

# Case Management Rules Follow-up

June 1, 2023

# Agenda

- Introductions and Housekeeping: 11 to 11:10 a.m.
- Case Management Rule Follow-up: 11:10 a.m. to 12:15 p.m.
  - Case Management Training and Tools
  - Quality
  - Listening Log open discussion??
- Wrap up: 12:15 to 12:30 p.m.

# Listening Log Overview

- Themes for discussion:
  - CMA choice
  - Cost Containment
  - CMA training and Case Management tools
  - CMA accountability and quality
- Log is provided publicly with written responses
- For specific items, please reach out to Department directly
- Log will be completed by mid-July

# Case Management Training and Tools



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# Tools in Development

- New Care and Case Management (CCM) system
  - Once fully implemented it will replace the need for case managers to use multiple systems.
  - ARPA project dedicated to building out the CCM system for additional benefits to Department and CMAs.
- Office of Community Living is partnering with the Medicaid Operations Office to produce member and community resources including:
  - Updated Member Handbook
  - Waiver one-page resources
- Case Management Learning Management System

# Learning Management System (LMS)

- Department has begun implementing the use of an LMS for Case Manager training and learning opportunities
- Allows for refined tracking of case manager completion of training
- Includes opportunity for quizzes and certification exams to address learning retention
- Streamlined access to materials
- Replaces previously created recorded webinar-based training
- New content is interactive and engaging to the learner and can be retaken as many times as the learner needs
- New content will include former training topics and newly identified topics to create a comprehensive curriculum

# Case Manager Requirements Rules vs. Contract

## Department Rules Core Purpose:

- Federal Compliance
- Statutory Requirements
- Across all of Colorado
- Across all waivers
- Meant to Align High Level Expectations

## Contracts Core Purpose:

- CMA Operations
- Local Expertise
- Local Partnerships
- “Important for” Community
- Sets Department Expectations for Compliance

# Case Management Quality



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# Quality Case Management - Current

- **Quality Improvement Strategies (QIS)**
  - An annual review of case management performance across the 10 Home and Community Based Services (HCBS) Waivers
  - Sample size is based on the total waiver population and is not a specific sample per case management agency
- **National Core Indicators (NCI)**
  - Member Satisfaction surveys
- **Programmatic Reviews**
  - Targeted reviews of case management agency performance
  - Content of review may vary based on specific concerns identified
- **Financial Reviews**
  - Review of case management activities and associated payment

# Quality Case Management - Future

Oversight of case management activities on a statistically valid sample size

- **Continuous Quality Improvement**
  - An annual review of case management performance using a statistically valid sample size per case management agency.
  - Utilize performance measures from our HCBS waivers and additional metrics (including NCI member satisfaction survey data) to assess case management quality performance
  - Publish a scorecard of case management agency performance on each performance measure/metric.
- **Financial Reviews**
  - Review of case management activities and associated payment

# Cost Containment Follow up

# 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!