



Case Management Agency Quarterly Meeting Summary

WEB ONLY
May 7, 2020
9:00 am - 12:00 pm

I. Housekeeping/Introductions

- Welcome Michelle Topkoff to the Case Management Team as the Single Entry Point and Case Management Section Manager
- Colin Laughlin is now Deputy Director of the Office of Community Living
- Amanda is in new position as the new Case Management and Quality Performance Division Director

II. High Level Updates

A. CMA Staffing Updates

- Please inform the Department of changes to your key CMA staff, send updates to Emily.Kelley@state.co.us Emily ensures the distribution list is updated.
- Jamie Haney is the new Director of Access at DDRC (replacing Pat Jefferson)
- Amanda Lightsighter is no longer at CDHS working with the Regional Centers and has moved into the Deputy Program Officer role at Rocky Mountain Human Services. She will be overseeing the case management services for the CCB and SEP
- Envision has multiple new positions:
 - Anissa Billianor, Case Management Coordinator concentration on Child Waivers (CHRP/CES) and state SLS at Envision. ABillianor@envisionco.org
 - Susan Brennan, Case Management Coordinator concentration on Adult Waivers (SLS/DD) SBrennan@envisionco.org; she has been the CM Director since Sept. 1, 2019.
 - dnewton@envisionco.org
- Michael Aragon is the new DHS Director in Las Animas County
- Erin Wieland is the new CM Director for Blue Peaks since August of 2018 - she manages all intake and enrollment activities for our CCB. ewieland@bluepeaks.org



B. PPE Distribution Work - Amanda.Lofgren@state.co.us

HUGE shout out to ACMI, Jefferson County and CO Access who helped distribute the PPE to CDASS members. The PPE was part of the donation drive held at the Broncos stadium. THANKS!!!

C. National Core Indicator Follow Up - Lana.Eggers@state.co.us

National Core Indicator Surveys were completed earlier this year with a random sample of HCBS members. Some survey's require follow-up information from the member's case manager. Emails with a link to the follow-up survey were originally sent in March. Some were not responded to and a follow-up email was sent on May 8th. If requested by a CCB, two email addresses were included on the follow-up, but only one person can/should take the survey. Surveys are due by the end of the month.

Question: Can you provide us with a list of who at our agency had follow up surveys sent out so that we can follow up with the CM?

Answer: Please email Lana.Eggers@state.co.us directly.

Question: Can the Survey email tomorrow be copied to a supervisor, just in case the CM is no longer there?

Answer: Can each CCB provide a contact of who they would like on every email? CMAs can email Amanda Lofgren with these contacts Amanda.Lofgren@state.co.us

D. Duplicative and Administrative CM Work - Heather.Fladmark@state.co.us

The Department continues to have 1:1 conversations with agencies and we have heard a handful of times the amount of duplicative work that is required. With new contracts going out the Department would like to do a deeper dive into duplicative work that agencies may be completing. The Department will be working to create a template that will be sent out to each agency to provide information regarding the duplicative and administratively burdensome work that is required by case managers.

Question: Will you be sharing what has already been identified as duplicative?

Answer: The Department would like to see what each agency individually thinks is duplicative, because it may be different for each agency. However, some previously discussed items that have been identified as duplicative will be on the spreadsheet

Question: When do you need the duplicative work items submitted?

Answer: Heather will indicate the timeframe of when those need to be submitted.



E. LTHH PARs to eQHealth

PARs for Pediatric LTHH and PDN received administrative approval through June 30, 2020. A new PAR must be submitted through the [eQSuite PAR portal](#) if a member needs services beyond June 30, 2020, that are medically necessary. PARs must be submitted **within 10 days** from the start of care of the new PAR period in accordance with [10 CCR 2505-10 Section 8.520.8.C.6.A](#) and [10 CCR 2505-10 Section 8.540.7.A](#).

III. Eligibility

A. WAWD - Medicaid.Eligibility@state.co.us

[Training Topics, Reference Documents, and Guides](#)

Please submit questions so Beverly (Beverly.Hirse Korn@state.co.us) can answer them and she will be at the next quarterly meeting. Functional Eligibility questions can be sent to Karli (Karli.Altman@state.co.us), all other questions can go to Medicaid.Eligibility@state.co.us. Feel free to CC Michelle.Topkoff@state.co.us on these emails.

B. WAWD PETI - Diane.Byrne@state.co.us

- CBMS updates in Feb 2020 to automatically place members in WAWD if they meet all criteria
- Members can opt-out of WAWD
- Counties aren't changing people automatically right now due to COVID, members can request the county change them to WAWD and submit required documentation
- WAWD eligibility isn't available to people on the DD waiver. If you have a DD waiver client who is switched to WAWD accidentally, please email: Medicaid.Eligibility@state.co.us.
- Members with WAWD eligibility are not subject to PETI cost sharing
- Members must pay WAWD premiums
- Often better for ACF and SLP residents to switch, WAWD premiums are usually lower than PETI client obligation
- If member isn't working due to COVID, they can submit documentation showing they're "job attached" but their income is currently \$0
 - They will be eligible for WAWD, have a \$0 premium, and owe \$0 for PETI client obligation
 - Case manager instructions for someone WAWD eligibility:
- Override the PETI income field and change to \$0
 - Rate will be full rate
 - Client obligation will only be room and board amount



- Add note in Bridge PPA Internal Text field: Income set to \$0 because member has WAwD eligibility
- Contact Diane.Byrne@state.co.us with any questions

Question: Are these instructions provided in a memo or other document? Thanks!

Answer: We will be issuing a memo shortly, there will also be bullet point instructions. Please email Diane with further questions.

Question: We have an HCBS DD client who is employed and who is earning enough income to be switched to WAwD. We don't need to have the conversation today, but who would be the point of contact for this dialogue?

Answer: It is my understanding that auto placement should be for people on waivers who have wawd eligibility. Not under impression this was happening in DD waiver. Probably a better question for Beverly. Email question to Diane and she will look into it. Beverly.Hirse Korn@state.co.us

C. County Backlog - Joshua.Montoya@state.co.us

- The Department monitored an increase in backlog and untimely work as a result of a new user interface for the eligibility system that was implemented in August 2019. The increase in backlogged work continued into early 2020 as the Department added technical assistance and targeted funding to address untimely work.
- Backlog as of May 2020 has decreased to levels seen prior to the system change in August 2019. We continue to encourage case management agencies and county partners to work collaboratively to address specific case issues and business processes.

Question: Is there a centralized location with approx timelines/backlog volumes for each county?

Answer: The Department does not, at this time, publicly post performance data relating to timeliness and backlog.

D. Peak Pro Update - Joshua.Montoya@state.co.us

Because of the system update in August 2019 and COVID-related system builds, much of the Department's capacity to implement and further refine PEAKPro is limited at this time. The effort will continue when capacity concerns are addressed.



IV. Systems Updates/Final Settings Rule

A. Systems Updates - Joanne.Svenningsen@state.co.us

- TRAILS/Foster Care SCR – Department wrapping up systems changes to ensure members with TRAILS eligibility spans do not lose iC eligibility. Targeting late May/early June for implementation. Recorded webinar to be distributed via Department Memo Series, direct emails via DXC.
- Claims View SCR – Department developing recorded webinar to be distributed via Department Memo Series, direct emails via DXC constant contact. To be distributed via Department Memo Series, direct emails to case managers via DXC.
- Department reviewing recorded “Intro to the Bridge” video for use by new case managers.
- COVID-19 rate increases – Rate increases for codes traditionally requiring manual revisions by case managers (ACF, SLP, DD Waiver Level 7 (GRSS/IRSS/Host Home) have been implemented, effective today, with the loading of temp codes to impacted PARs. CDASS temporary codes will be loaded shortly. Case managers should create new PARs for these services without taking the rate increase into consideration, the Department will load all codes onto the PARs for case managers between now and June 30, 2020. Contact CCMHelpdesk@DXC.com with revisions questions and refer providers to the DXC Provider Services Call Center at 1-844-235-2387. More information in [Ops Memo 20-048](#) and communications were sent this week to providers and case managers from DXC in support of the guidance in the memo.
- BUS Updates - The number of duplicate clients is rising in the BUS, which drives a lot of work across agencies and Department staff. The Department advises that case managers utilize additional search terms in conjunction with the SSN search: DOB, Last Name, **and/or** SSN. Example: Search the client’s SSN, and then verify with a separate search for the client’s last name to ensure there aren’t duplicate entries. If a duplicate is created, case managers should report its creation via a BUS tracker and not simply mark the entry with “Do Not Use” or other entry. This work is important to ready all agencies for the transition.
- Any SEP or CCB struggling to use COGNOS or looking for a report, should email Joanne.Svenningsen@state.co.us and Tammie.Taylor@state.co.us

Question: I just want to make sure I am telling our providers correctly, as a few Assisted Living Agencies have asked about this- They can bill effective today, that is what I am hearing- correct?

Answer: Yes, this is correct



Question: I know you want to minimize changes to the BUS, but is there any possibility of some minor changes to help with reporting needed for upcoming rate methodology change if needed?

Answer: Please send email to Karli.Altman@state.co.us, Joanne.Svenningsen@state.co.us, and Rhondab.Johnson@state.co.us to research what we can do to support everyone.

Question: For bus duplicates, individuals aren't giving us correct SSN's, which creates duplicates

Answer: We are aware this is not the CMA's fault. Please send emails to Rhonda in regards to duplicates.

B. Billing Manuals - Rhyann.Lubitz@state.co.us

The Department has developed Technical Guides for Single Entry Point and Community Centered Board Agencies for the new rate and payment structure.

The guide will be reviewed on the following dates:

SEP: May 28, 2020 1:00 pm - 2:00 pm

CCB: June 4, 2020 10:30 am - 11:30 am

Question: Will this be the only training, or is there going to be a webinar training on this?

Answer: This will be the only formal training held. Additional assistance can be provided to case management agencies who have questions or need additional support.

C. Work Group - Lori.Thompson@state.co.us

- The HCBS Settings Final Rule STP Team, in the Office of Community Living, would like to invite participants, particularly with non-IDD Stakeholder perspectives to join our Rights Modification Workgroup. The Workgroup would benefit from the differing perspectives of case managers and providers serving all types of recipients of HCBS, as the rule impacts **all** populations who access HCBS, and the case managers and direct support providers who deliver services to these diverse individuals.
- The next Rights Modification Workgroup Meeting #4 is scheduled for May 19, 2020 from 12:00-2:00 pm. Meeting #5 is scheduled for June 10, 2020 from 12:00-2:00 pm.
- Please contact Lori Thompson at Lori.Thompson@state.co.us if you are interested and Lori will ensure you have all the necessary meeting materials to prepare for the next Workgroup meeting.



D. IFA Survey - Leah.Pogoriler@state.co.us

- Settings rule implementation is continuing per the milestones schedule on our website. CMS has not extended the statewide compliance deadline.
- PTP platform for Nonresidential and Children's Residential settings will be rolling out soon (if not already out by the time of the CMA call).
- The Individual/Family/Advocate Survey is still open and available for people who want to express anything to us about their settings -- we are still interested in hearing from people. There is no need to badger anyone to take the survey but please inform people who may not know about it or may have forgotten, and please give them a hard copy if they want to take it that way (online is also an option -- links are on our website). The survey will remain open at least through March 2022. www.colorado.gov/hcpf/home-and-community-based-services-settings-final-rule

V. COVID 19**A. NASDDS - Resource - Questions to ask participants during the pandemic**

Document is attached

B. Case Management During Crisis - Amanda.Lofgren@state.co.us

What innovations has your team adopted during COVID-19 and how have you adjusted to support those at risk of social isolation? What temporary CM changes have worked well during this time to alleviate administrative burden? Document is attached.

[COVID-19 FAQs](#)

Question about the PMIP the memo states to get it at the next regularly scheduled assessment does that mean CSR or 6 month contact?

Answer: Current guidance indicates that a PMIP will need to be obtained in order to complete the annual CSR.

Question: For the exception of getting the PMIP, we still need to get the PACC- this also comes from the Dr office, is there any conversation getting an updated PACC could be extended too?

Answer: As stated in Operational Memo [HCPF OM 20-049](#) "*Members seeking admission into an HCBS waiver that requires a specific diagnosis may do so **without a completed** PMIP. The case manager will discuss the HCBS waiver criteria with the member to determine the HCBS waiver based on the members self reported diagnosis and support needs. At the next regularly scheduled assessment, the case manager will obtain **the completed** PMIP.*" All case documentation should be available to a member upon request. In accordance with 10 CCR 2505-10 8.393.1.I.ii and 8.607.4.E, copies of the



Individualized Plan shall be disseminated to all persons involved in implementing the Individualized Plan including the person receiving services, their legal guardian, authorized representative and parent(s) of a minor, and the Department or others, as necessary and appropriate. *The PMIP is not part of the Individualized Plan and does not need to be distributed.* All other documentation, including the SOA, can be sent separately once they are received by the Case Manager. Please refer to the [Department COVID-19](#) page for other up to date information and Memo Communications.

Question: Regarding moving to legally responsible adults providing services (CES) - but not revising service plans. Just clarification - if a child is no longer able to access Massage Therapy, Hippotherapy, etc., which was in plan, combined with no longer attending school, could we accommodate a parent request to add respite and community connector as changing needs?

Answer: The Department is working on an answer to this question.

Question: Does the "PMIP waived" option and get it at the next CSR only apply to the HCBS waivers still or are nursing facilities and PACE assessments included in this?

Answer: OM 20-049 is only related to HCBS 20-053 is related to state plans.

Question: IN OM 20-046, it discussed that family can now be the paid caregiver for homemaking tasks. Is this only if we already have homemaking authorized on the service plan and the provider agency is unable to send agency staff into the home? Does it also apply to IHSS Homemaker? Under IHSS it states no modifications on the memo so assuming no. We have IHSS providers asking.

Answer: Agencies wishing to hire spouses to conduct homemaker and personal care must complete the full hiring process. The temporary allowance of spouses acting as paid caregivers does not apply to In-Home Support Services; as spouses are already allowed to complete all IHSS services aside from homemaker. Please email Erin.Thatcher@state.co.us

Question: Regarding waiving collection of PMIP, is there any concern you are hearing from medical providers if the CMA continues to make 1 attempt to obtain it?

Answer: Haven't heard anything from med providers in regards to this

Question: The eligibility techs in our county are receiving some forms that are labeled Live-in Home Care Provider Statement. What is this form? I can email one to someone if they need to look at it. It refers to HCBS.



Answer: Rejan shared the document with Rhyann. It appears to be a CDASS document that should be sent to the Financial Management Service (FMS) vendor.

Question: Please clarify regarding the addition of new or increased CC service to existing plans when a legally responsible person is to provide, as what you shared today seems different than direction received on the HCPF weekly call on 5/1/2020.

Answer: Community Connector services may not be added to an existing service plan and Prior Authorization Request (PAR) if there is any change to either the service delivery method or the person delivering the service. If the existing provider has continued to provide services during this time, and there is a demonstrated need for additional units to allow the member to connect with their community, the family can work with the case manager to possibly add units to the service plan. The Department is developing an Operational Memo which will provide additional guidance.

Question: If we are still doing tele-visits in July due to COVID, do you know how this will impact the new face to face monitoring requirement that starts July 1? I know this question might be too early, but from a budget it's right on time, or even a little late. If we are not doing these in July, is there a way we can still receive payment for the activity somehow? Retainer payments? Phone checks?

Answer: Guidance will be forthcoming.

Follow up Question: Please ask about ongoing flexibility to complete normally required face-to-face monitoring activities via tele-case management options; we would like to see this option extend beyond the "crisis" period and into the future. Either as a longer-term option altogether or a transitional support during CY20/FY21

Answer: Rhyann will take this back to review. Additional guidance will be shared with Case Management Agencies through the Memo Series prior to July 2020.

Question: When a CM is notified that a member/client has a family member in the same home who has tested presumptive or confirmed positive case of COVID-19, what is the guidance for reporting to HCPF? Does this meet critical reporting criteria for the member? Are we to report it or are we waiting to confirm if the client is confirmed positive?

Answer: Look through the lens of the member

Question: On the same note, if the member has symptoms, but is not diagnosed by a doctor, is this still considered presumed positive? Is that still true if they are not



knowingly exposed, it's just a family member's assumption? For example, a client has a cough and mild fever and the mom assumes that it is COVID, but does not seek any treatment and has not been exposed to someone who has tested positive?

Answer: Complete a critical incident report as this is presumed COVID by the member/family. Department COVID-19 Information Page - www.colorado.gov/hcpf/COVID

C. Open Discussion

Question : Only a little related to COVID, but we are unsuccessful finding any providers through EPSDT for wipes per the HCPF OM 20-008 - is there anyone who knows of an organization doing this or have any advice to share? This new process on top of the COVID-19 changes is just causing extra worry and frustration.

[no one in the group seemed to have suggestions]

Question: Does anyone know if the potential budget cut to "freeze IDD enrollments" would include emergency DD enrollments?

Answer: As of right now, the Department is not aware of any budgetary cuts that would prevent individuals from accessing the HCBS-DD waiver who meet criteria as an Emergency Enrollment. If there are changes to enrollment practices for the HCBS-DD waiver, the Department will notify all case management agencies.

Question: We had a member who was covid positive. Health dept said no one could go into the home. What do we do if they need care ?

Answer: Rhyann asked Laura to send her an email in regards to this.

Question: Do retainer payments constitute a waiver service in meeting the 30 day waiver service requirement?

Answer: We are not able to close somebody to discontinue a person due to not having a service for every 30 days. You can find more information and guidance related to this in [Operational Memo 20-045](#).

Question: When COVID is over, are we going to have to terminate all the people who did not receive a service during this time since it will be over 30 days?

Answer: The Department does not have an answer at the moment. We will be able to provide guidance as to what this will look like for the types of closures that need to occur.



Question: Non-COVID related question but is there any discussion around SEPs/CCBs having more than one key/person with COGNOS access as some reports for PM/PM will be done through COGNOS starting 7/1?

Answer: At this time we are not able to get access to more than one person, but we will try to problem solve and get a solution to this.

Next Meeting: August 6, 2020 hosted by The Resource Exchange

[Case Management Agency Resources](#)

