



# CULTURE CHANGE: BALANCING EQUITY AND UNIQUE NEEDS

*BEING TRULY PERSON-CENTERED*

JULY 26, 2022

COLORADO CASE MANAGEMENT REDESIGN:  
CAPACITY BUILDING LEARNING COLLABORATIVE

HEALTH MANAGEMENT ASSOCIATES

# PUBLIC MEETING NOTICE

- Please note this meeting is open to the public and being recorded.
- Anything said during this meeting may be part of the Public Record.
- All meeting materials will be posted on HCPF's website:  
<https://hcpf.colorado.gov/case-management-redesign#Meetings>

# AGENDA

- Introductions
- Background
- Discussion with Panelists and Attendees



# TODAY'S PANELISTS

**Maria Martinez, Pueblo, CO**

**Amy Petre Hill, Aurora, CO**

**Regina Rodriguez Sisneros, Denver, CO**

**Sarmistha Talukdar**





# BACKGROUND: COLORADO'S CASE MANAGEMENT REDESIGN (CMRD)

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# WHY IS THIS CHANGE COMING?

Colorado's Redesigned Case Management system will offer:

- Person-centered experience for all members
- Improved equity
- Easier to navigate, one place to go
- Streamlined operations and increased administrative efficiencies
- Innovations further increase system stability, quality, and accountability



**The Goal:**

**Make case management work better for everyone!**

# CO CASE MANAGEMENT REDESIGN (CMRD)



# SUPPORTING EACH PERSON

Colorado currently has three different kinds of case management organizations, Single Entry Point Agencies (SEPs), Community-Centered Boards (CCBs) and Private Case Management Agencies (PCMAs), each serving different groups of people and different home and community-based waivers:

- Brain Injury waiver
- Community Mental Health Supports waiver
- Elderly, Blind and Disabled waiver
- Spinal Cord Injury waiver
- Developmental Disabilities waiver
- Supported Living Services waiver
- Children's Home and Community Services waiver
- Children with Life Limiting Illness waiver
- Children's Extensive Support waiver
- Children's Habilitation Residential Program waiver



Under the new Case Management system, there will only be **one agency for each area** offering case management for ALL of the waivers and populations. This will make it easier for each person to find and access the right services for them.



# CMRD CAPACITY BUILDING PROJECT

The Department of Health Care Policy & Financing has contracted with Health Management Associates (HMA) to help current case management agencies (CMAs) and stakeholders get ready for this change:

- Work with CMAs to figure out what they need
- Provide technical assistance for CMAs to develop transition plans and get ready for what's next
- Support CMAs and stakeholders through the change process
- Engage with CO HCBS stakeholders to help with the transition through Learning Collaboratives and Community Conversations





# PANEL DISCUSSION

HEALTH MANAGEMENT ASSOCIATES

# NEED MORE INFORMATION?

HCPF Case Management Redesign information:

[hcpf.colorado.gov/case-management-redesign](https://hcpf.colorado.gov/case-management-redesign)

Office of Community Living Stakeholder Engagement Calendar:

[hcpf.colorado.gov/OCL-stakeholder-engagement](https://hcpf.colorado.gov/OCL-stakeholder-engagement)

American Rescue Plan Act (ARPA) Stakeholder Engagement:

[hcpf.colorado.gov/arpa/arpa-stakeholder-engagement](https://hcpf.colorado.gov/arpa/arpa-stakeholder-engagement)

# QUESTIONS?

Please contact us if you have additional questions, suggestions, or ideas

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**PLEASE OFFER YOUR FEEDBACK:**  
[www.surveymonkey.com/r/GenARPA](http://www.surveymonkey.com/r/GenARPA)

