



## INFORMATIONAL MEMO

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<b>TITLE:</b>	<b>CASE MANAGER RETENTION PAYMENTS AND CASE MANAGEMENT REDESIGN</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>DECEMBER 15, 2022</b>
<b>DIVISION AND OFFICE:</b>	<b>OFFICE OF COMMUNITY LIVING</b>
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### **Background:**

Case Management Redesign (CMRD) refers to several initiatives aimed at simplifying access to long-term services and supports, creating stability for the case management system, increasing and standardizing quality requirements, ensuring accountability, and achieving federal compliance. It was initiated in 2014, with a federal requirement for a conflict-free case management system and was further developed with input from stakeholders to create a more simplified system. The Department passed HB 21-1187 to implement this effort.

It is crucial to keep the local expertise and knowledge of Colorado Case Management (CM) staff throughout the CMRD transition process. To facilitate this, the Department of Health Care Policy & Financing (the Department) has created a **retention payment grant** to encourage staff to remain employed with current Case Management Agencies (CMA) throughout their companies' transition phases.

### **Information:**

Case Management Retention Payment:

The Department has contracted with Public Consulting Group (PCG) to manage the grant application process. Grant applications may be submitted by each CMA beginning **Dec. 15, 2022, through March 1, 2023**, using the google form provided by the Department.

For CMAs serving multiple catchment areas and/or holding multiple CMA contracts with the Department, a single grant application should be submitted. The Department will process the application and provide approval or denial to applying CMAs within 30 days of receipt. CMAs approved for the grant are responsible to pay the retention bonus to eligible staff and submit invoices to PCG for reimbursement no later than **March 31, 2023**, using the Department requested form or one with the same information of the agency's choosing. CMAs shall submit only one invoice for reimbursement.

It is the Department's expectation that these funds are used to support the retention of each Case Management staff receiving these funds during this transition period. CMAs will develop an internal procedure to incentivize retention of Case Managers to achieve the Department's goals through the transition of CMRD through July 2024.

The total sum payment to qualifying CM staff may be up to, but not exceeding, \$500.00 per Case Aide, Case Manager and Case Manager Supervisor.

Requirements:

- Staff must be employed at the applying CMA for six months or longer at the time of the retention payment to be eligible.
- Staff must have completed required training and be in good standing with the applying agency's performance standards.
- CMA executive leadership must fill out the Grant Application and check each Statement of Assurance with approval from the Department to receive payment.

One hundred percent of the gross funds must go to the staff receiving the retention payment. The CMA is responsible for completing the proper withholding of employment taxes or other fees required with the retention payment. PCG will verify the retention payments were applied according to requirements and provide payments to CMAs for reimbursement by the 15<sup>th</sup> of the month following the invoice.

The Department values the contributions CMA staff provide to the Home and Community-Based Services (HCBS) community and retaining their expertise throughout

CMRD. As such, the Department will continue to explore ways to fund retention payments for CM staff throughout the transitions associated with CMRD.

**Attachment(s):**

None

**Department Contacts:**

[Tiffani.domokos@state.co.us](mailto:Tiffani.domokos@state.co.us)

[Nicolette.anderson@state.co.us](mailto:Nicolette.anderson@state.co.us)