

# Case Management Agency Requirements Rules

May 2, 2023

# Agenda

- Introductions and Housekeeping: 9 to 9:15 a.m.
  - Rule and Regulation Changes for Case Management Redesign (CMRD)
  - Goals For the Rule Updates
  - Roles and Responsibilities
  - Updates from last meeting
- CMA Rule Review  
9:20 to 10:45 a.m.
- Wrap up: 10:45 to 11 a.m.

# Purpose of Meeting

- Share draft rules for Case Management Redesign and the restructure of other rules with members and family members and other stakeholders to gather feedback

# Rule Process

- Subject Matter Experts (SMEs) draft new rule structure and updates to align with CMRD
- HCPF brings the drafted rule to the stakeholders for review
- SMEs and HCPF leadership incorporate approved updates
- CMRD team sends rule drafts for approval to Program Integrity, HCPF Leadership, Budget, and Legal (eClearance)
- **YAY! We have a final draft to send to MSB!**

# Rule Process (cont)

- This rule revision is so big, we will meet with the Medical Service Board (MSB) in advance to prepare and orient them before official MSB reading
- Final drafts go to the MSB coordinator who posts for public comment and send to the Attorney General's office for formal review
- Present to MSB, answer questions and get approval!
- **RULES IN EFFECT January 2024!!!!**

# Rule Timeline

- Rule Revision Stakeholder Engagement - October 2022 to June 2023
- Rule revisions final drafts complete - September 2023
- Initial preparation meeting with MSB - September 2023
- Public comment rule review complete - October 2023
- MSB hearing - November 2023
- Final rule adoption - January 2024

# Current Rule Structure is Fragmented



# The New Rule Structure

Waiver/Program Overall Requirements

CMA Requirements

CCB Requirements

Service Definitions

Provider Requirements



# Goals for the Rule Updates

1. Minimize duplication within the rules and make sure requirements are consistent across programs
2. Help everyone involved understand their roles and responsibilities
3. A rule structure that is easy to follow and understand

# Rule Restructure vs. Changes

## Restructure:

- Moving rules around to be in a more accessible format
- Cleaning up language that is outdated or not reflective of current practices

## Changes:

- With new statute and requirements in place for case management, we must make changes to rules to align

# Roles and Responsibilities

- **HCPF: Tiffani Domokos, Nicolette Cordova and John Barry**
  - Introductions, monitoring and moving conversation, walk through rule changes, timekeeping, monitoring questions in the queue, overall flow of meeting and directing questions to SMEs
- **HCPF Subject Matter Experts (SMEs)**
  - Addressing questions, concerns, comments as they relate to the rule updates, changes, guidance, movement, language, structure etc.
- **HCBS Strategies Inc.**
  - Record keeping in for of Listening Logs and Issues for further discussion, follow up, assist with walking through of the rule changes, recording/addressing questions in the queue, assisting with time management and follow up question management

# CO Rules Listening Logs

[View Listening Logs](#)

~~259~~ 304 lines and  
counting!

# CO Rules Stakeholder Issues for Further Discussion

[View Stakeholder Issues Document](#)

# Today's Review

- Case Management Agency and Case Manager Functions
  - CMA Member Choice Process
  - State General Fund Transfers
  - Informed Consent for Rights Modifications
  - Human Rights Committee
  - Denials/Discontinuations/Adverse Actions
  - Dispute Resolution with Providers
  - Disputes b/w Department and CMA
  - Continuous Quality Improvement
  - State Program Services
  - Organized Health Care Delivery System
  - Documentation and Recordkeeping
  - Communication
  - TCM Billing and Payment Liability
  - Case Manager and Case Management Supervisor Requirements
  - Community Centered Board



# Rules vs. Contracts vs. Provider agreements



**COLOR**

Department of Health Care  
Policy & Financing

# Contract Reimbursement

- Contract Deliverables
- Pre-Enrollment Case Management Activities
- State General Fund Programs

# Targeted Case Management Reimbursement

- Ongoing Case Management
- Monitoring
- Rural Travel Add-on



# Changes to Spot

- Choice Language updates
- Member vs. Individual
- CMA replace SEP and CCB (where applicable) for Case Management responsibilities
- Align rules with contract, waiver, statute
- Integration of CMA and Case Manager responsibilities and requirements

# Meeting Schedule

HCPF has lots of projects going on. Here is how you can keep the most up to date information of schedule changes:

- Keep up to date on the [stakeholder engagement calendar](#)
- Keep up to date information on the [CMRD Webpage](#)

# Thank you!