



INFORMATIONAL MEMO

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Purpose and Audience:

The purpose of this Informational Memo is to provide an update and an overview of the development process for the new Level of Care (LOC) screen, Assessment and Person-Centered Support Plan. This memo includes information about the collaboration between the Department of Health Care Policy & Financing (the Department) and stakeholders regarding the selection and customization of a new process for LOC eligibility determination for individuals seeking or receiving Long-Term Services and Supports (LTSS) and the assessment and person-centered support planning for all individuals seeking or receiving Home and Community-Based Services (HCBS). This Memo also outlines the objectives and outcomes of the Department's new Assessment and Person-Centered Support Plan Pilot, which concluded in May 2020.

The audience of this Informational Memo is Department stakeholders, especially those seeking or receiving Medicaid LTSS, through an HCBS waiver, Nursing Facility, or Program of All-Inclusive Care for the Elderly (PACE) services.

Information:

The Department is currently working on the development, design and testing of the Care and Case Management (CCM) system, the new IT platform with which the new LOC screen, Assessment and Person-Centered Support Plan and other case management documentation will be accessed, completed and stored. With this new system, the new case management tools will have functions that will automatically skip inapplicable questions and auto populate fields, reducing redundancies and improving efficiency in the assessment and care planning process. Below is a summary of the work to date to develop the new Assessment and Person-Centered Support Plan and an outline of next steps.

Background:

Beginning in 2014, the Department has actively engaged members and other stakeholders for feedback on improving the LTSS LOC eligibility determination assessment and HCBS assessment and person-centered support planning process. Documentation of stakeholder involvement in the development of these new processes and tools is available on the [Department's website](#).

Between March 2019 and May 2020, the Department conducted a pilot of the new LTSS LOC Eligibility Determination Screen and Assessment and Person-Centered Support Plan process with participants seeking or receiving HCBS and case managers. Over the course of the pilot, 20 case management agencies were involved (10 Community Centered Boards, 10 Single Entry Points) and 644 participants were assessed.

Reasons for Colorado's Redesign of the Assessment and Support Planning Process

- The [Community Living Advisory Group recommended](#) the development of a new universal assessment process to establish LTSS LOC eligibility and facilitate a person-centered planning process.
- The Department received a Testing Experience and Functional Tools (TEFT) grant from the Centers for Medicare & Medicaid Services (CMS) to test quality measurement tools and demonstrate e-Health in Medicaid Community-Based Long-Term Services and Supports (CB-LTSS). The work under the grant occurred through March 2019 and included field testing of Functional Assessment Standardized Items (FASI) that Colorado incorporated into the assessment process. FASI includes reliable items to measure functional ability including mobility, activities of daily living (e.g., bathing, dressing), and instrumental activities of daily living (e.g., meal preparation).

- [Senate Bill 16-192](#) passed by the Colorado General Assembly added a legislative mandate to create a single needs assessment tool and process for all individuals seeking or receiving LTSS.

Stakeholder Engagement to Develop the New Assessment and Person-Centered Support Plan: March 2014-July 2020

The Department worked closely with stakeholders to guide and provide input on the development of the new Assessment and Person-Centered Support Plan process. Below is an outline of the activities and input provided by stakeholders since 2014.

March - October 2014

- Reviewed current intake, eligibility determination assessment, assessment and clarified objectives of the new assessment process. Clarified objectives included:
 - Determine eligibility for a wide variety of programs targeting adults and children with a wide range of disabilities.
 - Drive systems change, including making the system more person-centered; enhancing self-direction; supporting greater coordination of services; and fostering competitive employment.
 - Support objective and empirically sound resource allocation.
 - Guide the development of the Person-Centered Support Plan.
 - Enhance quality management efforts, including measuring quality of life and participant experience.
- Reviewed existing assessment tools and selected assessments to be adapted for Colorado.
 - There was strong support from stakeholders for the selection of MnCHOICES as a starting point for the development of Colorado's new assessment, largely due its person-centered modular structure. This structure included items about strengths, preferences, and inclusion of domains such as employment, life quality, and capacity for self-direction. MnCHOICES is available in the public domain, which allowed Colorado to adapt it and integrate other items/tools (i.e., FASI) into it while maintaining the basic structure that made it the preferred process of stakeholders and the Department.

December 2014 - August 2015

- Assessment modules from MnCHOICES for adults were adapted and customized, with 36 hours of stakeholder discussion and input. These review sessions involved walking through assessment modules, line by line, and making significant updates to each module to meet Colorado's unique needs.

March - June 2017

- Assessments modules from MnCHOICES for children were adapted and customized, with 21 hours of stakeholder discussion and input. These review sessions involved walking through assessment modules, line by line, and making significant updates to ensure the process was applicable to children.
- The Department presented progress on the development of the assessment process and gathered additional stakeholder feedback through a series of 12 Regional Forum meetings held across the state and one statewide webinar.

September 2017 - June 2018

- Redesigned the Person-Centered Support Plan with 39 hours of stakeholder discussion and input to align with the newly developed comprehensive assessment process and person-centered requirements from Centers of Medicare & Medicaid Services.

April – June 2018

- Conducted the Person-Centered Support Plan pilot. Case managers tested the draft Support Plan in the field to identify areas and items to be modified to improve the overall workflow of the Support Plan.
- The Department presented progress on the development of the Person-Centered Support Plan and gathered additional stakeholder feedback through a series of 5 Regional Forum meetings held across the state and one statewide webinar.

September 2018

- The Department [recruited case managers](#) to participate in the new Assessment and Person-Centered Support Plan pilot.

November 2018 – February 2019

- The Department and IT vendor automated the LTSS LOC Screen and HCBS Assessment and Person-Centered Support Plan documents in a new Care and Case Management (CCM) IT platform.

March 2019 – July 2020

- The Department piloted the LOC Screen, Assessment and Person-Centered Support Plan process flow with case managers and members.
- Stakeholders spent 39 hours in discussion with the Department to provide input on the pilot approach and assisted the Department in finalizing the Assessment and Person-Centered Support Plan process.

Pilot Phase 1: March 2019-January 2020

Phase 1 of the pilot included testing the Level of Care (LOC) eligibility determination screen. During the LOC pilot, case managers assessed participants using both the current LOC eligibility determination tool (the ULTC 100.2) and the new LOC eligibility determination screen in the new Care and Case Management (CCM) system. The purpose of the pilot was to compare responses in ULTC 100.2 and new LOC eligibility determination screen items. The comparative analysis of these items can be found on the [New Assessment and Person-Centered Support Plan webpage](#).

The second component of Phase 1, the Nursing Facility (NF) Hospital (H) LOC and Reliability Pilot (NF/H-LOC & Reliability Pilot), collected data necessary for the Department to:

- Create an objective NF-LOC criteria for adults and children using new assessment items that minimized impact on eligibility.
 - Modified LOC criteria based on Department, case manager, and stakeholder input from October 2019 – April 2020.
- Establish objective and prospective H-LOC for Colorado's relevant Home and Community-Based Services (HCBS) waivers.
- Test reliability, including the inter-rater reliability, of selected items in the new assessment potentially to be used for NF-LOC, H-LOC and [Person-Centered Budget Algorithm](#).

Pilot Phase 2: January 2020-May 2020

The second phase assessed the workflow of the assessment process within the Care and Case Management (CCM) IT solution. This phase occurred in three components.

- **Comprehensive Assessment Pilot** – Case managers were trained and conducted the comprehensive assessment with members.

- **Comprehensive Assessment and Support Plan Pilot** – Case managers were trained on the Support Plan and conducted the comprehensive Assessment and Person-Centered Support Plan with members in the community.
 - The intention of this pilot was to allow case managers to become familiar with the Assessment and Person-Centered Support Plan content and automation within the CCM IT solution.
- **Time Study Pilot** – Case managers conducted the comprehensive Assessment and Person-Centered Support Plan to understand how long the process took.
 - Gathered member feedback on the new Assessment and Person-Centered Support Plan process and corresponding Participant Handbook to help inform changes to the process and handbook.
 - Gathered case manager feedback on methods to refine the Assessment and Person-Centered Support Plan content and automation.

Finalization of the Assessment and Person-Centered Support Plan process: July 2020-September 2020

The Assessment and Person-Centered Support Plan processes were updated based on feedback from members, stakeholders, and case managers from Phase Two of the pilot. These changes were incorporated into the automation. For more information, refer to the [New Assessment and Person-Centered Support Plan](#) webpage.

Next Steps

Implementation of the new Assessment and Person-Centered Support Plan process using the new CCM system is anticipated to begin July 2021. Leading up to that date, the Department will:

- Finalize the development and design of the CCM system.
- Develop and provide training to case managers on the new Assessment and Person-Centered Support Plan process and CCM system.
- Communicate upcoming changes to members.
- Continue stakeholder engagement and continuous process improvement up to and following implementation via regularly scheduled, interactive webinar presentations and a dedicated email inbox.

View the [Care and Case Management system](#) webpage for more information and updates as the project progresses.

Attachment(s):

None

Department Contact:

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