

Current Long-Term Services and Supports (LTSS) Challenges and Strategies

March 27, 2024

Our Intent

HCPF's top priority is ensuring ongoing coverage for LTSS members

Mitigating and ultimately eliminating inappropriate LTSS terminations at least through December 31, 2024, while we stabilize the system

Collaborating closely with select counties and case management agencies to retrospectively review procedural terminations

Current Challenges To Discuss Today, Along with the Solutions

1. **Inappropriate terminations** during the LTSS renewal process for reasons such as missing or delayed processing of Level of Care
2. **Missing Prior Authorization Requests (PARs)** resulting in providers being unable to get paid
3. **Care & Case Management (CCM) IT system** known issues
4. **Case Management Agency (CMA) capacity** issues
5. **Communication gaps**

Emerging Issues

Streamlined Eligibility workflow for Case Managers is not fully automated in the Care and Case Management System (CCM)

- Original design was intended for new Level of Care, Needs Assessment and Person Centered Service Plan to be fully automated
 - Instead, multiple manual steps are currently required for the CCM to create the Prior Authorization Request
- In some cases, PeakPro is indicating that the member is fully covered but they are not able to access services
- Actively working to automate this for Case Managers

Reported delays with disability determinations

- HCPF is working to determine how we can support to mediate the delays

Inappropriate Terminations

Challenge: The PHE unwind requirement to redetermine eligibility along with Case Management Redesign and the Care & Case Management System implementation has led to denials of Long Term Services & Supports Members, some inappropriately, such as denials due to a pending or missing Level of Care assessment or because of procedural reasons.

Inappropriate Terminations

Strategy: Mitigate LTSS terminations while system issues are resolved

- **Pause LTSS terminations for all reasons for two months (60 days) past the member's original termination date (except for death and relocation out of state)**
 - If eligibility is still pending due to missing documentation or verifications after the two-month extension, county workers may implement a Good Faith Extension
- **Expedite an eligibility system change to process the backlog of Level of Care (LOC) Certification entries and prevent financial eligibility terminations for missing the LOC while the LOC is being processed**
- **Work with 5 large counties, accounting for 70% of backlog, to monitor & support reducing county backlog**
 - Leveraging Eligibility Application Partners (EAPs) & Denver Health to help reduce backlog of cases

Prior Authorization Requests (PARs) & Provider Payments

Challenge: Due to the Public Health Emergency, Care & Case Management System (CCM) and Case Management Agency (CMA) capacity issues, there are delays in LTSS renewals and PARs being completed timely, resulting in providers not being able to bill for services rendered to members.

PARs & Provider Payments

Strategy: Ensure providers are able to receive payment for services rendered to LTSS members

- **Extend Prior Authorizations for LTSS eligible members who do not have a current Prior Authorization in the claims payment system for an additional year.**
- **Extend the member's current benefit plan (e.g., HCBS BI - Brain Injury Waiver) for an additional year to allow HCPF's claims payment system to continue to pay for services.**

Care & Case Management (CCM) System

Challenge: Data integrity issues in the CCM due to the migration of data from two legacy systems as well as known system defects that are in the process of being resolved.

Care & Case Management (CCM) System

Strategy: Resolve priority CCM system issues

- Created a final **data clean-up action plan**
- Introduced a new process for Case Management Agencies (CMAs) to provide a **monthly data report** to HCPF and meet monthly to review to improve communication and identify issues more quickly
- Disseminate **Known Issues Tracker** and Change Requests
 - Increase transparency of issues and estimated resolution dates
- **On-site visits to CMAs** with greatest backlog to address CCM challenges
- Implement a system solution to **resolve backlogs of LOCs**
 - Will not require the CMA or County to manually process

Case Management Agency (CMA) Capacity

Challenge: The workload created by Case Management Redesign and the launch of the new CCM system has resulted in the CMAs experiencing a backlog in intakes, Level of Care (LOC) assessments, initiating Prior Authorization Requests (PARs) and monitoring. The increased workload has also led to disruption in outreach and engagement with members.

Case Management Agency Capacity

Strategy: Provide Case Management Agencies with resources to be able to address current challenges

- Provided **ARPA HCBS funding** in the form of grants
- **Increased communication** by introducing a new CMA Communication toolkit and new targeted meetings
- Allow for **virtual Level of Care assessments** that are delayed or untimely due to impacts caused by CCM
- **Stabilization funding for CMAs** to minimize impacts of CCM workload increases- *approved by the JBC on 3/13*

Communication Gaps

Challenge: Respond to stakeholder requests for increased communications as to issues and the solutions being pursued to address them.

Communication Gaps

Strategy: Ensure timely communication to increase transparency and information about current challenges and solutions

- **New webpage** CO.gov/HCPF/stabilizing-LTSS intended to help stakeholders navigate HCPF webpages to learn more or access resources related to these concurrent challenges
- **New Member Correspondence** for 60 Day Denial Extension in development
- **Case Management Agency Toolkit** developed and announced
 - New material being added regularly targeted to CMAs, CMA staff, Members/Families
- **Communication Plan** developed to ensure outreach to members, CMAs, Advocates, Providers, and Counties
- **Regular meetings** with key stakeholders, to include advocates, CMAs, counties scheduled

Thank you!