

Complementary and Integrative Health Services

*for Health First Colorado
(Colorado's Medicaid Program)
members with **spinal cord injuries***



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What is the Home and Community Based Services – Spinal Cord Injury waiver?

The Health First Colorado (Colorado's Medicaid Program) Home and Community Based Services – Spinal Cord Injury (SCI) waiver provides eligible members with spinal cord injuries in the Denver metropolitan area access to complementary and integrative health services including acupuncture, chiropractic, and massage therapy. SCI waiver services are provided in addition to a member's Health First Colorado benefits. The goal is to help individuals with spinal cord injuries remain in a community setting.

The SCI waiver was implemented in 2012. In 2020, there will be an independent evaluation presented to the Colorado legislature on the health outcomes, quality of life, and cost expenditures for waiver members using acupuncture, chiropractic, and massage therapy services. Based on this report, the legislature will determine whether to continue these services or possibly expand them.

On January 25, 2002, James Ainsworth's life changed forever, after he was shot in a car-jacking incident.



"It's a lot to be a single father, deal with the pain of my injury and continue to work for a living," said James Ainsworth, Health First Colorado SCI waiver member. **"The SCI waiver has really helped me to have the energy to tackle everything in my life."**



How can integrative services help individuals with spinal cord injuries?

“Because of acupuncture I’ve been able to get off all of my pharmaceutical pain medications,” said Jake Mutschler, Health First Colorado SCI waiver member. “I want other people in my position to know about and have access to the benefits of these services.”

[Read more testimonials](#) from SCI waiver members and how these services have helped them.

Acupuncture, chiropractic, and massage therapy services can help to support wellness and healing for acute and chronic conditions caused by physical disabilities including spinal cord injuries.

Preliminary findings from the first three years of the SCI waiver have shown:

100%
of individuals

receiving these services **recommended** that others with spinal cord injuries join this waiver program.

More than 75 percent of individuals receiving these services had a reduction in their self-assessed pain rating, while almost **90 percent of individuals reported less pain and experienced pain on fewer days.**

57%
of individuals

reported a **decrease** in the use of prescription medication.

Average pharmacy costs, practitioner care expenses, outpatient service costs and skilled home health service **costs decreased for individuals who received these services for at least one year.**

77%
of individuals

reported an **increased** range of motion.

Average ratings from the World Health Organization Quality of Life – BREF instrument showed an **increase in all four health domains** (physical, psychological, social, and environmental) for individuals receiving these services.

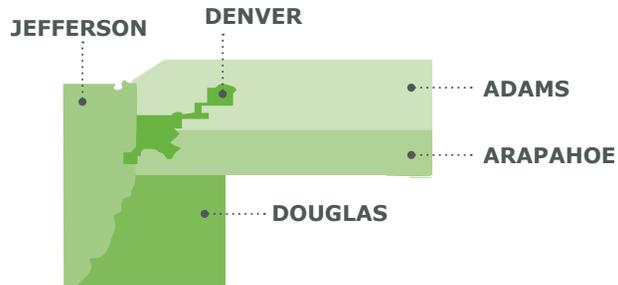
[Access the full initial report](#) from National Research Center Inc. (NRC).



Who qualifies?

To qualify for the SCI waiver, individuals must:

- Be 18 years of age or older
- Have a diagnosis of a spinal cord injury (See comprehensive [list of diagnoses](#))
- Have been determined to have a significant functional impairment
- Have been determined to be financially eligible
 - If individuals do not meet the financial requirements, they may be eligible through the [Health First Colorado Buy-In Program for Working Adults with Disabilities](#).
- Reside in one of the following Denver metropolitan area counties:



Benefits and services

Through Health First Colorado's Home and Community Based Services, SCI waiver members have access to the following benefits and services:

- [Adult Day Services](#)
- [Consumer Directed Attendant Support Services \(CDASS\)](#)
- [Home Modification](#)
- [Homemaker Services](#)
- [In-Home Support Services](#)
- [Medication Reminder](#)
- [Non-Medical Transportation](#)
- [Personal Care](#)
- [Personal Emergency Response Systems](#)
- [Respite Care](#)

Additionally, the SCI waiver offers complementary and integrative health services including:

- [Acupuncture](#)
- [Chiropractic Care](#)
- [Massage Therapy](#)

 SCI waiver members who receive any of the three complementary and integrative health services will also participate in the independent evaluation conducted by the National Research Center, Inc. which is being conducted through 2020 to study and determine the effectiveness of these services. [Learn more about the study.](#)



As a member of the SCI waiver, Jake Mutschler has weekly acupuncture and massage therapy appointments.



How to apply

If you are already enrolled Health First Colorado (Colorado's Medicaid Program), contact your local **Single Entry Point (SEP)** agency – based on the county where you live – to start the waiver application process. Click the above link to find the right contact.

If you are NOT yet enrolled in Health First Colorado, visit our website to **apply now**.

Resources for SCI waiver members

GENERAL QUESTIONS

- For questions about the SCI waiver please contact the your local **Single Entry Point Agency** or access the **Member Contact Center**.
- **Frequently Asked Questions** about the SCI waiver.

PROVIDERS

- **A list of current providers** is available on the SCI Waiver website. Members should contact their case manager for information, including the availability of these providers.
- To find your case manager please contact your local **Single Entry Point Agency**.

TRANSPORTATION

- As a benefit, SCI waiver members can access transportation to and from certain appointments. **More information about transportation services**.



Information for providers of acupuncture, chiropractic, and massage therapy services

In order to offer acupuncture, chiropractic, and massage therapy services to SCI waiver members, providers must apply to Health First Colorado (Colorado's Medicaid Program).

Health First Colorado providers have the opportunity to improve the health and well-being of many Coloradans. Health First Colorado is more than health insurance – it is a vital public service, helping Colorado citizens stay healthy or move toward better health.

“These services are vital for myself and for others with physical disabilities and spinal cord injuries.” said Chanda Hinton-Leichtle executive director and founder of the Chanda Plan Foundation.

[Read more about SCI waiver providers](#) and their experiences offering services to members with spinal cord injuries.



“I’ve been working to orchestrate the changes needed to make integrative services, specifically acupuncture, chiropractic, and massage therapy available,” said Chanda Hinton-Leichtle executive director and founder of the Chanda Plan Foundation.





Dr. Jay Seller helps a client at NeuAbility

“NeuAbility is proud to be a provider for the Spinal Cord Injury Waiver through Health First Colorado – Colorado’s Medicaid Program,” said Jay Seller, PhD, executive director of NeuAbility. **“We are excited to see our clients making progress and realizing results.** Acupuncture, chiropractic and massage therapy have proven to be life-changing therapies for the individuals utilizing them.”

Provider requirements

Providers must meet the following requirements and certification standards to qualify to offer acupuncture, chiropractic, and massage therapy services to SCI waiver members.

- Have proper licenses, certifications, and registration.
- Have three years of experience in practice **OR** have two years of experience in practice and at least one year of experience working with individuals with spinal cord injuries or other long term physical disabilities, or education specific to the physiology of spinal cord injuries as it pertains to the treatment of using acupuncture, chiropractic care or massage therapy.
- Ability to provide services in the Denver metropolitan area (Adams, Arapahoe, Denver, Douglas and Jefferson counties).
- Complimentary and integrative Health First Colorado providers will assist SCI waiver members with the completion of evaluation forms for the NRC study through 2020.



Overview of Medicare and Medicaid

MEDICARE

Medicare is an insurance program. Medical bills are paid from trust funds that those who are covered have paid into. It serves people over the age of 65 primarily, whatever their income; and serves younger disabled people and dialysis patients. Patients pay part of costs through deductibles for hospital and other costs. Small monthly premiums are required for non-hospital coverage.

Medicare is a federal program. It is basically the same everywhere in the United States and is run by the Centers for Medicare & Medicaid Services, an agency of the federal government. For more information regarding Medicare and its components, visit [medicare.gov](https://www.medicare.gov).

Jake Mutschler,
Health First Colorado
SCI waiver member



MEDICAID

Medicaid is an assistance program. It serves low-income and other eligible people of every age. Patients usually pay no part of costs for covered medical expenses. A small co-payment is sometimes required. Medicaid is a federal and state program. It varies from state to state. It is run by state and local governments within federal guidelines.

In Colorado, the Department of Health Care Policy and Financing administers Health First Colorado (Colorado's Medicaid Program). For more information about Health First Colorado, visit [HealthFirstColorado.com](https://www.healthfirstcolorado.com).

HOW TO ENROLL TO BE A MEDICAID PROVIDER

To offer services to SCI waiver members, providers must first enroll with Health First Colorado (Colorado's Medicaid Program). Health First Colorado has created a [provider enrollment guide](#) to support providers through the process.

For technical assistance during the application process, providers can email questions to Provider.Questions@state.co.us.

- STEP 1** To get started providers need to visit [Colorado.gov/hcpf/provider-enrollment](https://colorado.gov/hcpf/provider-enrollment), where there are important facts and information about the enrollment process.
- STEP 2** Download and review the [provider enrollment manual](#).
- STEP 3** [Watch the webinar recording](#) about provider revalidation.
- STEP 4** Take the provider enrollment training before starting the application through the [Online Provider Enrollment \(OPE\) tool](#).

Chanda Hinton-Leichtle at the Chanda Plan Foundation where clients, including SCI waiver members, receive services.



Provider reimbursement rates

The reimbursement rates for acupuncture, chiropractic, and massage therapy services are highly competitive with market rates in the Denver metropolitan area.

CURRENT RATES ARE AS FOLLOWS:

Acupuncture

\$18.46/15 minutes

Chiropractic

\$23.76/15 minutes

Massage Therapy

\$14.20/15 minutes

Provider resources

BILLING AND CLAIMS ASSISTANCE

Contact the Provider Services Call Center at **1-844-235-2387** between 7:00 a.m. and 5:00 p.m. Mountain Time on Monday, Tuesday and Thursday and between 10:00 a.m. and 5:00 p.m. Mountain Time on Wednesday and Friday.

PROVIDER RULES

Read the complete Home and Community Based Services rules for provider agencies: [10 CCR 2505-10 8.487](#).

Read the complete SCI waiver rules: [10 CCR 2505-10 8.517](#).

RESOURCES FOR PROVIDING SERVICES TO INDIVIDUALS WITH SPINAL CORD INJURIES

[Download Craig Hospital's Spinal Cord Injury handbook](#) that contains valuable information on safe transfer techniques, wheelchair safety, Autonomic Dysreflexia and more.





www.colorado.gov/hcpf/spinal-cord-injury-waiver