

# No Wrong Door Pilot Sites Communication

## February 2018

### Quarterly Status Update on No Wrong Door Pilots

During the No Wrong Door pilot project four regional pilot sites are using state contract funding to improve interagency collaboration and improve access to long-term services and supports by older adults and people with disabilities.

But what happens after the pilot period funding ends? How will these four regions sustain the efficient processes and collaborative efforts that they have created? Although the pilot project aims to produce results for the immediate future, long-term sustainability is being considered.

Nonprofit Impact, the Department's technical assistance contractor for the No Wrong Door project, has presented four different revenue models for the pilot sites and the No Wrong Door Project Team to consider. The Project Team consists of representatives from the Department, the Colorado Department of Human Services, and the Colorado Department of Labor and Employment. These models include but are not limited to:

- 1) reallocation of existing funding;
- 2) Medicaid reimbursement;
- 3) fee-for-service, and/or;
- 4) a monthly dues model.

#### 1) Reallocation of Existing Funding

During the No Wrong Door pilot project, some regional pilot site lead agencies are increasing their intake, information and referral, and person-centered counseling workload. In some instances, this frees-up pilot site partner agency staff capacity and may spur discussions amongst partner agencies about reallocating funds to the lead agency's work. If lead agencies quantify their time and cost savings to all pilot partner agencies, lead agencies may be able make the case for additional financial support. But even if existing funding is reallocated to lead agencies, lead agencies would make sure to align governance and oversight across all partner agencies to ensure engagement and sustainability of this model.

#### 2) Medicaid Reimbursement

Title XIX of the Social Security Act authorizes federal grants to states for a proportion of expenditures for medical assistance under an approved Medicaid state plan, and for expenditures necessary for administration of the state plan. This means that long-term services and support agencies that work with the state Medicaid agency to seek the Centers for Medicare and Medicaid Services' approval, to be reimbursed for Medicaid-related activities, may be eligible for a 50 percent match rate. Currently, most long-term services and support agencies have been approved and are receiving a match rate however there are still a few agencies that may also be eligible for a match. For more information click [here](#).

Colorado's 16 Aging and Disability Resources for Colorado are currently working with the Colorado Department of Health Care Policy & Financing and the Colorado Department of Human Services to seek approval for Medicaid-related activity reimbursement. During the No Wrong Door pilot project, pilot sites will also be involved in a scaled-down time study to determine how much time and funding may be reimbursed for Medicaid-related activities. It is expected that these efforts will help financially support agencies as they prepare to serve a doubling aging population and people with disabilities who are living longer.

#### 3) Fee-for-Service

Providing information, referrals, and counseling services on a fee-for-service basis to individuals who do not qualify for Medicaid is another way for agencies to continue to provide services to all individuals regardless of their pay source. Of course, additional market research is needed to test the interest, sustainability and feasibility

of this fee-for-service model. No Wrong Door agencies will also need to develop product and marketing strategies that best target private pay, non-Medicaid eligible individuals. Lastly, agencies will also need to consider if, and how, staff capacity can be enhanced to provide comprehensive services to meet the growing demand for private pay long-term services and supports.

#### **4) Monthly Dues**

For some No Wrong Door pilot sites, the most sustainable post-contract revenue model appears to be a monthly dues model from No Wrong Door partnering agencies. During the No Wrong Door pilot period, pilot sites are developing and using centralized databases to refer individuals across agencies. Put in place, a robust system for gathering and addressing concerns and issues by individuals seeking long-term services and supports may:

- Streamline services across agencies,
- Reduce duplication of services, and
- Decrease unnecessary cost and time investments made by these agencies.

As a result of using a centralized database, No Wrong Door pilot leads may be able to quantify the value of the database and actively make the case for financial support from partnering agencies, the No Wrong Door's regional referral network, advisory council members, and other agencies that benefit from this effort.

Although the No Wrong Door pilots just launched during the Summer of 2017, long-term, financial sustainability conversations are already occurring. To prepare for increased demand for long-term services and supports, pilot sites are working with the No Wrong Door project team which consists of representatives from the Colorado Department of Health Care Policy & Financing, the Colorado Department of Human Services, and the Colorado Department of Labor and Employment, and are aware that they may need to accomplish these items during the pilot period:

- Track and quantify direct and indirect cost savings that accrue to agencies in the region.
  - Direct savings: diversion of intake workload to NWD from other LTSS agencies, etc.
  - Indirect savings: increased efficiencies, decreased time lags, etc.
- Build a supportive constituency outside of regional partners to actively voice support for ongoing funding.
- Ensure shared phone and database tools are scalable, compatible with all related systems, and avoid duplication.
- Cover the real costs of the staff functions provided by the regional No Wrong Door pilot site.
- Keep county elected and appointed officials informed about their regional No Wrong Door pilot and its progress.

"We are only just beginning to consider different revenue models and do not yet know which revenue model or combination of revenue models will best support each region. However, we hope that the No Wrong Door pilot sites will help us find the answer to this question during the pilot period," Ruby Gonzalez, No Wrong Door Implementation Policy Specialist.

For more information, please visit: [www.colorado.gov/hcpf/no-wrong-door-implementation-grant](http://www.colorado.gov/hcpf/no-wrong-door-implementation-grant)