

Case Management Agency Requirements Rules

April 11, 2023

Agenda

- Introductions and Housekeeping: 9 to 9:15 a.m.
 - Rule & Regulation Changes for Case Management Redesign (CMRD)
 - Goals For the Rule Updates
 - Roles and Responsibilities
- CMA Rule Review
9:15 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- Cleaning up language that is outdated or not reflective of current practices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](#)

~~135~~ 182 lines and
counting!

CO Rules Stakeholder Issues for Further Discussion

[View Stakeholder Issues Document](#)

Today's Review

- **CMA Overall Requirements (8.7205)**
 - Community Advisory Committee
 - CMA grievance and Complaint Process for Clients and Members
 - Personnel System
 - Staffing Patterns
 - CMA Communication and Documentation
 - Recordkeeping
 - Confidentiality of Information
 - Preservation of Member Rights
 - Member Access to CMA
 - Incident Reporting
 - Abuse, Mistreatment, Neglect and Exploitation



Rules vs. Contracts vs. Provider agreements



COLORADO

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

- New Structure
 - CMA responsibilities/functions and CM responsibilities/functions
- Member vs. Individual
- CMA replace SEP and CCB (where applicable) for CM responsibilities
- Align rules with contract, waiver, statute
 - TCM vs. Administrative CM
 - Community Advisory Committee
 - Grievance and Complaints
 - CMA exceptions process and portability
 - Coordination with community partners
 - Timelines (reflect waiver 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!