

# Case Management Agency Requirements Rules

April 25, 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
- 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



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# 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- Cleaning up language that is outdated or not reflective of current practices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](#)

~~182~~ 259 lines and  
counting!

# CO Rules Stakeholder Issues for Further Discussion

[View Stakeholder Issues Document](#)

# Updates from last meeting

- Chat will be copy-able
  - Please wait until the end of the meeting
  - HCPF will monitor for PHI and delete ASAP
- HCPF staff working on updating logs in writing
- CM rule follow up: *May 9, 2023*
  - CMA choice and portability
  - Cost containment
  - Other “Issues for further discussion” from CMA meetings

# Today's Review

- Case Management Agency and Case Manager Functions
  - Intake, Screening, Referral
  - Nursing Facility Admission
  - Waitlist Management
  - Telehealth and delivery
  - Utilization Review
  - Person Centered Support Coordination
  - Monitoring
  - CIRs
- Not discussing LOC or Needs Assessment because those are going through MSB right now and will be replaced



# Rules vs. Contracts vs. Provider agreements



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# 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!