

Community First Choice Council Meeting

June 7, 2023

Department of Health Care Policy and Financing



COLORADO

Department of Health Care
Policy & Financing

Welcome!

Meet the HCPF CFC Team

- **Adam Tucker**, Waiver Innovation Unit Supervisor
- **Eileen Saunders**, CFC Policy Advisor
- **Maddie Quartaro**, CFC Policy Advisor
- **Rachel MacLeish**, Federal Health Policy Advisor
- **Kristine Dos Santos**, Participant Directed CFC Policy Advisor
- **Betty Vanderkaay**, CFC Project Coordinator
- **Lana Eggers**, Waiver Innovation and Compliance Section Manager



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.



Agenda

- Housekeeping
- Wellness Benefit
 - Article Topics
 - Enrollment
 - Washington Example
 - Colorado Article Review and Discussion
- Open Forum



Attendance

- Please complete the [Google Form](#)
- Call in attendance to Adam Tucker at 303-866-5472
 - Available between 8:00 a.m. to 4:00 p.m.
- **Disclaimer:** The information provided through this form will only be viewed by the Department of Health Care Policy & Financing (the Department) for the purpose of ensuring stakeholder representation on CFC implementation. The Department and its parties will adhere to the strictest privacy rules and policies when handling and discussing this information.

The screenshot shows a Google Form with the following fields:

- Name**: Short answer text field.
- Today's Date ***: Date picker field with a calendar icon.
- Population(s) represented ***: A list of checkboxes with the following options:
 - Individual with a disability
 - Representative/parent of individual with disability
 - Person over the age of 65 or their representative
 - Service provider
 - State employee
 - Other...

Meeting Etiquette and Ground Rules

- Do not share Protected Health Information (PHI)
- Mind E-Manners
- Stay solution-focused
- Respect each other's time and the meeting time
- Reasonable accommodations such as translation services and/or closed captioning please contact John Barry.
 - john.r.barry@state.co.us or 303-866-3173
 - Department's 504/ADA Coordinator at hcpf504ada@state.co.us at least one week prior to the scheduled meeting to make arrangements.

CDASS/CFC Workgroup Update



Senate Bill 23-289 Update

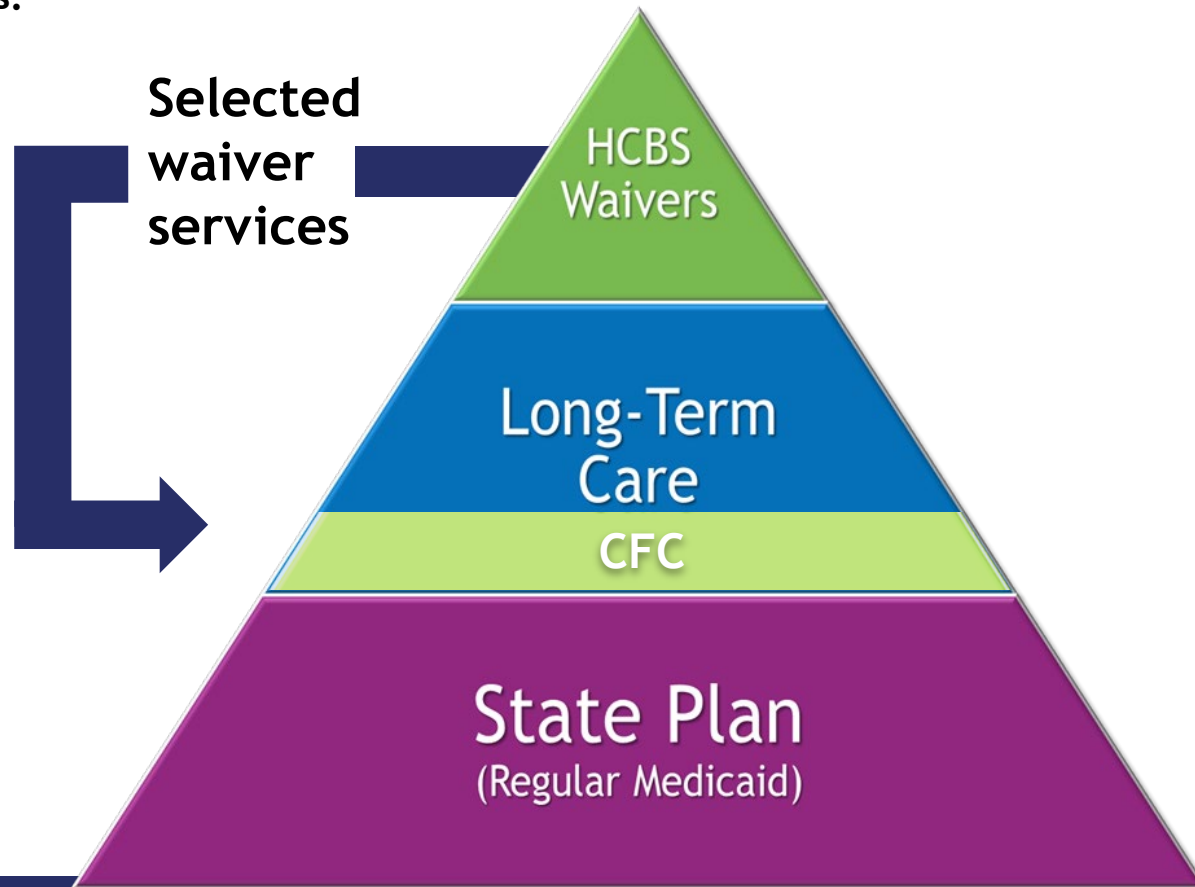


Community First Choice

Goal of CFC: Making HCBS accessible for more Medicaid members with expanded options and availability for self-directed care

Mandatory and Select Optional Services:

- Homemaker
- Personal Care
- Health Maintenance Activities
- Acquisition, Maintenance, and Enhancement of Skills (new federally required service)
- Remote Supports
- Remote Supports Technology
- Life Skills Training
- Transition Services
- Electronic Monitoring
- Personal Emergency Response System
- Medication Reminders



Benefit Transitions CHCBS/CLLI Waivers

2023-2024

2024-2025

2025-2026

2026

Current Status

Case Management
moves 7/1/2024

Members transition from
CHCBS to new waiver
CFC launches

All members transitioned
to new waiver
CHCBS concludes

CHCBS

- Case Management
- In Home Support Services (HMA only)

CHCBS

- In Home Support Services (HMA only)
- Wellness Education Benefit

CHCBS

- In Home Support Services (HMA only)
- Wellness Education Benefit

New Waiver

- All current CLLI services
- Wellness Education Benefit

CLLI

- All current services

CLLI

- All current services

New Waiver

- All current CLLI services
- Wellness Education Benefit

CFC

- In-Home Support Services

CFC

- In-Home Support Services



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Wellness Education Benefit



Wellness Education Benefit (WEB) Definition

The Wellness Education Benefit is a monthly individualized educational mailer designed to improve member health outcomes by assisting Home and Community Based Services (HCBS) waiver members in obtaining and understanding information that assists with managing health-related issues, promoting community living, and achieving goals identified in a member's person-centered service plan.

The Wellness Education Benefit provides HCBS waiver members with actionable tools for informed decision-making and preparation for conversations with medical and social service professionals.

**Pending CMS and MSB approval*



Wellness Education Benefit Topics

- Individualized educational materials that assist with
 - Increasing health literacy
 - Managing health-related issues
 - Preventing hospitalizations
 - Promoting community living
 - Achieving goals identified in person-centered service plans

Article Standards

- Each article will follow these requirements:
 - Brief
 - Person First
 - Simplified/Plain Language
 - Solution Focused
 - Action Oriented

Questions?



Wellness Education Benefit System

- Data transfer process is secure and HIPAA Compliant (including mailing)
- Keeps record of articles sent to every member
- Always sends new articles

Enrollment

- Children's Home and Community Based Services Waiver (CHCBS) kids in 2024:
 - WEB should be available for enrollment in March 2024 for CHCBS members
 - Members only receiving Case Management through CHCBS will need to be enrolled in the WEB between March 2024 and June 30, 2025 to maintain waiver eligibility
- For all other waivers:
 - Service will be available in March 2025*

*(Pending CMS and MSB approval)



Roles

Member	HCPF	Case Managers	Provider
<ul style="list-style-type: none"> • Indicate to your case manager that you want to receive the benefit • Ensure your mailing address is up to date • Identify any accommodations needed • Identify preferred written language 	<ul style="list-style-type: none"> • Data reports to inform article selection • Contract management • Quality assurance • Articles 	<ul style="list-style-type: none"> • Explain the benefit • Enroll members • Update enrollment • Update addresses 	<ul style="list-style-type: none"> • Service delivery • Graphic design • Article translation • System • Operations • Production reports • Quality assurance reports • Surveys

Questions?



Following Washington's Example

- Washington has had this benefit in place for several years
- We have been working with their WEB Program Manager on article development tips, lessons learned, and distribution

Article Example from Washington

What Does Wellness Mean To You?

Wellness is how much you experience emotional health, physical health, positive emotions, engagement in life, positive relationships, meaning, and accomplishment.

When it comes to your wellness, small changes can have big results. What is one small change you could make for your wellness?

Here are a few ideas:

- Make a list of healthy things you already do. Congratulate yourself! These are ways you are already supporting your wellness.
- Increase one healthy thing you currently do. If you exercise one time a week, try exercising two times a week.
- At the end of each day, write down three things that went well.
- Eat one more vegetable serving a day.



- Spend some enjoyable time with a neighbor, friend, pet, or family member.
- Do an activity that you enjoy.

Each day is a new opportunity for doing something that supports your wellness. When repeated over time, small actions make a big difference. What action will you take for your wellness today?

WAMD0018

Results from Washington

- In 2018, Washington conducted a study on how the benefit was working in their state. They received the following data:
 - 96% of respondents found the articles easy to understand
 - 76% found the newsletters were helpful to them
 - 44% said they made changes in their life because of what the article told them to do
- One member noted that the advice in the wellness benefit article led them to move their rugs around so they wouldn't trip and fall
- Another member stated they started eating healthier and quit smoking!

Benefits for Members in Colorado and the State

- Monthly articles allow for continuous conversations on specific health and well-being issues
- Reaching people that are socially isolated
- Quick delivery of information
- Low cost/low staffing needs for development and distribution of the service

Questions?



Colorado Article Example: COMM3 - How to Prepare for a Job Interview

A job interview is your chance to tell an employer why they need you on their team. Here are some tips to help you get ready:

- Learn about the place you are applying to. Look at their values and how they practice inclusion.
- Read the job description to know the position.
- Write down your questions to ask the person interviewing you.
- Bring an extra copy of your resume.
- Be ready to talk about your skills and strengths.
- Practice answers to common interview questions.
- Plan what you are going to wear.
- Decide how you will get to your interview. Leave early, especially if you will use Access-a-Ride.

Know your rights! Interviewers cannot ask you about your disability. YOU choose if you will share about your disability and ask for accommodations.

If you want help getting ready for your interview, ask your job coach, a family member, or a friend for support. The best thing you can do in an interview is be yourself. You got this!



Discussion Questions

- Is the information written in a way that most readers would understand?
- Is the information in articles the type of health and wellness information they would benefit from and use?
- Are there any special considerations you recommend be taken when writing health and wellness articles for HCBS waiver members?

Additional Feedback Requested

[Complete this survey](#) to read additional articles and provide feedback.

Feedback using the form must be submitted by Wednesday, June 21, 2023.



Article Development

- Want to hear from stakeholders about topics they think would be most helpful to members
 - [Complete short survey](#)
- Topics recommended to focus on:
 - Increasing health literacy
 - Improving member's ability to navigate Department resources
 - Promoting community living

Next Steps...

- Medical Services Board (MSB):
 - Aim for the Public Review Meeting in October 2023 for an effective date of January 2024
 - Will review our draft of Code of Regulation in the July Council Meeting
- Waiver Actions:
 - 1915 (b)(4) - Selective contract with WEB provider
 - 1915(c) waiver amendment to add the new benefit.
 - Proposed effective dates: January 1, 2024 for CHCBS and January 1, 2025 for other waivers

Open Forum



Communications

- How to submit questions, feedback, or comments:
 - CFC Email: hcpf_cfc@state.co.us
 - Via phone: Adam Tucker at 303-866-5472
- John Barry for Accommodations:
 - john.r.barry@state.co.us

What's Next?

- Next Meeting: CFC Council - WEB Rule for MSB
 - Wednesday, July 5, 2023
10:00 to 11:30 a.m.
 - [CFC Stakeholder Website](#)

Thank you!



Resources

[Slide deck from the National Resource Center for Participant Directed Services](#)

[CMS Technical Guide for CFC](#)

[CFC Final Regulation](#)

[HCPF CFC Resources webpage](#)

[Final STP](#)

