



## Informational MEMO

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<b>Title:</b> Individual In-Reach	<b>Topic:</b> Transition Services
<b>Audience:</b> Local Contact Agencies, Aging and Disability Resource Centers (ADRC), Skilled Nursing Facility Members, Advocates, and Stakeholders	<b>Sub-Topic:</b> Implementation
<b>Supersedes Number:</b> N/A	<b>Division:</b> Compliance and Innovation
<b>Effective Date:</b> March 1, 2025	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> June 30, 2026	<b>Program Area:</b> N/A
<b>Key Words:</b> Individual In-Reach, Options Counseling, Local Contact Agencies (LCA), Home and Community-Based Services (HCBS), Targeted Case Management - Transition Coordination (TCM-TC), Transition Services, Skilled Nursing Facility (SNF)	
<b>Legal Authority:</b> LCA Contract 20-139138 through 20-139148	
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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 Local Contact Agencies of the new program of Individual In-Reach. The Department of Health Care Policy and Financing (HCPF) has secured resources and started working on improvements to current information sharing processes by proactively reaching Members in Skilled Nursing Facilities and connecting them with information related to community living options and community transitions processes. This program will create a formalized, ongoing person-centered approach to educate Members on both Medicaid and Non-Medicaid resources and supports available to them in their community. The outreach should occur 2 times a year, approximately every 6 months, for each Medicaid member in a nursing facility setting, unless the member opts out.

### Background:

HCPF requested and received funding for multiple initiatives to increase the access of information about community-based services for Members in Skilled Nursing Facilities through the FY 2022-23 BA-07 and FY 23-24 BA-08 budget requests. The goal of these programmatic improvements is to:

- Provide a more structured approach of disseminating information to institutionalized Members in a person-centered approach.
- Provide a more streamlined process for those wanting to engage in transition services.
- Expand knowledge and access to Colorado's Home and Community-Based Services benefits.
- Increase access to integrated community-based housing opportunities.

Individual In-Reach is a proactive approach to reach every Member residing in a Skilled Nursing Facility to provide the opportunity to make an Educated Choice on where they live and receive services. Individual In-Reach will sunset the current Options Counseling program contracted to Local Contact Agencies (LCA) in June 2025; however, referrals for additional, or quicker, In-Reach counseling sessions will still be received. During the Individual In-Reach process the In-Reach Counselor will outreach each member and assess the members interest in receiving information on community living options and community transitions. Based on the members responses, the In-Reach Counselor will document the conversation and complete referrals according to contract timelines.

The intent of this program is to provide the Member the opportunity to connect with an In-Reach Counselor and ask individualized questions about Community Living Options and Community Transitions while receiving direct and immediate feedback. Individual In-Reach will provide information, both verbally and printed, on Medicaid's Home and Community-Based Services (HCBS) waiver benefits, Long-Term Services and Supports, and additional Medicaid services as applicable. In addition, Individual In-Reach will cover non-Medicaid benefits and services offered in their geographic community that the Member may be able to utilize to improve their quality of life. The In-Reach Counselor will be expected to provide information on local and state-wide resources to ensure that the Member is aware of all their available options so they can make an Educated Choice.

### **Information:**

Individual In-Reach is scheduled to launch in March 2025 through the LCA contracts. Training for Local Contact Agencies will start in February 2025 with the initial rollout. In the initial training, LCAs will be trained on how to complete the deliverables and have time to develop a thorough plan on what resources they will need set in place to be successful in this program. One of the deliverables will be the creation of a

formalized Individual In-Reach Plan that will outline the timeline of when the LCA plans on visiting each nursing facility in their region to ensure that they are able to offer this program to each member timely. Another deliverable will include nursing facility education where the LCA will be able to network and provide education with nursing facility staff on the process and benefits of community transition to help gain their support. Additional training will be provided in May 2025 to review the specific details of Individual In-Reach with Members. Local Contact Agencies can register to 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.

#### Training Dates:

- Tuesday, Feb. 25, 2025, 3 to 4 p.m.
- Thursday, Feb. 27, 2025, 10 to 11 a.m.

#### [Registration Link](#)

#### Definitions:

Community-Based Long-Term Services and Supports (or “Community-Based LTSS”) - Individualized, Person-Centered, flexible, and culturally and linguistically competent services, delivered in integrated settings; to help target population Members live in the Community. These services may include HCBS, long-term home health, private duty nursing, and the Program of All-inclusive Care for the Elderly (PACE).

Community Transition - When an institutionalized population Member transitions from a Nursing Facility and into a less restrictive living environment.

Educated Choice - Member’s choice of service setting, based on full and accurate information about community-based alternatives to nursing facility care, including non-disability-specific concerns or objectives to community living raised by members or by any natural support.

Individual In-Reach - A direct meeting with institutionalized population Members and their natural support and/or guardian at their place of residence. The LCA will provide:

1. Full and person-centered information about Community-Based Services as an alternative to nursing facility living;
2. Provide printed materials regarding community living options;
3. Responses to any questions or concerns raised by the Member or the Member’s natural support; and
4. Referrals to Case Management

In-Reach Counselor - A person not affiliated with, employed, or enriched by any Nursing Facility, who conducts Group and/or Individual In-Reach.

Member - Any individual enrolled in Health First Colorado, Colorado's Child Health Plan Plus (CHP+), or the Colorado Indigent Care Program (CICP), as determined by HCPF.

**Attachment(s):**

None

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