

# Case Management Redesign(CMRD) Case Management Agency (CMA) Transition Update Colorado Department of Health Care Policy & Financing (HCPF)

Office of Community Living

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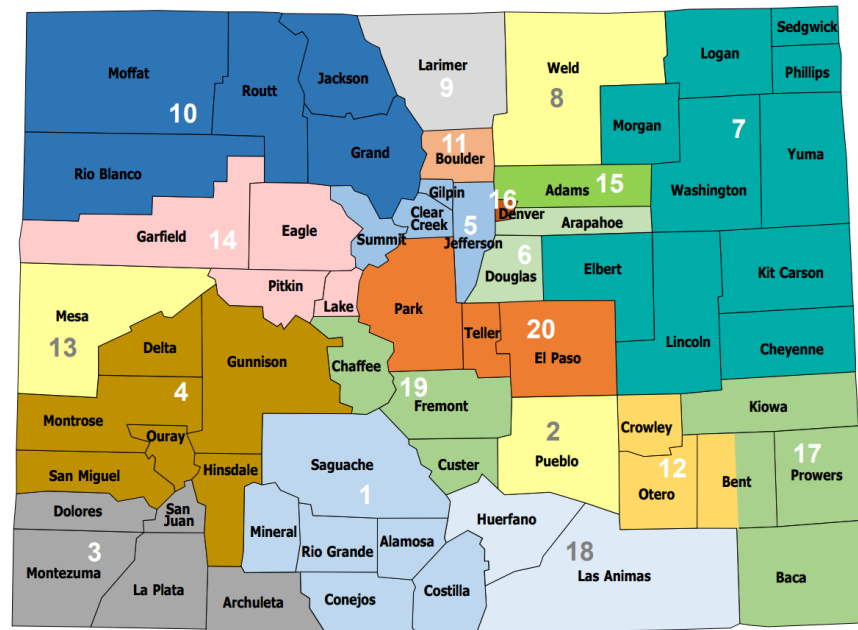
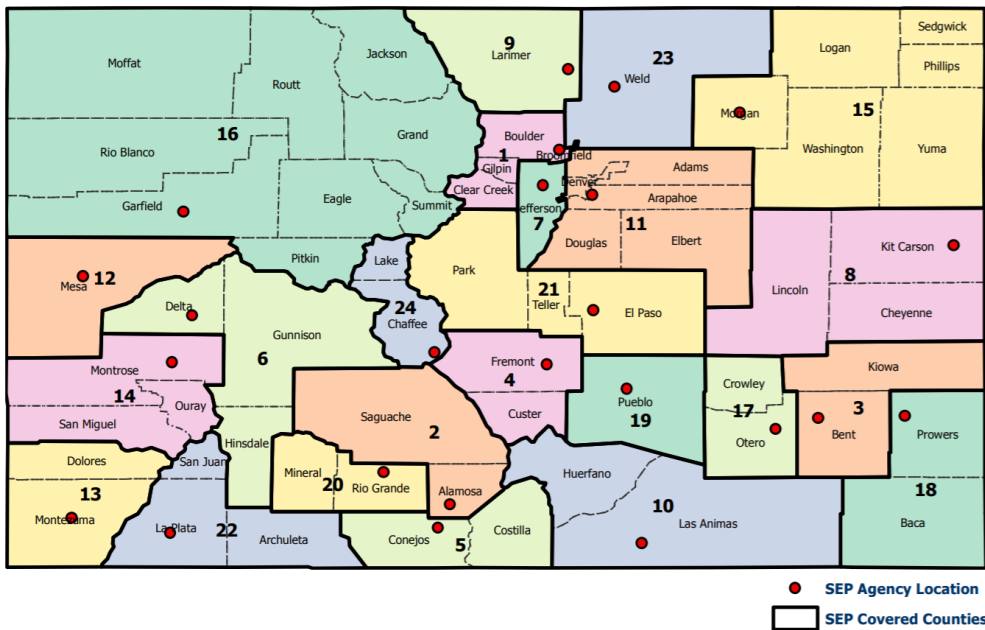
July 10, 2024

# CMRD Origins

- Executive Order and Community Living Advisory Group (CLAG)
- One place to go for all waivers
- Conflict-Free Case Management
- New Assessment and Person-Centered Support Plan Process

= Case Management Redesign

# Historical SEP and CCB Regions



# 10 HCBS Waivers in Colorado

## Adult Waivers

Brain Injury Waiver (BI)

Community Mental Health Supports Waiver (CMHS)

Complementary and Integrative Health Waiver (CIH)

Elderly, Blind and Disabled Waiver (EBD)

Developmental Disabilities Waiver (DD)

Supported Living Services Waiver (SLS)

## Children's Waivers

Children's Extensive Support Waiver (CES)

Children's Home and Community Based Services Waiver (CHCBS)

Children's Habilitation Residential Program Waiver (CHRP)

Children with Life Limiting Illness Waiver (CLLI)

[hcpf.colorado.gov/hcbs-waivers](https://hcpf.colorado.gov/hcbs-waivers)

# HCBS Waivers and Case Management

Historically, the HCBS waiver a person chooses to pursue determines the type of case management agency they will go to.

Single Entry Point (SEP) Agency	Community Centered Board (CCB)	Private Case Management Agency
<p>Serves waivers targeted to individuals <b>without</b> an IDD</p> <ul style="list-style-type: none"><li>• <a href="#">Brain Injury Waiver (BI)</a></li><li>• <a href="#">Children with Life Limiting Illness Waiver (CLLI)</a></li><li>• <a href="#">Community Mental Health Supports Waiver (CMHS)</a></li><li>• <a href="#">Complementary and Integrated Health Waiver (CIH formerly SCI)</a></li><li>• <a href="#">Elderly, Blind and Disabled Waiver (EBD)</a></li><li>• <a href="#">Children's Home and Community Based Services Waiver (CHCBS)</a></li></ul>	<p>Serves waivers targeted to individuals <b>with</b> an IDD</p> <ul style="list-style-type: none"><li>• <a href="#">Children's Extensive Support Waiver (CES)</a></li><li>• <a href="#">Children's Habilitation Residential Program Waiver (CHRP)</a></li><li>• <a href="#">Developmental Disabilities Waiver (DD)</a></li><li>• <a href="#">Supported Living Services Waiver (SLS)</a></li><li>• <a href="#">Children's Home and Community Based Services Waiver (CHCBS)</a></li></ul>	<p>Serves children with significant medical needs</p> <ul style="list-style-type: none"><li>• <a href="#">Children's Home and Community Based Services Waiver (CHCBS)</a></li></ul>



# Key Outcomes of Case Management Redesign



**COLORADO**

Department of Health Care  
Policy & Financing

# Intake, Eligibility, & Case Management Agency

## PERSON CENTEREDNESS

### Intake & Eligibility

- Initial & Continued Stay Review (CSR) Assessment
- Financial / Eligibility Assistance
- Determination = Developmental Disability (DD)/Delay
- Children's Extensive Support (CES) Application
- Resource Navigation

### Outreach

- Regional Accountable Entity (RAE) Coordination & Engagement
- Community Advocates

### Ongoing Case Management Functions

- Service Planning
- Monitoring
- Revisions

### Admin Functions

- Waiting List Management
- Operational Guide
- Human Rights Committee (HRC)
- Complaint Trends
- Appeals
- State Funded Programs
- Critical Incident Reporting (CIR)
- Supports Intensity Scale (SIS)
- Organized Healthcare Delivery System (OHDS)

Individual  
Selects  
their  
Service  
Providers

Social Security  
Administration  
(SSA)  
Determines  
Disability

County  
Determines  
Financial  
Eligibility

# What is NOT changing?



- Access to services
- Waiver eligibility
- Person centered approach
- Required case management
- Local knowledge and expertise



# CMRD Transition Process



# Defined Service Area Providers Announced

[Informational Memo IM 23-024](#)

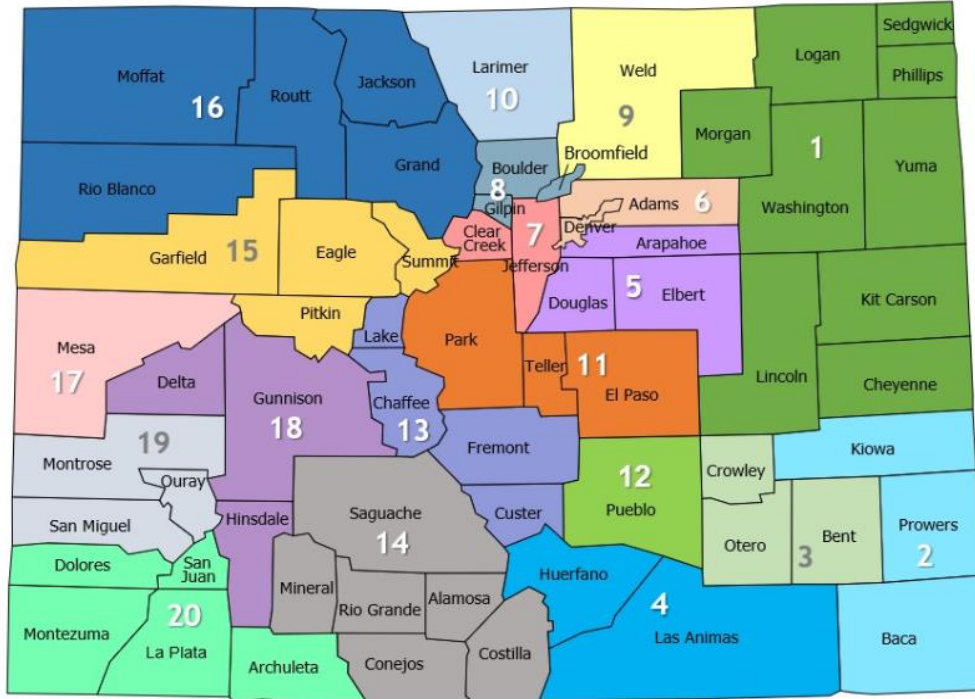
- Request for Proposals released December 2022 for providers in newly defined services areas
- By July 21, 2023 all 20 areas had a provider who was notified of HCPF intent to award
- Total of 15 agencies across 20 defined service areas

# Transition Phasing Timeline

- Phase 1 Transitions: August - October 2023
  - November 2023: First group of CMAs fully transitioned
- Phase 2 Transition: November-February 2024
  - March 2024: Second group of CMAs fully transitioned
- Phase 3 Transitions: March - June 2024
  - July 2024: Third group of CMAs fully transitioned

# New Defined Service Areas

Case Management Agency Regional Map



DSA	Case Management Agency	Counties served
1	Northeastern Colorado Association of Local Governments (NECALG)	Cheyenne, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Yuma
2	Prowers County Public Health and Environment	Baca, Kiowa, Prowers
3	Otero County	Bent, Crowley, Otero
4	Las Animas County	Huerfano, Las Animas
5	Developmental Pathways (DP)	Arapahoe, Douglas, Elbert
6	Rocky Mountain Human Services (RMHS)	Adams, Denver
7	Jefferson County	Clear Creek, Jefferson
8	Adult Care Management, Inc. (ACMI)	Boulder, Broomfield, Gilpin
9	Weld County	Weld
10	Foothills Gateway, Inc.	Larimer County
11	The Resource Exchange (TRE)	El Paso, Park, Teller
12	The Resource Exchange (TRE)	Pueblo
13	Rocky Mountain Health Maintenance Organization, Inc (RMHP)	Chaffee, Custer, Fremont, Lake
14	Rocky Mountain Health Maintenance Organization, Inc (RMHP)	Alamosa, Conejos, Costilla, Mineral, Rio Grande, Saguache
15	Garfield County	Eagle, Garfield, Pitkin, Summit
16	Rocky Mountain Health Maintenance Organization, Inc (RMHP)	Grand, Jackson, Moffat, Rio Blanco, Routt
17	Rocky Mountain Health Maintenance Organization, Inc (RMHP)	Mesa
18	Rocky Mountain Health Maintenance Organization, Inc (RMHP)	Delta, Gunnison, Hinsdale
19	Montrose County	Montrose, Ouray, San Miguel
20	Community Connections, Inc. (CCI)	Archuleta, Dolores, La Plata, Montezuma, San Juan

# New Webpage & Resources for Members

## My HCBS Case Management

- Information about how the new HCBS Case Management System will impact members
- Informational videos in English and Spanish from a Member perspective
- A page that will grow over time to be a one-stop resource for members about all things HCBS Case Management

### Informational Videos



What is Long-Term Care?

[What is Long-Term Care? - Spanish Video](#)



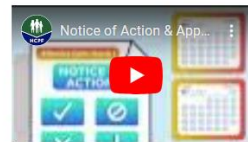
What is Case Management?

[What is Case Management? - Spanish Video](#)



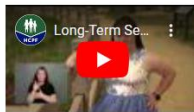
Long-Term Care Rights and Responsibilities

[Long-Term Care Rights and Responsibilities - Spanish Video](#)



Notice of Action and Appeal Process

[Notice of Action and Appeal Process - Spanish Video](#)



Long-Term Services and Supports (LTSS)



LTSS - Level of Care



Waivers 101

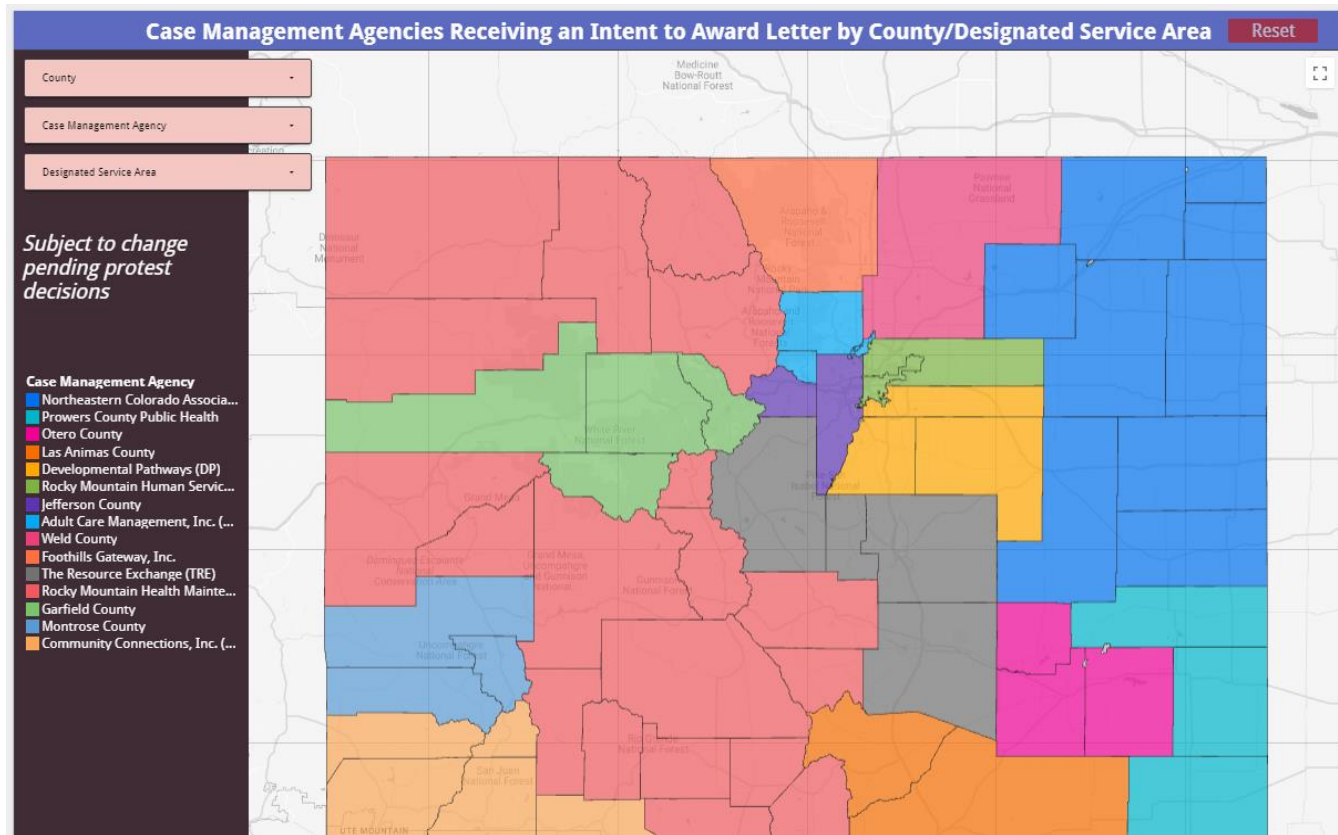


Benefits of CDA55



Medicaid Buy-In Program

# New Interactive Map



# CHCBS Member Transition

Private Case Management agencies serving members across the state transitioned in Phase 3 to ensure continuity of care for members, families and staff in the Children's Home and Community Based Services waiver.



# Waiver Changes

As of July 1st, 2024, Case Management is no longer a direct service in the CHCBS waiver.

Members were automatically enrolled in the Wellness Education Benefit (WEB) services in May 2024. This ensures members have a monthly billable service therefore avoiding ineligibility.





# Follow Up Post Transition

To ensure CHCBS members have the smoothest transition possible, the department will be doing the following:

- **All ongoing CMAs will have received an Overview of CHCBS Training (June 24th)**
  - Private CMAs supported in the development of the training.
- **Monitoring of contact by the CMAs through the state database system in July and August**
  - Targeted outreach to CMAs not meeting contract requirements



# HCPF Communication with Members

- Need more information about CMRD and/or HCBS services and Case Management?:
  - [CMRD Website](#)
  - **New** [My HCBS Case Management Website](#) for Members with **NEW** Member Materials & Trainings!
  - [OCL Monthly Webinars](#)
  - Office of Community Living long-terms services and supports [newsletter](#).
- Need more information about Stabilizing Long Term Care Services and Supports (LTSS) efforts?:
  - [Stabilizing Long-Term Services and Supports \(LTSS\)](#)
  - [LTSS Stabilization Actions | Colorado Department of Health Care Policy & Financing](#) (Last update June 12, 2024)





# Questions