



Slide 36 [meeting presentation](#)

M. IHSS and CDASS Out of State - Erin.Thatcher@state.co.us

Slide 36 [meeting presentation](#)

N. PASRR Memo Update - Obi.Agomoh@state.co.us

Slide 37 [meeting presentation](#)

O. Open Discussion/Closing Remarks

- All signature pages need to be signed before submitting to LOC/DHS
- Please contact Joanne.Svenningsen@state.co.us for bridge issues
- Nadean Smith's email is wrong in the presentation, it is actually nadean.smith@state.co.us
- Participant directed Programs (CDASS & IHSS) email is hcpf_pdp@state.co.us

Next Meeting: Thursday August 6, 2021

Reasonable accommodations will be provided upon request for persons with disabilities. Auxiliary aids and services for individuals with disabilities and language services for individuals whose first language is not English may be provided upon request. Please notify John Barry at 303-866-3173 or John.R.Barry@state.co.us or the 504/ADA Coordinator at hcpf504ada@state.co.us at least one week prior to the meeting to make arrangements.

