



Case Management Agency Quarterly Meeting Summary

February 4, 2021

- I. **Introductions**
- II. **Combined Case Management Agency**
 - A. **New contractor Telligen: PASRR, OCC, UR/UM IHSS/CDASS, CHCBS, CES - Telligen Staff**
 - www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program
 - www.colorado.gov/hcpf/memo-series
 - Presentation is posted as a resource with this agenda
 - Telligen will have a call center with a toll-free number. They will assist with any calls, particularly needs around registration for Qualitrac, accessing Qualitrac and submitting reviews. They will forward review specific questions to our review team who will work with you on those. Our team will be available to review specific questions via email and phone.
 - Information on how to contact Telligen will be sent before we start work on 3/1.
 - Use ColoradoReviews@telligen.com to submit reviews for time-stamp on/after 2/16/2021
 - Turn around times:
 - PASRR Level 1 - 6 hours from submission to Qualitrac.
 - CHCBS - 10 business days
 - CES - 10 business days
 - IHSS/CDASS is 4 days for regular reviews. Rapid reviews (if services may be endangered) are 2 days.
 - B. **Day Habilitation Services - Cassandra.Keller@state.co.us**

The Department is moving forward with the implementation of the 1:1 individualized Day Program (SCC and SH). Implementation will likely be March 1, 2021. Utilization reports will be available before that data and uploaded to each CCBs SharePoint page. More information will be provided in an upcoming memo.
 - C. **QIS and COVID - Rhyann.Lubitz@state.co.us & Emily.Kelley@state.co.us**

QIS will still occur but the Department is taking into account COVID impacts to case management work ex- member utilization of services will likely be impacted and not reach the 86% CMS requirement. CMAs will not be asked to remediate utilization.



Performance and Quality Reviews: Telligen will be completing desk reviews of case management documentation and forms for 3/1/19-2/28/20. When your CMA is selected, you will receive communication from Telligen on how to upload information.

D. Travel Time Rural Add-On - Victor.Robertson@state.co.us

Rural Travel Add-On remains a reimbursable activity for both SEPs and CCBs serving members that reside in a rural or frontier county. This payment is not being implemented currently due to the COVID-19 related suspension on in-person visits. Once in-person case management is once again allowed, CMAs will receive the Rural Travel Add-On payments.

E. Update on IntelliRide - Janelle.Poullier@state.co.us please contact for further questions.

F. PMIP Requirements - Michelle.Topkoff@state.co.us please see [OM 21-024](#) for further information related to PMIP requirements and [the attached FAQ](#).

G. Lifespan Respite Program - Danielle.Krause@state.co.us

More information on the Lifespan Respite Care Program can be found at coloradorespitecoalition.org.

H. COVID Vaccine and Case Managers - Rhyann.Lubitz@state.co.us

- Vaccine coordination/assistance will likely be needed to identify those who are unable to leave their homes to obtain a vaccine. More information to come. Interactive discussion period: How can we identify members who need help? How can we outreach them? Are members calling and asking for help to obtain the vaccine?
- Reminder for OM 20-045: CMA cannot close a member from their waiver program during the PHE unless the member is moving out of state, dies or requests to be closed. The CMA can make changes to services based on the members assessed need, including sending 803 for reducing services.

I. Interactive Discussion - Rhyann.Lubitz@state.co.us & Michelle.Topkoff@state.co.us

III. Combined Case Management Agency Continued

J. Telehealth in HCBS Updates - Lindsay.Westlund@state.co.us

- Appendix K authority has been extended and so has the use of Telehealth flexibilities in waiver services.
- The Department is working towards a permanent Telehealth policy in some HCBS post Appendix K. The Department started stakeholder meetings September - November 2020.

Our mission is to improve health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.
www.colorado.gov/hcpf



- The feedback received during our earlier stakeholder meetings continues to be used to impact policy development as the Department continues to work with the Centers for Medicare and Medicaid Services (CMS) in refining how Telehealth could be used in the future in HCBS. Additionally, the input received from stakeholders surrounding the draft regulations, was used to revise the draft rule.
- The Department continues its efforts to develop an HCBS Telehealth policy, and will have more opportunity for public comment through the regulation promulgation process and through the waiver actions that are needed to modify our applications.
- Thank you to those that participated in our stakeholder engagement process and will encourage others to please provide feedback on this topic if you would like to.
- All recordings of those meetings, draft regulations and draft policy documents are available on the <https://www.colorado.gov/pacific/hcpf/OCL-stakeholder-engagement> under “Telehealth Options in HCBS”

K. Independent Evaluation on CHIS - Lindsay.Westlund@state.co.us

- Part of SB 19-197, related to the Spinal Cord Injury (SCI) waiver, extends the Department’s responsibility to conduct an independent evaluation on the efficacy of Complementary and Integrative Health Services or CIHS. CIHS for the SCI waiver includes massage, acupuncture and chiropractic services. The Department intends to use the results of this study to further policy related to these services. In prior iterations of this evaluation we have limited the participants to just those on the SCI waiver receiving CIHS. This new iteration of the study will include SLS waiver participants who use massage in an effort to expand the population we are gathering this data on.
- It is important to the Department to understand if there are cost savings associated with CIHS use and the impacts to the quality of life of our members.
- The Department has contracted with a vendor, Mission Analytics Group, Inc. to conduct this evaluation.
- They will be contacting members utilizing CIHS on the SCI waiver and also those members on the SLS waiver utilizing massage to participate in a brief survey.
- There is no additional burden on CM’s or providers to collect this data; however, the Department wants to make you all aware that this is occurring - so if members do reach out with questions about why they are being contacted, that CM’s may be able to encourage participation - so the evaluation has as much data as is available.
- Mission Analytics Group will begin outreach to members directly this month, February 2021 and will hope to conclude member outreach in May 2021.
- As part of the notes for this meeting, I will see if I can add the Constant Contact email that went out to our stakeholders regarding this survey, so that CM’s will have that language to reference, if members do ask about it.



L. BUS/DDD Web Cleanup - Joanne.Svenningsen@state.co.us

- With Go Live ahead of us, the Department is taking steps to prepare itself and agencies for the integration of DDDWeb, BUS data with the CBMS data.
- We ask that case managers stay on top of checking for existing, duplicate members when searching for, or creating new clients in the BUS.
- The more aligned the data is across the BUS/Bridge/DDDWeb, the more smoothly Go Live will go and the higher the chance that as much data as possible will migrate, ensuring a smooth transition for case managers and members.
- At Go Live, CBMS will be the source of truth, so I encourage each of you to work daily to verify that information in the Bridge/CBMS matches, to the greatest extent possible, the BUS, and where appropriate, the DDDWeb.
- Amanda and Michelle will discuss in greater detail later, but the Department is looking to case managers to help us do the hard work of cleaning up data across the BUS and DDDWeb.
- This is Round one, additional requests will follow as we test data matching with Gainwell
- An email with instructions will go out to leadership at the CMAs in the next day or so, with files being uploaded to SharePoint.
- Files are separated, where possible, by case manager.
- Spreadsheets will be provided to agencies to clean up DOB and FN/LN, and by default, gender/sex.
- Please contact Terry, Josie Guida, or Joanne Svenningsen with questions about the data clean-up process:
 - terry.burnham@state.co.us
 - josie.guida@state.co.us
 - joanne.svenningsen@state.co.us

M. Home Modifications - Danielle.Krause@state.co.us

- The Department has received numerous inquiries regarding fences as Home Accessibility Adaptations. The Department is in the process of creating an FAQs document for case managers to determine if and when a fence would be a reasonable request under the Home Accessibility Adaptations benefit. Once the FAQ document is complete, it will be available on the Department's [Home Modification Benefit](#) page.
- The Department is soliciting feedback from case management agencies regarding reinstating Home Modification Stakeholder Workgroup meetings. This discussion is open to all SEP and CCB case management agencies, as well as additional stakeholders involved with Home Modifications. If there is feedback



regarding these meetings, please contact Danielle Krause at danielle.krause@state.co.us.

- The Department would also like to provide a couple of reminders to case managers that all Home Modification requests exceeding \$2500 must be submitted to DOLA to be reviewed. Please ensure that the most current version of forms are submitted for review as this ensures the timeliness of reviews. Once a request has been approved, DOLA will enter the line item into the Bridge. Case managers **do not** need to enter the line item into the Bridge.

Question: Who will develop the rights modification for review

Answer: naomi.hubert@state.co.us

N. SLS Mentorship - Danielle.Krause@state.co.us

- Mentorship services are limited to 192 units per service plan year unless mentorship is being used to provide training for child and infant care. Units to provide training for child and infant care shall be prior authorized beyond the 192 units per service plan year in accordance with operating agency procedures.
- If additional Mentorship units are being requested to provide training for child and infant care, please attach a goal to the Mentorship line item in the Bridge.

O. CHRP Communication with Counties -

Kathleen.Homan@state.co.us & Michele.Craig@state.co.us

Please contact for further information or questions

P. HRC Rights Modifications -

Kathleen.Homan@state.co.us & Michele.Craig@state.co.us

The screenshot shows a software interface with a sidebar on the left containing menu items: Case Status, Critical Incident Reports, IADI, Log Notes, LTC 803, Program Area, Referral, Rights Modification (highlighted in red), Information, Modification Details, Client Choice Referral, Service Plan, Service Plan ID Section, and Administration. The main content area contains questions 3, 7, 8, 9, and 10. Question 3 asks 'I will be subject to a rights modification:' with 'No' and 'Yes' radio buttons. Question 7 asks 'I have questions or concerns about the rights modifications process.' with 'No' and 'Yes, document concerns and discussion:' radio buttons. Question 8 asks 'Human Rights Committee (HRC) review necessary?' with 'No' and 'Yes, because:' radio buttons, followed by checkboxes for 'Of a rights modification' and 'Use of psychotropic medication 1) administered by a paid support and/or 2) receiving residential habilitation'. Question 9 asks 'HRC Review Status/Outcome' with 'To be submitted', 'Submitted, awaiting review', and 'Review completed' radio buttons. Question 10 asks 'HRC review outcome and recommendations:'. Three green callout boxes provide additional information: the first says 'modification). You may edit your answers at any time.'; the second explains 'The gap in numbering on this screen (from item 3 to item 7) is intentional, to conform to the screens you will see in the new assessment and service planning tool.'; the third states 'For item 8, hovertext provides this guidance: Select "No" if the individual is not enrolled in one of the following waivers: DD, SLS, CES, CHRP.'

Q. Supported Employment Pilot - Megan.Hertwig@state.co.us

The Department is conducting a Supported Employment Incentive Based Pilot for a small number of Supported Living Services (SLS) and Developmental Disability (DD) waiver members. We have done target outreach to those Divisional of Vocational Rehabilitation offices and case management agencies that are affected. Please contact Megan Hertwig at the Department at megan.hertwig@state.co.us



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

- Waiver members on the Supported Living Services (SLS) and Developmentally Disabled (DD) waiver will be randomly chosen from a list of Colorado residents receiving long term services and supports to participate in the National Core Indicators (NCI). This survey is very important to the Department and will be used to help improve supports and services provided in the state for adults with intellectual and developmental disabilities.
- All surveys this year will be conducted remotely using Zoom video conferencing. An individual can participate in the video meeting using a computer, tablet, or smartphone. In addition, Vital Research will be reaching out to CCBs at the beginning of March to collect Background information on the members who have been surveyed. If you would like the contact to go to one person at the agency, please email Sarah to indicate who this should be. Otherwise, the member's case manager will be emailed for the information.
- Guardian and member letters, as well as additional information on NCI can be found at www.colorado.gov/hcpf/nci-survey The contractors website can be found here <https://vitalresearch.com/colorado/nci/> and includes information about the surveyors as contact information.

S. CDASS FMS Changes - Kathrine.McGuire@state.co.us Please contact for further information or questions.**T. State General Fund Rates - Courtney.Montes@state.co.us**

At this time the rates for the SGF programs including State SLS and OBRA will not be adjusted to match the temporary Medicaid increase for similar services. With the development of the new rate structure for SGF programs the Department made a commitment to the CCBs not to adjust the rates for the SGF programs mid-year. Any adjustments to these rates will happen at the start of a new fiscal year (July 1).

U. Interactive Discussion -

Rhyann.Lubitz@state.co.us & Michelle.Topkoff@state.co.us

- Slides are available for download just below the chat box and are also available online here - www.colorado.gov/hcpf/case-management-agency-resources
- Video of Mary's Story: <https://youtu.be/tTZqyp-gTAW>

IV. CCM Kick Off - Michelle.Topkoff@state.co.us

- Presentation is posted as a resource with this agenda
- www.colorado.gov/hcpf/colorados-ltss-assessment-and-support-plan
- CCM has online and off-line capabilities



- We are still in the process of determining the rate structure for the new process/tasks, which includes looking at the time study from the pilot.
- NH and PACE will receive the LOC Eligibility Determination Screen to determine if the meeting LTSS LOC. But if they choose PACE or NF and not HCBS services, they will not complete the new Assessment and Person-Centered Service Plan (PCSP). The PCSP is only for HCBS. Rachel, we will not be using the 100.2 for NH/PACE. We will be using the Level of Care Screen, the same eligibility determination we will be using for HCBS.

Next Meeting: Thursday May 6, 2021

