



INFORMATIONAL MEMO

TITLE:	CASE MANAGER RETENTION PAYMENTS AND CASE MANAGEMENT REDESIGN
SUPERSEDES NUMBER:	HCPF IM 22-043
EFFECTIVE DATE:	JUNE 1, 2023
DIVISION AND OFFICE:	OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT
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Audience:

This memo is to inform Colorado Home and Community Base Service (HCBS) Case Management Agencies (CMA) of the second round of Case Management **retention payment grant** opportunity and processes.

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 (HCPF) has created a **retention payment grant** to

encourage staff to remain employed with current CMA throughout their companies' transitions.

Information:

HCPF has contracted with Public Consulting Group (PCG) to manage the grant application process for additional retention payments to CMA CM staff. The first **retention payment grant** was completed April 2023. A second round of retention payments will be issued. This memo therefore supersedes IM 22-043. This memo outlines the instruction to receive a second **retention payment grant**.

Case Management Retention Payment Two:

Amount: up to \$750 per Case Aide, Case Manager and Case Manager Supervisor

Grant applications open: June 1 to 15, 2023

Grant Applications closed: June 15, 2023

Grants Award Notification: June 20, 2023

Payments to staff: June 20, 2023 to August 1, 2023

Invoices due for submission: August 15, 2023

Each CMA may submit a grant application for qualifying CMA staff beginning June 1, 2023, and ending June 15, 2023, up to but not exceeding \$750 gross per Case Aide, Case Manager or Case Manager Supervisor. To be eligible, staff must be performing job duties of Case Aide, Case Manager or Case Manager Supervisor at least 50% of their working hours.

For CMAs serving multiple service areas and/or holding multiple CMA contracts with HCPF, a single grant application should be submitted. HCPF will process the applications and provide approval or denial to applying CMAs by July 1, 2023. CMAs approved for the grant will complete a grant agreement with PCG and submit invoice to PCG in the manner in the agreement. 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 **August 15, 2023**, using the HCPF-requested form or one with the same information of the agency's choosing. CMAs shall submit only one invoice for reimbursement.

It is HCPF'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 HCPF's goals through the transition of CMRD through July 2024.

ATTENTION:

Funds will **NOT** be granted or reimbursed if the application/attestation has not been filled out in its entirety by the authorized representative signing the form. Funds will also **NOT** be granted or reimbursed if the authorized representative has not received notification of approval from HCPF before issuing retention payments.

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 through their payroll system. PCG will verify the retention payments were applied according to requirements and provide payments to CMAs for reimbursement by the 15th of the month following the invoice.

HCPF values the contributions CMA staff provide to the Home and Community-Based Services (HCBS) community and retaining their expertise throughout CMRD. As such, HCPF will continue to explore ways to fund retention payments for CM staff throughout the transitions associated with CMRD.

Attachment(s):

None

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