

Case Management Rules Follow-up

May 9, 2023

Agenda

- Introductions and Housekeeping: 9 to 9:15 a.m.
- Case Management Rule Follow-up: 9:15 to 10:15 a.m.
 - CMA choice
 - Cost containment
 - Case Management Training and Tools
- Wrap up: 10:15 to 10:30 a.m.

Policy for Choice Updates



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CMA Selection

- CMA certification = RFP
- CMAs certified and approved for a specific designated service area
- Must be familiar with local community
 - Including local Community Advisory Committee
- Be able to provide health and safety within required timelines
- Department budget is allocated for 20 service areas and their unique needs

Policy for CMA Choice Process

- Members will be assigned a Case Management Agency that is awarded a contract based on member location.
- Members may opt to choose a different CMA that is awarded a CMA contract.
- Members will **not** have to go through a grievance process to change CMAs.
- Members will need to confirm their preferred CMA is willing and able to serve them.

Choice Considerations

- CMAs are only required by the Department to serve members in their service area.
- The CMA contracts do not provide additional funding for travel or expenses for travel outside of CMA designated service area.
- CMAs must meet all contractual and rule requirements to ensure quality case management.
- The CMAs must record, track and report any members they are serving outside of their designated service area to the Department.

Cost Containment Updates



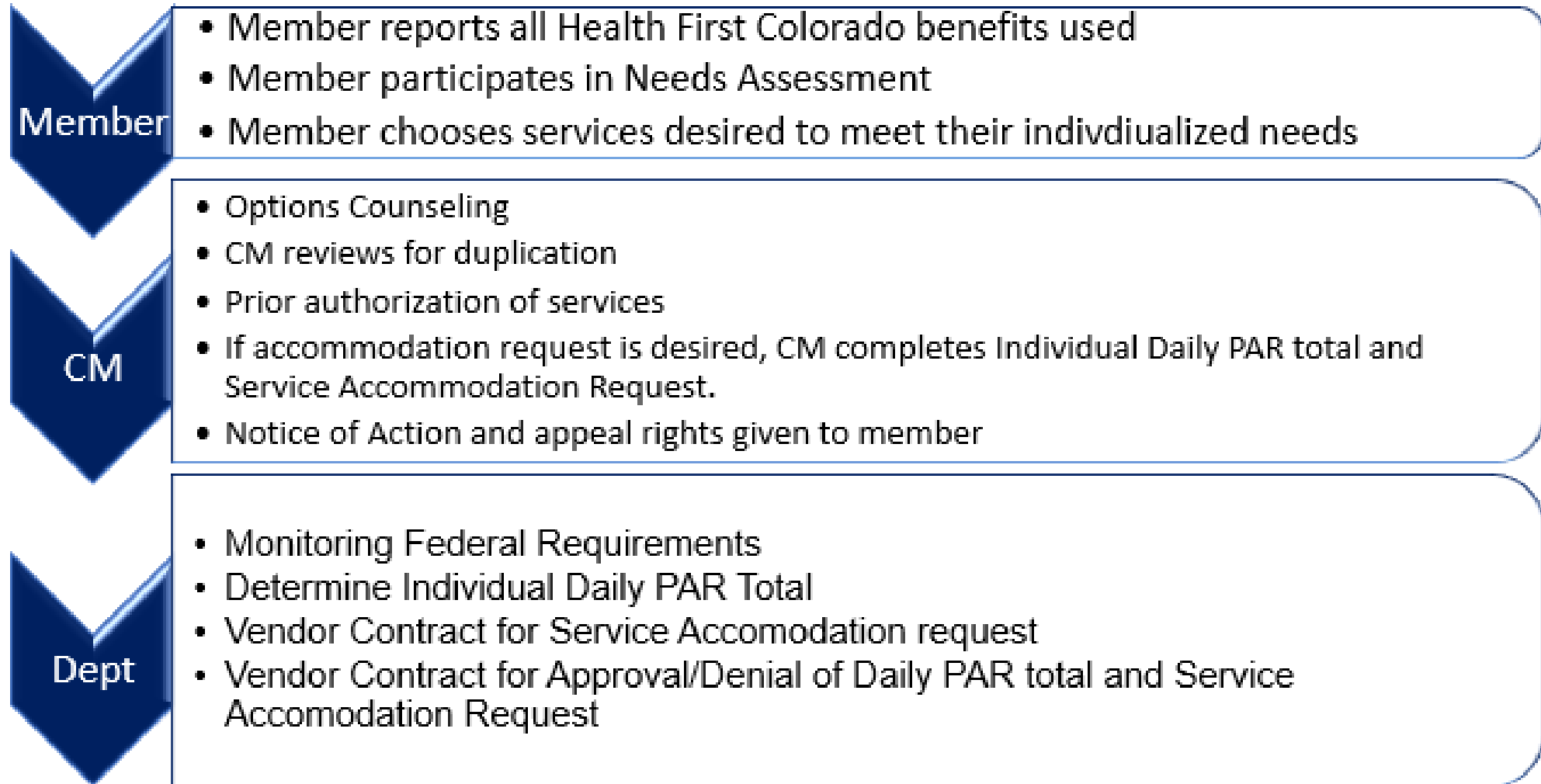
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Updated Process

- Removed “cost containment” language from case management rules
 - Waiver function done on aggregate
- “Over Cost Containment” for case management
 - Case manager assess based on need and request services based on need of member
 - If over federal individual daily cost, there will be approval process with 3rd party
 - No duplication of services
 - Meets needs identified in assessment

Roles and Responsibilities for Compliance with Federal Cost Effectiveness



Proposed Updated Language

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

- 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

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!