

Case Management Agency Requirements Rules

March 28, 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

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- Cleaning up language that is outdated or not reflective of current practices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 Anderson (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 lines and counting!



CO Rules Stakeholder Issues for Further Discussion

[View Stakeholder Issues Document](#)



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Department of Health Care
Policy & Financing



Rules vs. Contracts vs. Provider agreements

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!**

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 promulgation - earliest December 2023/latest January 2024

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

Follow-up on Member's Rights and Responsibilities

- Heard feedback about the placement being fragmented
- Proposed changes:
 - Place members rights and responsibilities at the beginning of the HCBS rules to emphasize importance
 - Case Manager (CM) section will state that CMs are responsible for informing people about rights and respecting their rights
 - Provider section will have language about providers respecting rights

Poll for Member's Rights

Do you support integrating Member's Rights at beginning of HCBS Rules?

- Yes
- No

Separate CMA and CM Requirements Sections?

- Current draft separated these to clarify agency vs. case manager responsibilities
- Distinctions are blurry and creating duplication
- Feedback on integrating into a single section?

Poll for Integrating CM Sections

I recommend:

- Integrating the case management agency and case manager requirements
- Keeping them as separate sections

Today's review

- Definitions (8.7201)
- Legal Basis (8.7202)
- CMA Defined Service Area (8.7203)
- CMA Selection and Contracting (8.7204)
 - CMA Competitive Procurement Process
 - CMA Contract
 - Disputes between Department and CMA

Today's Review (cont)

- **CMA Overall Requirements (8.7205)**
 - Administration of a CMA
 - CMA Governing Body
 - 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

CMA Overall Requirements

- Combines current SEP and CCB requirements or CM
- Includes:
 - Governing Body
 - Service Areas and contracting
 - CMA Functions
 - Grievances
 - Personnel and Staffing
 - HRC/CIR/IR/MANE

Changes to Spot

- New Structure
 - CMA responsibilities/functions and CM responsibilities/functions
- Member vs. Client
- CMA replace SEP and CCB (where applicable) for CM responsibilities
- Align rules with RFP, 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!