

Case Management Redesign Member and Family Listening Sessions

July 2021



Our Mission:

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.

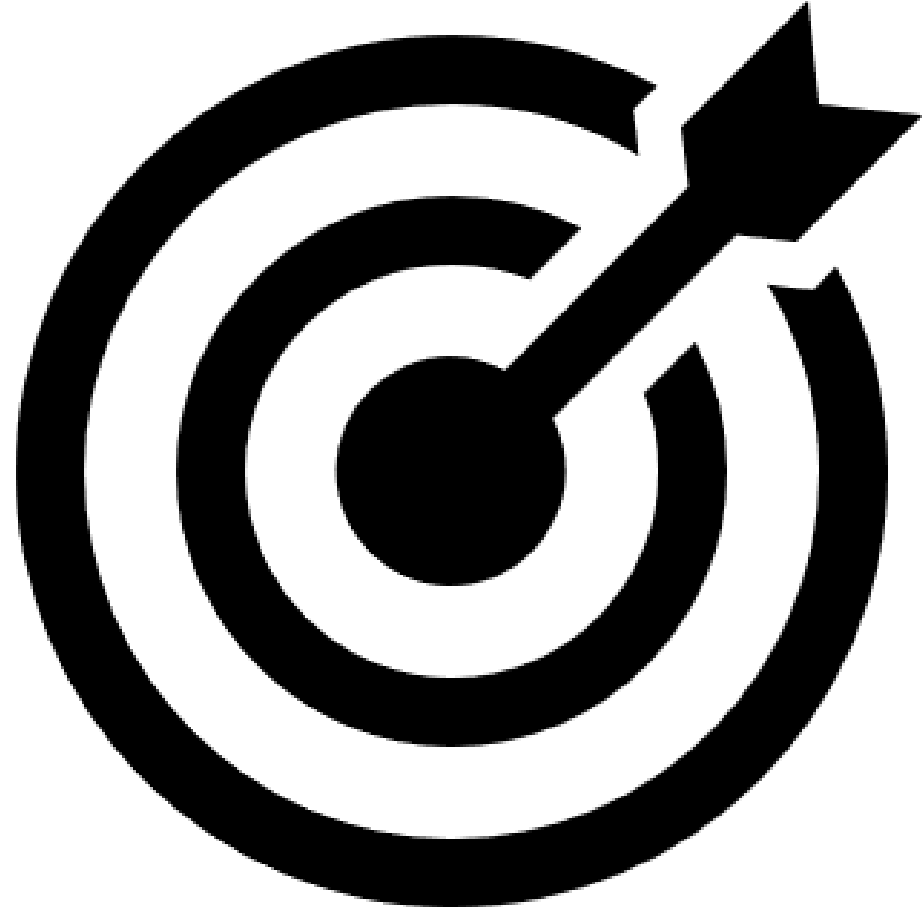


COLORADO

Department of Health Care
Policy & Financing

Goals for Today

- Understand current case management system
- Understand need for case management redesign
- Provide feedback to the Department on your experience with case management
- Get questions answered about what these changes mean for you and your family

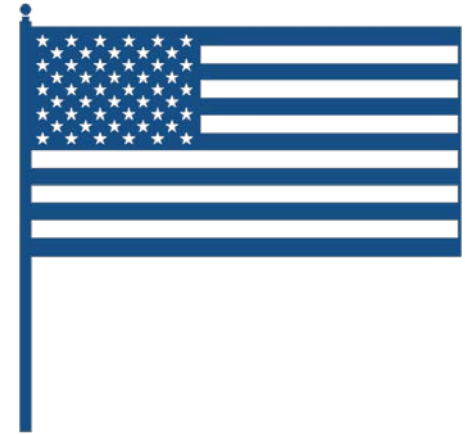


Quick Poll

- How do you identify?
 - Member receiving services
 - Family member of someone in services
 - Provider
 - Case Management agency staff
 - Advocate

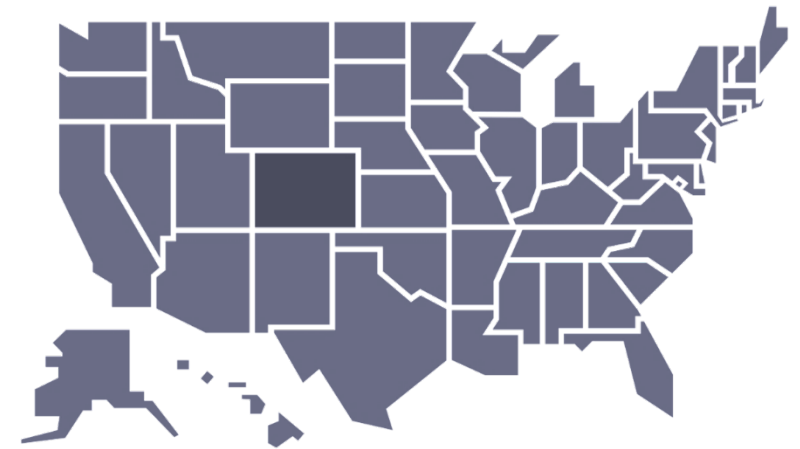
Medicaid Basics

- Health insurance for eligible low-income adults, children, pregnant women, elderly adults and people with disabilities
- Entitlement program currently covering nearly 72 million Americans nationwide
- States given the option to participate
 - Funded jointly with State and Federal Funding
 - Some mandatory requirements
 - Some flexibility for States to tailor their Medicaid program to their needs and population



Home and Community-Based Services (HCBS) Waivers

- Alternative to institutional care
 - Provide institutional level of care to individuals who prefer to live in their home or community
- Home and Community-Based Services (HCBS) Waivers allow states flexibility to:
 - Waive certain income/eligibility criteria
 - Provide specific services to target groups or geographic regions
 - Can have waiting lists or enrollment caps
 - Provide individuals more choice and independence



10 HCBS Waivers in Colorado

Adult Waivers

Brain Injury Waiver (BI)

Community Mental Health Supports Waiver (CMHS)

Developmental Disabilities Waiver (DD)

Elderly, Blind and Disabled Waiver (EBD)

Spinal Cord Injury Waiver (SCI)

Supported Living Services Waiver (SLS)

Children's Waivers

Children's Extensive Support Waiver (CES)

Children's Home and Community Based Services Waiver (CHCBS)

Children's Habilitation Residential Program Waiver (CHRP)

Children with Life Limiting Illness Waiver (CLLI)

hcpf.colorado.gov/long-term-services-and-supports-programs

What is Case Management?

Assessment

Service Plan

Service Referral and
Coordination

Quality Monitoring

HCBS Waivers and Case Management

Currently, the HCBS waiver a person chooses to pursue determines the type of case management agency they will go to.

Single Entry Point (SEP) Agency

Serves waivers targeted to individuals **without** an IDD

- [Brain Injury Waiver \(BI\)](#)
- [Community Mental Health Supports Waiver \(CMHS\)](#)
- [Elderly, Blind and Disabled Waiver \(EBD\)](#)
- [Spinal Cord Injury Waiver \(SCI\)](#)
- [Children With Life Limiting Illness Waiver \(CLLI\)](#)

Community Centered Board (CCB) Agency

Serves waivers targeted to individuals **with** an IDD

- [Developmental Disabilities Waiver \(DD\)](#)
- [Supported Living Services Waiver \(SLS\)](#)
- [Children's Extensive Support Waiver \(CES\)](#)
- [Children's Habilitation Residential Program Waiver \(CHRP\)](#)

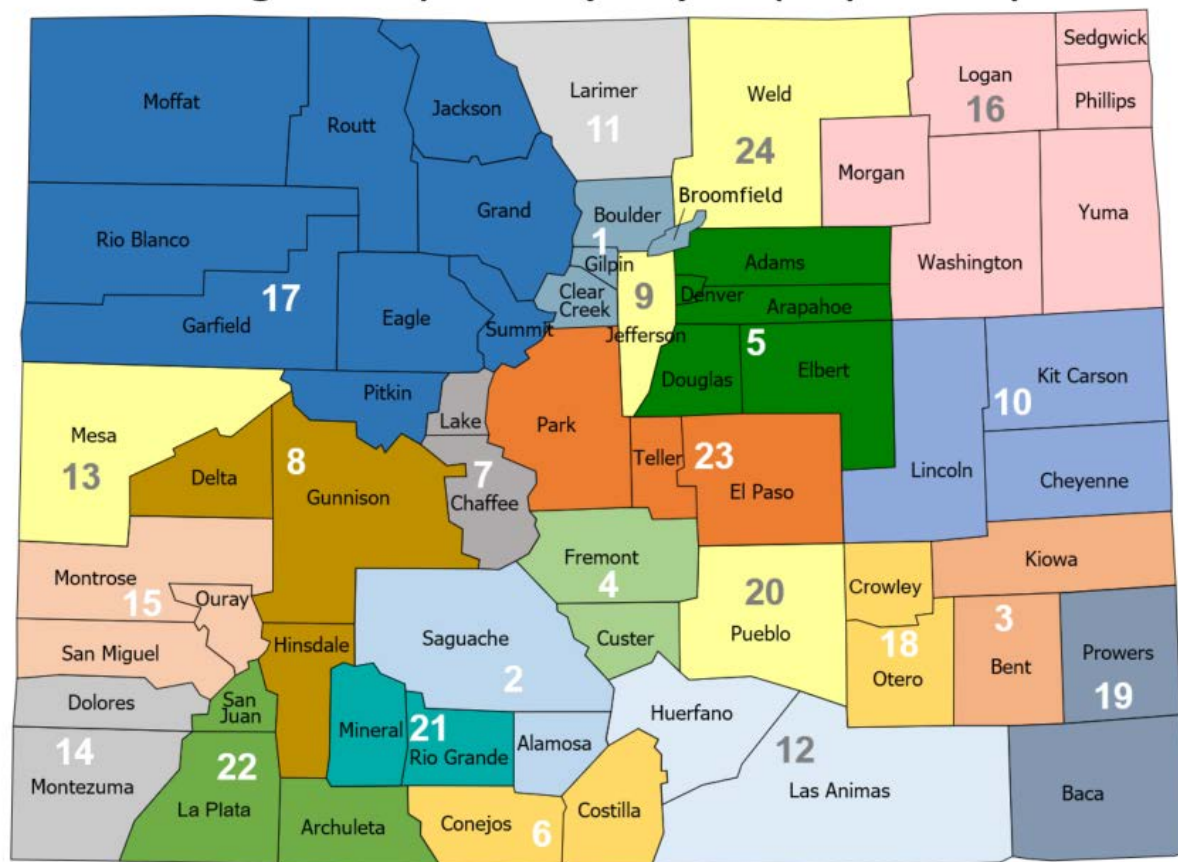
Private Case Management Agencies

Serves children with significant medical needs

- [Children's Home and Community Based Services Waiver \(CHCBS\)](#)

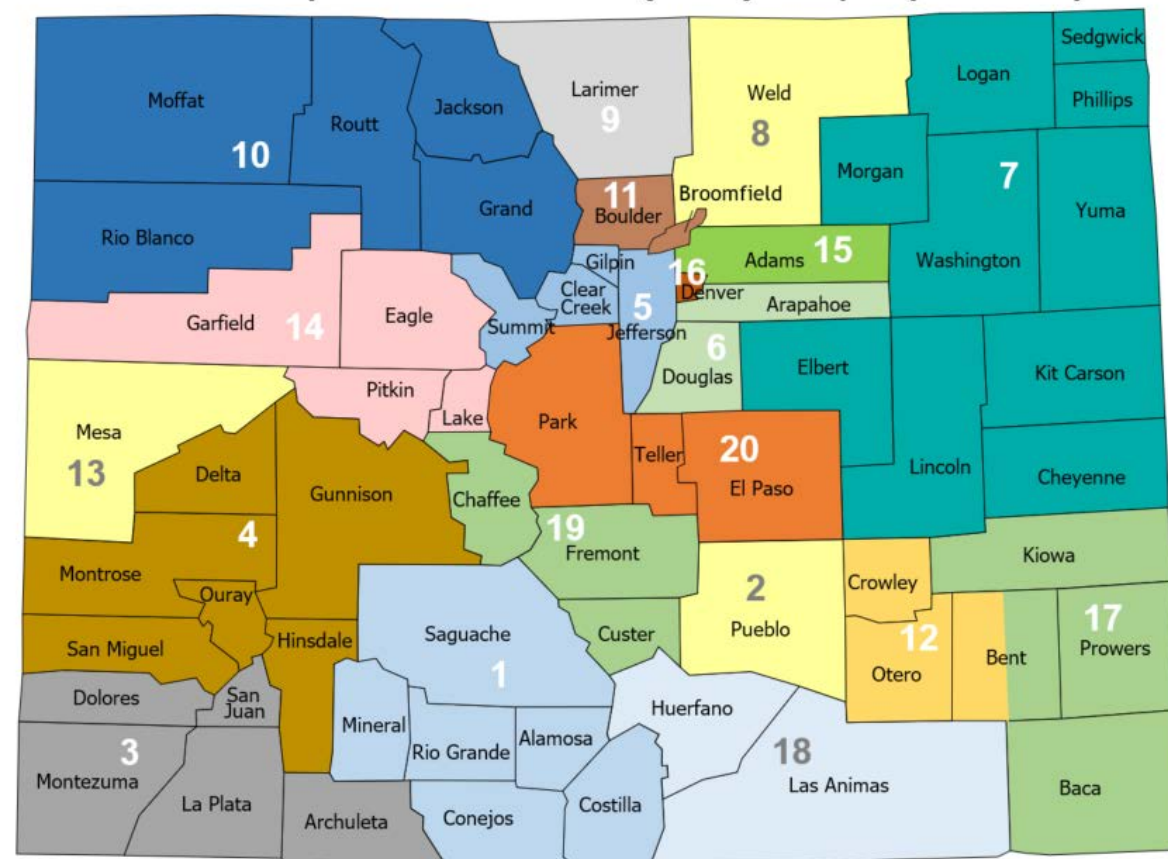
Current SEP and CCB Regions

Single Entry Point (SEP) Map by County



hcpf.colorado.gov/single-entry-point-agencies

Community Center Board (CCB) Map by County



hcpf.colorado.gov/community-centered-boards

Challenges with CM in Colorado



- Inconsistent Quality
- Disjointed IT systems
- Members' experiences of support differ based on agency and location
- Inequity between populations
- Lack of flexibility to access services

Case Management Redesign

Bringing Change

- Executive Order and Community Living Advisory Group (CLAG)
- One place to go for all waivers
- Conflict-Free Case Management
- New Assessment and Person-Centered Support Plan Process

= Case Management Redesign

Case Management Agency

Determine
financial
eligibility
with County

PERSON CENTEREDNESS

Intake & Eligibility

- Initial & Continued Stay Review (CSR) Assessment
- Financial / Eligibility Assistance
- Determination of Developmental Disability (DD)/Delay
- Children's Extensive Support (CES) Application
- Resource Navigation

Ongoing Case Management Functions

- Service Planning
- Monitoring
- Revisions

Select
Service
Providers

Admin Functions

- Waiting List Management
- Operational Guide
- Human Rights Committee (HRC)
- Complaint Trends
- Appeals
- State Funded Programs
- Critical Incident Reporting (CIR)
- Supports Intensity Scale (SIS)
- Organized Healthcare Delivery System (OHCDs)

Outreach

- Regional Accountable Entity (RAE) Coordination & Engagement
- Community Advocates

Standardized Training



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Key outcomes of CMRD

Federal Compliance

Quality

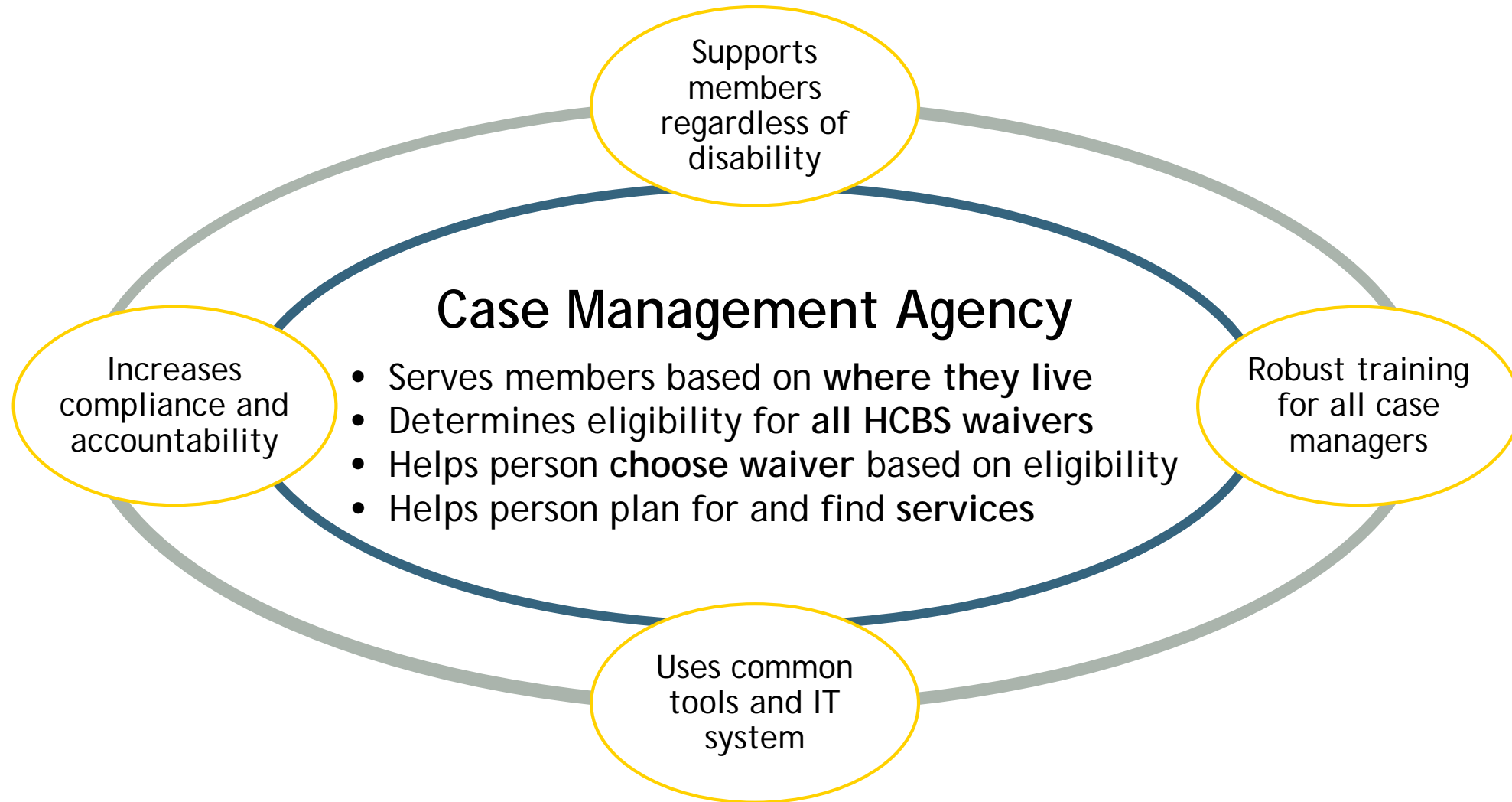
Simplicity

Stability

Accountability

Person-
Centered
Member
Experience

Future of Case Management



Focus on Quality

- Training and education for members
- More Department resources for accountability
- Increased transparency
- Flexibility in system
- Stakeholder Engagement: Surveys and listening sessions with members
 - National Core Indicators
 - Listening sessions with Department staff (like today)
 - Monthly webinars

National Core Indicators (NCI)

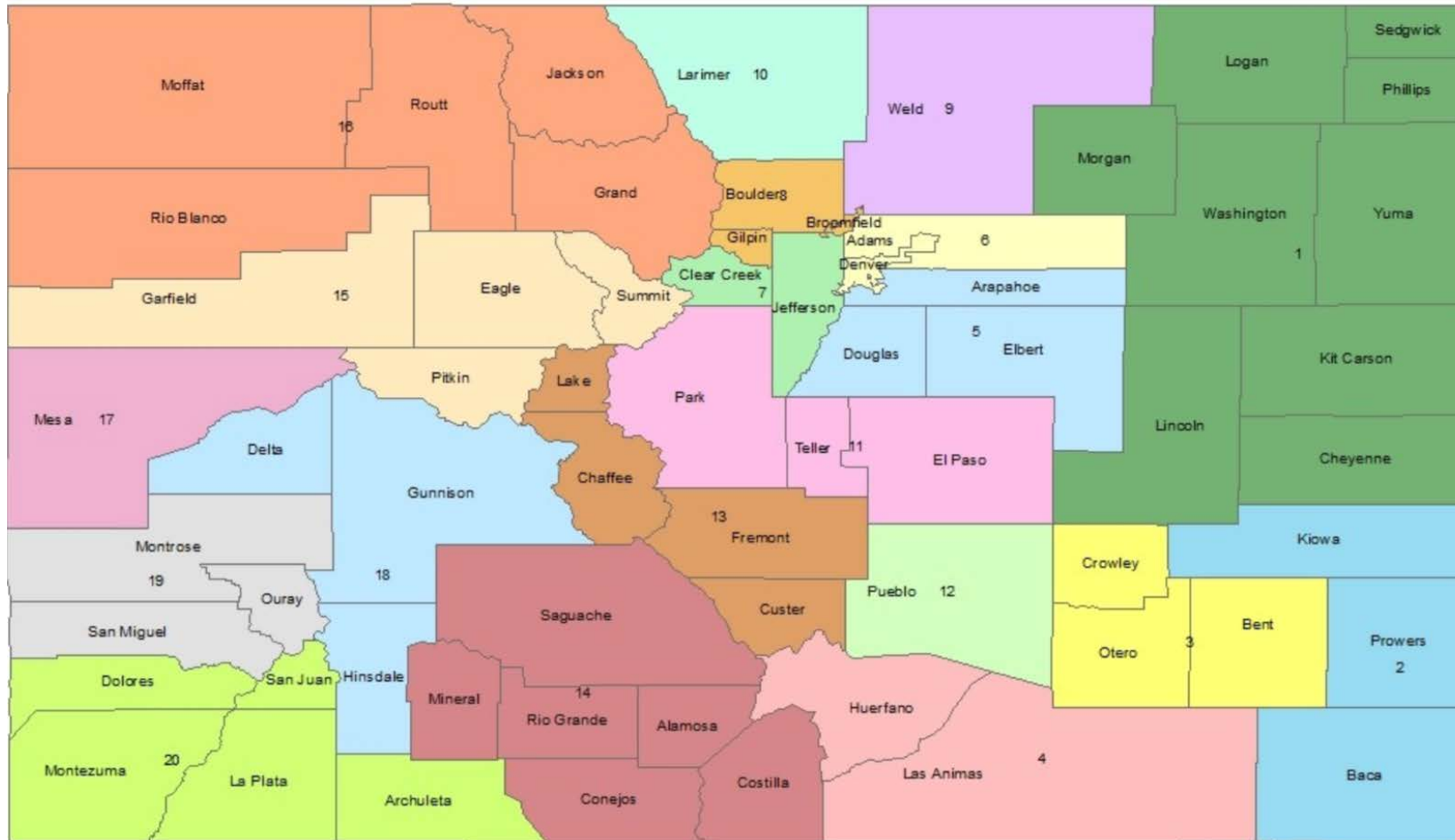
- Vital Research takes sample and contacts individuals directly
- NCI Measures:
 - Self determination
 - Service Coordination and Access
 - Relationships and Community Inclusion
 - Rights, Choices, and Decision-making
 - Employment Status and Goals
 - Health, Welfare and Safety
- To participate, go to HCPF website for more info
 - hcpf.colorado.gov/nci-survey

What is not changing?



- Access to services
- Person centered approach
- Required Case Management
- Local knowledge and expertise

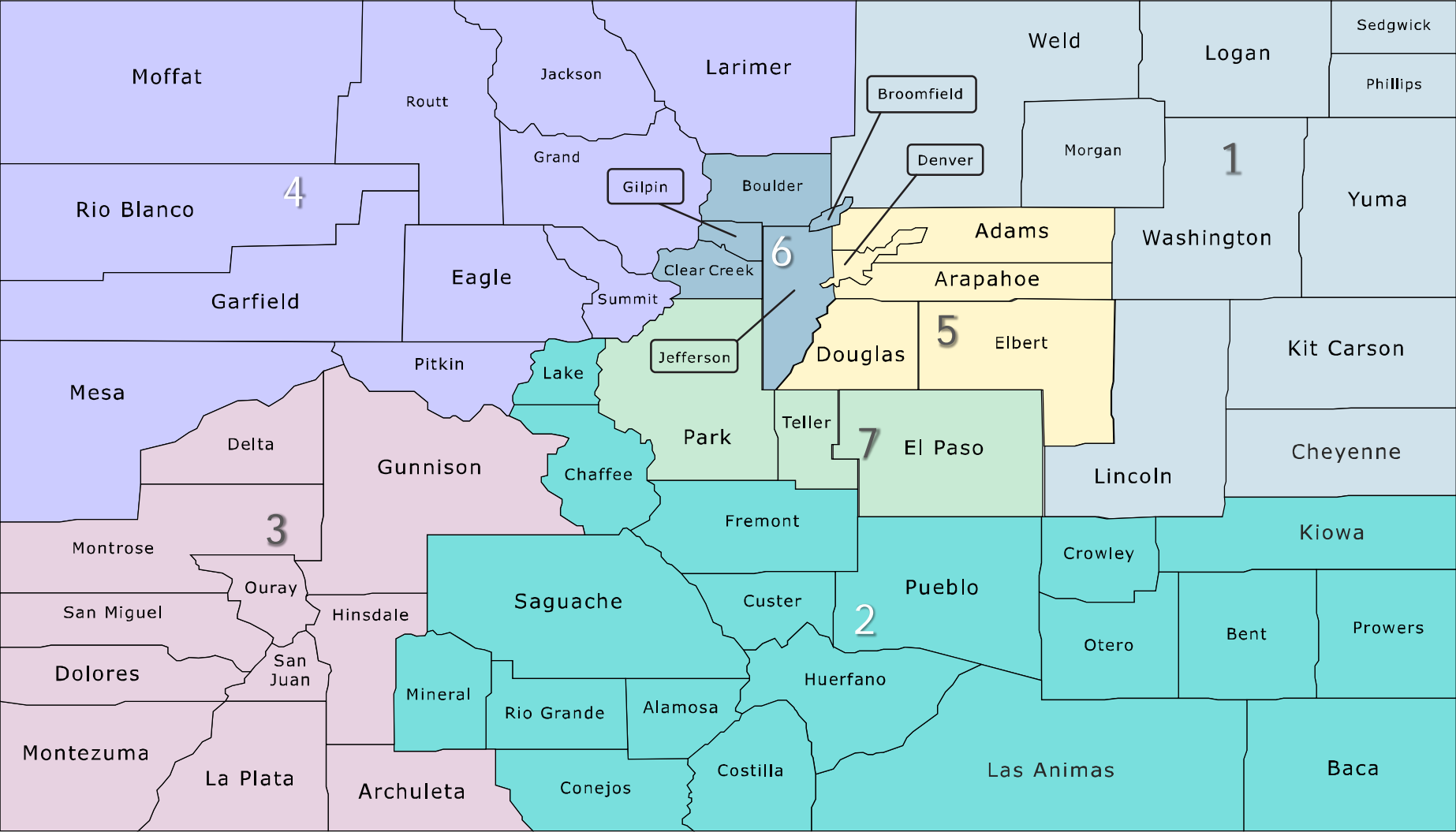
Proposed CMA Map



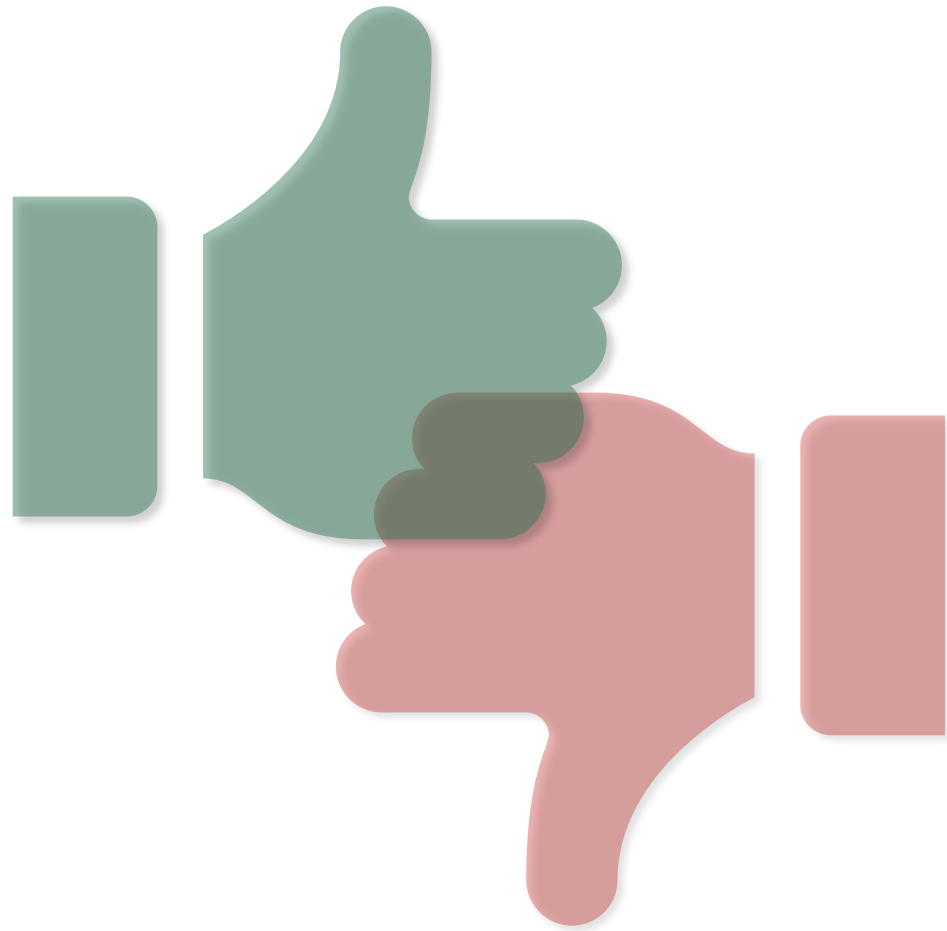


What is important
to people using
Case Management
services?

Map of Colorado - Breakout Discussion Rooms



#	Breakout Room by Region
1	Eastern CO
2	Southern CO
3	Southwest CO
4	Northwest CO
5	Eastern Denver Metro
6	Western Denver Metro
7	Colorado Springs



60 Second Satisfaction Survey

www.surveymonkey.com/r/CMRDMemListen

Contact Information

[Google Survey](#)

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hcpf.colorado.gov/case-management-redesign

Thank you!