Case Management Agency Quarterly Meeting

August 3, 2023

HCPF, SEP, CCB, CMA

Introductions

❏ Housekeeping

❏ Attendance

❏ New Employees

❏ Staffing Changes

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CMQP Updates

New Positions - Case Management and Quality Performance Division:

❖ **Training and Technical Assistance Unit**
➢ Amanda Mohrlang - Case Management Training Specialist

Case Management and Quality Performance Team Directory

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Office of Community Living
Case Management and 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 and Community Liaison Nicolette Anderson Nicolette.Anderson@state.co.us	Case Management Redesign / Department of Justice (DOJ) Policy Advisor Julie Becker Julie.Becker@state.co.us	DOJ Long-Term Care Redesign Policy Advisor Rendi Eichner Rendi.Eichner@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	Amanda Mohrlang Amanda.Mohrlang@state.co.us
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	Courtney Montes Courtney.Montes@state.co.us		

Case Management and Quality Performance Team Directory

Entry Point and Case Management Section Manager: Michelle Topkoff Michelle.Topkoff@state.co.us			
Supports Intensity Scale (SIS) and 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 and Case Management System Improvement Unit Supervisor: Lori Thompson Lori.Thompson@state.co.us	
Long-Term Care Access support and Enrollment support for members and agencies, technical support to navigate Long-Term Care Waivers	Case Management Eligibility Navigator Stephanee Lopez Stephanee.Lopez@state.co.us	Leads ARPA projects related to the new Colorado Single Assessment and Support Plan in the new CCM system	CCM System Improvement Operations Specialist **Vacant**
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 and 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 and Case Management system and 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 Specialist Erin Munoz Erin.Munoz@state.co.us	Conducts IRQRs ensuring consistency, quality and reliability amongst SIS Interviewers. Policy and 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		

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Case Management Quality Performance Email Directory

Email Inboxes	
Case Management Agency Questions or Concerns	hcpf_hcbs_casemanagement@state.co.us
CCM Stakeholder Questions	hcpf_ccm_stakeholder@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
HCBS-DD Emergency Enrollment Requests	hcpf_emergencyenrollment@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
Support Level Review (SLR) and SIS Reassessment Request Form Submission	sis_sl@state.co.us
Transition Coordination, Options Counseling, and Money Follows the Person Questions	hcpf_accessunit@state.co.us

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

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CMA Leadership Changes

- ❑ **New Staff**
- ❑ **Reorganization**
- ❑ **Promotions**
- ❑ **Retirements**

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

Long-Term Services and Supports Videos for Members

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New Member Web Page, Videos and Resources

- HCPF developed culturally competent educational videos & resources to help members and their families navigate the HCBS system.

  - ➤ Please help us to direct members to their very own HCBS Case Management Member Page, **My HCBS Case Management**, by way of social media, direct support, and adding to your websites etc.

  - ➤ The My HCBS Case Management page provides information about how Case Management Redesign benefits HCBS members and provides valuable resources for members and families.

  - ➤ This webpage will also house some amazing new educational videos developed with the **ARPA funding Initiative 3.04. - HCBS Training for Members and Families.**

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Informational Videos

Culturally competent videos to accommodate the different ways individuals may best receive the information.

Animated short videos in English and Spanish:

- What is Case Management?
- What is Long Term Care (LTC)?
- Notice of Action & Appeal Process
- Long Term Care Rights and Responsibilities

English videos narrated by members of the community & provide an ASL interpreter. Spanish videos narrated by Spanish speaking members of the community:

- Long-Term Services and Supports (LTSS)
- LTSS - Level of Care
- Waivers 101
- Benefits of CDASS
- Medicaid Buy-In Program

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Long-Term Services and Supports Video

Narrated Video with American Sign Language (ASL)

Contact Information

Nicolette Cordova
Case Management Redesign and Community Liaison
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End of the COVID-19 Public Health Emergency (PHE) Updates

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Eligibility Unwind Process

Please continue to follow Operational Memo [OM 23-024](#)
Reminders:

Following the financial renewal date, the CMA will contact members who no longer meet functional eligibility requirements to determine if the member meets programmatic requirements, requires an assessment, a change of program, or service coordination.

- Each CMA has a list of members with financial renewal dates through December. These lists are available in the CMA Sharepoint folder.
  - ➤ Additional lists will be provided to CMAs for renewals in Jan 2024 forward

- Those who are not meeting requirements will begin the Notice of Action (LTC-803) process.

Eligibility Unwind Process

What if someone stops meeting programmatic requirements today?

- Prior to issuing Notice of Action (LTC-803), the CMA will consult the list of members who have had their financial eligibility renewal completed. Members who have not had their financial eligibility renewal completed will remain open with the CMA or "locked in" to their program until their financial eligibility renewal has been completed.

- Members who are past their financial eligibility renewal date will be issued a Notice of Action (LTC-803) when they stop meeting a programmatic requirement.

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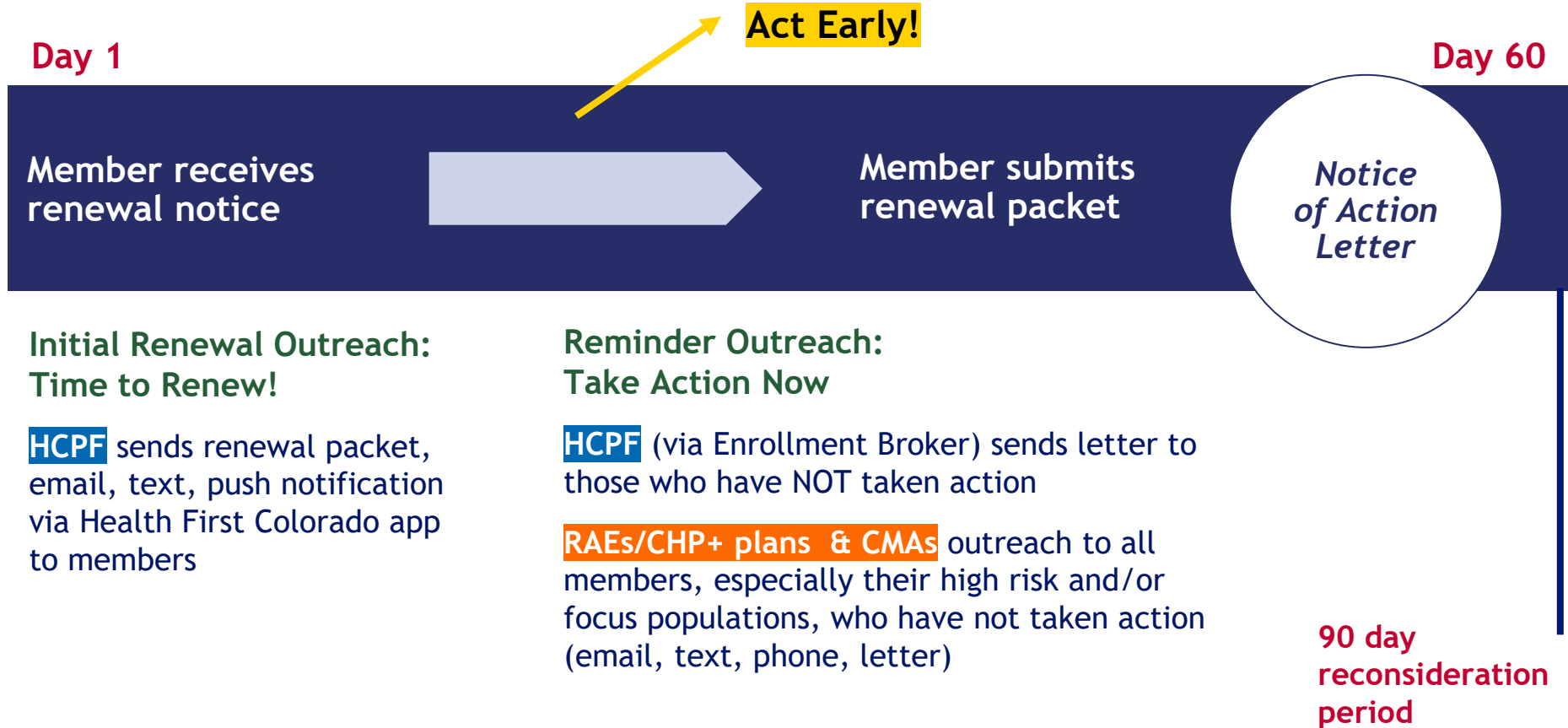Department of Health Care
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Communication

- CMAs should assist members with coordination of programs and services.

- Outreach the eligibility site with questions related to a members financial renewal/eligibility.

- Help members understand the functional and financial renewal process.

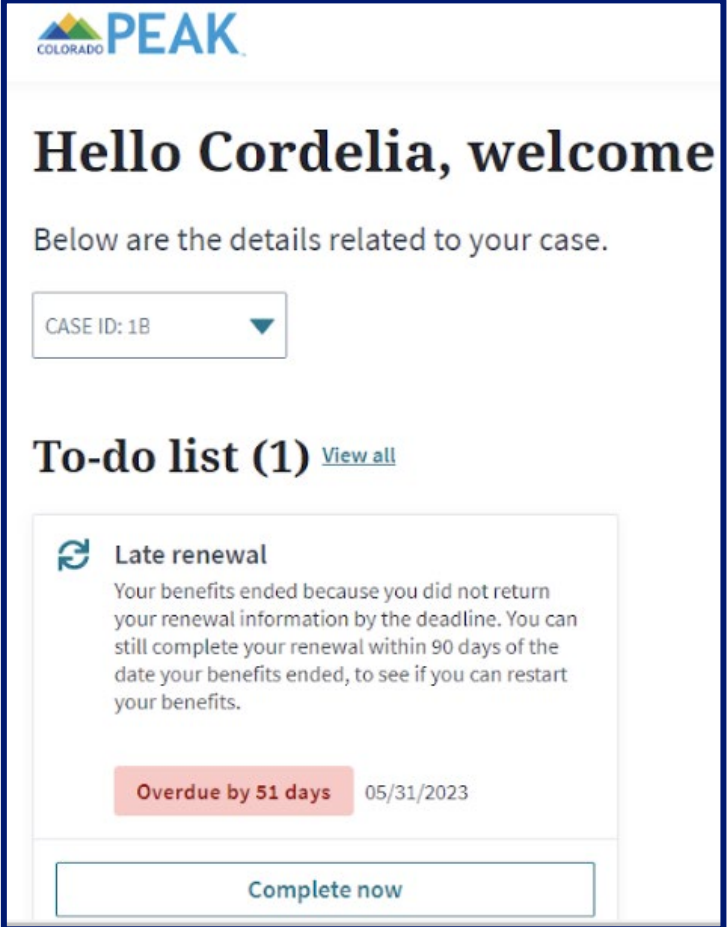- Use the Continuous Coverage Unwind fact sheet to help members through this process.

Photo by Marko Subotin from Noun Project

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Renewal Cycle Comms Overview

Act Early!

Day 1   **Day 60**

Member receives renewal notice → Member submits renewal packet

Notice of Action Letter

Initial Renewal Outreach: Time to Renew!

HCPF sends renewal packet, email, text, push notification via Health First Colorado app to members

Reminder Outreach: Take Action Now

HCPF (via Enrollment Broker) sends letter to those who have NOT taken action

RAEs/CHP+ plans & CMAs outreach to all members, especially their high risk and/or focus populations, who have not taken action (email, text, phone, letter)

90 day reconsideration period

Ongoing broad outreach: HFC website, traditional & social media, HFC app, PEAK, member newsletters, call centers, partner & provider messaging, case managers, posters/flyer materials in libraries, homeless shelters, clinics, PSA campaign.

Helpful PEAK Features

- Renewal Button 60 days in advance of a member's renewal date

- When the member submits their renewal it will show as "submitted" in the dashboard

- Reminder of the 90-day reconsideration period

- Update phone, email w/o county intervention

What We Are Hearing - LTSS

- Renewal packets can take longer to complete and process, and may require more documentation

- **HELP encourage early action!**

- Members can still complete the renewal without having to reapply during the 90-day reconsideration period

- **What other opportunities do CMAs have to reach members? What outreach tools are needed?**

Contact Information

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Case Management Redesign (CMRD) Updates

Case Management Redesign Updates

- Notices of Intent to Award for 18 of 20 Defined Service Areas sent on 6/12/23 and on 7/21/23 for the other 2.
  - Communication methods:
    - Constant Contact/memo series
    - Member Letter

- Case management agency (CMA) transitions in 3 groups in FY 23-24

- CMA rates finalized

- All federal authorities approved

Transition Phasing Timeline

- Phase 1 Transitions: August - October 2023
  - November 2023: First group of CMAs transitioned

- Phase 2 Transition: November-February 2024
  - March 2024: Second group of CMAs transitioned

- Phase 3 Transitions: March - June 2024
  - July 2024: Third group of CMAs transitioned

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Transition Process

- Department kickoff meeting with all agencies in cohort

- Department kickoff meeting with incoming and outgoing in cohort/service area

- Bi-weekly meetings with Department (first 2 months)

- Weekly meetings (last month)

- HMA coach support (optional)

- Training and onboarding of staff

- Post transition support from Department

ARPA Updates

3-in-1 CMA Startup Grant Application

- All for incoming awarded CMAs

- 3 ARPA Grants opportunities

- 5.01 Operations

- 6.06 EHR

- 6.08 Devices

- One application in the works to begin July 2023

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Part 1: CMA start up funds

For in-coming CMAs in 2023-24

- Start-up funds may include:
    - Marketing Costs e.g.: Website design, digital advertising, brochures, signage, booth rentals etc.
    - Inventory, office supplies e.g.: Computers, Docking Stations, Keyboards and Monitors, Printers (Wireless), Software Needed, Security, Antivirus Software, Cell Phones, Office Phones, headsets, Desks, Chairs, General Office, Supplies/Operating Supplies,Copy Machines, Postage, Rental Space, Utilities, Phone Service, etc.

Part 2: Dollars to Digitize for CMAs

CMAs selected for the redesign	Outgoing CMAs
The APRA 6.06 Grant program provides funding for the 3-in-1 start-up grant to CMAs selected for the redesign to upgrade or implement an Electronic Health Record (EHR) up to $100k.	Outgoing CMAs (not selected for the redesign) are able to apply for the ARPA 6.06 Dollars to Digitize Grant Summer RFA (late July or August). D2D provides funding for EHRs, Telehealth, Devices, HIEs, referral platforms, and technical assistance.

Part 3: Devices for CMAs

CCM Compatible Devices Grant

- Purchase Care and Case Management Tool Compatible Devices

- Grant application has an exhibit list of recommended devices and device peripheral and accessories

- HCPF strongly recommends that CMAs purchase Windows 10/11 Touch Screen devices and configurations to maximize the functionality and operational requirements of the new CCM system

- Additionally, HCPF will allow up to $300.00 per device for the purchase of peripherals and accessories to expand the ability of and help protect and maintain the device

One Application Process

- Application Opens: July 1, 2023

- Application Due: August 10, 2023

- Three sections for each funding source
  - Fill out the grant section you are applying for

- Avoid Duplication Guidance

- Awardees Notified: August 15, 2023
  - We will have a quick turn around to get those dollars out the door!

ARPA funds separate from the 3-in-1 application

- HMA coaches will continue to provide support through transitions for incoming and outgoing agencies.

- HMA coaches will also help navigate TA funds for incoming and outgoing agencies.

- Retention payments for all qualified Case Managers staying in case management system.

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HMA Coaching and TA

What to expect:

- More flexibility to navigate and utilize the coach's expertise and Technical Assistance (TA) ARPA funding!

- Individual CMA Transition Planning

- Technical Assistance Planning and Funding for FY24

- Learning Collaboratives aimed to support outside of the box thinking,workforce innovations, leading through change, professional development etc.

Retention Payments

Initial Retention Payment Applications completed!

- **Phase 2 has been initiated!**

- Applications closed June 15, 2023

- Final invoices **due August 15, 2023** to our contracted provider Public Consulting Group (PCG).

- **PHASE 3 retention payment planning and CM Sign on Bonuses are underway!**

  - Memo coming soon

Phase 3 Retention and Bonus Plan

- Money up-front with requirement of a quarterly report on spending

- Applications Open September 1 through 15, 2023

- Payment lump sum disbursement October 15, 2023

- Third and Final retention **$1000** per approved case management staff
    - Retention payments depending on CMA Transition Phases.
    - Suggest:
        - October 1 – October 31, 2023
        - February 1 – February 28, 2024
        - June 1 to June 30, 2024

- Sign on bonus **$1500** per approved Case Manager
    - Suggest 2-3 months after hired on/remain with new CMA

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Buy-In Programs

References

[Training Topics, Reference Documents, and Guides | Colorado Department of Health Care Policy & Financing](#)

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CMA Requirements for Eligibility

CMA Requirements

- PHE ended 05/11/23

- According to the Operational Memo OM 23-024:

  - Members who have not had their financial eligibility renewal (Medicaid Redetermination) completed will remain open with the CMA or "locked in" to their program until their financial eligibility renewal has been completed.

  - Case Management Unit working on process and communications with Medicaid Operations Office (MOO) team

- To submit an escalation for county DHS to look into, submit the County Relations form. The HCPF County Relations team will follow up with local county DHS to provide an update.

- For any Case Management case escalations or concerns, complete the Case Management form. The HCPF CM Unit team will investigate further and help find resolution.

Contact Information

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Telligen CES Review

Denial Trend with CES

- Telligen sending more RFIs when reviewing CES cases to help standardize their reviews

- No changes to regulation - Telligen still instructed to consider what is in the best interest of the member

- HCPF and Telligen working on revising application to capture information more efficiently

- Daytime and nighttime interventions in particular - requesting person specific examples including:

  - What the parent/caregiver is doing, how often (on average) and for how long (on average), the risk associated with this intervention not occuring

  - Do not use general terms such as 1:1 supervision, parent vigilance, monitoring, verbal redirection, etc.

  - HCPF has directed Telligen to consider aggregate time for interventions

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Contact Information

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Long-Term Services and Supports Videos for Members

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Notice of Action and Appeal Process Video

CCM System Training Check In

System Training

- All case managers should have completed all trainings offered to this point

  - If staff were unable to attend, log into the LMS and take recorded versions   including recorded Demos

- Anyone in your agency that currently uses the BUS or DDDWeb should be completing training

Additional Information

- Use the [Google Drive](#) to access Desk aids and recordings of trainings

- Use the [CCM FAQ webpage](#) to find answers to common questions

Contact Information

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Training and Technical Assistance Unit Supervisor
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Care and Case Management (CCM) System Updates

Contact Information

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Open Discussion

Next Meeting

November 2, 2023

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

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

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Thank you!