



## INFORMATIONAL MEMO

<b>Title:</b> At-Risk Diversion	<b>Topic:</b> Community Living Options, At-Risk Medicaid Members
<b>Audience:</b> Home and Community-Based Services (HCBS) Members, Case Management Agencies, Advocates, and Stakeholders	<b>Sub-Topic:</b> HCBS
<b>Supersedes Number:</b> N/A	<b>Division:</b> Compliance and Innovation Division
<b>Effective Date:</b> Jan. 1, 2025	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> Jan. 1, 2026	<b>Program Area:</b>
<b>Key Words:</b> At-Risk Diversion, At-Risk Members, Case Management Agencies (CMA), Case Manager, Home and Community Based Services (HCBS), Health Care Policy & Financing (HCPF) initiatives, Targeted Case Management -Transition Coordination (TCM-TC) Diversion Services, Housing Support	
<b>Legal Authority:</b> 10 CCR 2505-10 8.7200, 8.7202.K. CRS: 25.5-6-1701 – 25.5-6-1709. §§ 25.5-6-1702(3).	
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<b>Approved By:</b> Jill Schnathorst	

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### Purpose and Audience:

The purpose of this Informational Memo is to inform Case Management Agencies (CMAs) of updates related to the implementation of At-Risk Diversion, including upcoming training opportunities. The Department of Health Care Policy and Financing (HCPF) has secured resources and started working on improvements to the long-term care transition and diversion processes. One such change is the upcoming implementation of At-Risk Diversion that will be effective in January 2025. This memo

is for informational purposes and is not meant to provide operational or policy guidance. An operational memo with guidance will be forthcoming.

## **Background:**

HCPF requested and received funding for multiple initiatives to increase access to community-based services through the 2023 and 2024 legislative cycles. The goal of these programmatic and policy improvements is to:

- Provide additional information to Members to prevent unnecessary institutionalization
- Provide effective transition services
- Expand access to Colorado's Home and Community-Based Services system
- Increase access to integrated community-based housing opportunities

At-Risk Diversion is a proactive initiative HCPF is implementing to advance Home and Community-Based Services. At-Risk Diversion will offer additional support to Health First Colorado Medicaid Members living in the community who are identified by HCPF as At-Risk for Institutionalization. At-Risk Diversion will include additional outreach by Case Managers to support these Members in the community with services and necessary supports prior to a need for institutional admission. HCPF will also be expanding Targeted Case Management-Transition Coordination (TCM-TC) Diversion Services to At-Risk Members. Diversion Services are intended to better support At-Risk Members with housing support to include Housing Vouchers and Housing Navigation, if eligible.

HCPF is also working to establish a referral process for At-Risk support. CMAs will receive additional information and guidance regarding this process as it is developed.

## **Information:**

At-Risk Diversion is scheduled to launch in January 2025. At-Risk Diversion Training for Case Managers will begin in December 2024. This will be mandatory training for all Case Managers who work with members aged 21 and over.

Case Managers are to register and attend one of the available webinar training sessions below.

After registering, you will receive a confirmation email containing information on how to join the webinar. The three available webinar options are:

- Tuesday, Dec. 3, 2024, at 9 a.m. MT
- Wednesday, Dec. 4, 2024, at 1 p.m. MT

- Thursday, Dec. 5, 2024, at 11 a.m. MT

[Register in advance for this webinar.](#)

Additionally, Case Managers are required to take the corresponding online learning module, “At-Risk Diversion”, available in the Learning Management System on Monday, Nov. 18, 2024. This training must be completed in the Learning Management System no later than Monday, Dec. 23, 2024.

Office Hours will be scheduled to provide Case Managers with an opportunity to ask questions, provide feedback and seek out assistance. Case managers are encouraged but not required to attend office hours. Dates, times, and registration will be provided during training sessions.

**Resource:**

[HCPF Informational Memo 23-003](#) (Budget Amendment (BA)-07 Community Based Access to Services)

**Webpage:**

[HCPF Initiatives to Keep Coloradans in the Community and out of Long-Term Institutionalization](#)

**Definition(s):**

At-Risk is a Health First Colorado Medicaid member who lives outside of an institutional facility, is At-Risk for institutionalization as determined by HCPF through development of an algorithm and risk score or referral process.

At-Risk Diversion is a Person-Centered process through which services are arranged or provided to enable an At-Risk member to avoid admission to an institution or an institution like setting and be able to live instead in a community-based setting of their choice.

**Attachment(s):**

None

**HCPF Contact:**

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