



OPERATIONAL MEMO

TITLE:	CASE MANAGEMENT AGENCY AND REGIONAL ACCOUNTABLE ENTITY COVID-19 VACCINATION OUTREACH FOR ELIGIBLE HOMEBOUND HEALTH FIRST COLORADO MEMBERS
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	MARCH 17, 2021
DIVISION AND OFFICE:	CASE MANAGEMENT QUALITY PERFORMANCE, OFFICE OF COMMUNITY LIVING, HEALTH PROGRAMS OFFICE
PROGRAM AREA:	CASE MANAGEMENT AGENCIES (CMA), SINGLE ENTRY POINT (SEP), COMMUNITY CENTERED BOARD (CCB), REGIONAL ACCOUNTABLE ENTITY (RAE), MANAGED CARE ORGANIZATION (MCO)
KEY WORDS:	CASE MANAGEMENT, CHILDREN’S HOME AND COMMUNITY-BASED SERVICES, HOME AND COMMUNITY-BASED SERVICES, CHCBS CASE MANAGEMENT AGENCY, REGIONAL ACCOUNTABLE ENTITY, SINGLE ENTRY POINT, COMMUNITY CENTERED BOARD, COVID-19, CMA, RAE, SEP, CCB, MCO, HCBS, CHCBS, MANAGED CARE ORGANIZATION, HOMEBOUND, TARGETED CASE MANAGEMENT, TCM
OPERATIONAL MEMO NUMBER: OM 21-031	
ISSUE DATE: MARCH 18, 2021	
APPROVED BY: BONNIE SILVA	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to inform Community Centered Boards (CCB), Single Entry Points (SEP), Children’s Home and Community-Based Services (CHCBS) Case Management Agencies (CMAs), Managed Care Organizations (MCOs) and Regional Accountable Entities (RAEs) of vaccination outreach needed to provide members with

information and resources on how to obtain the COVID-19 vaccine and to identify members 16 and older for whom in-home vaccine administration will be required.

Information:

Colorado is a national leader in vaccine distribution and is dedicated to supporting all Coloradans in obtaining a COVID-19 vaccination. To facilitate and coordinate vaccination efforts among Health First Colorado members, the Department of Health Care Policy and Financing (the Department) has identified Health First Colorado's statewide care and case management infrastructure as a key component in helping members obtain a COVID-19 vaccination.

The Colorado Department of Public Health & Environment (CDPHE) created a phased plan for [when Coloradans will be eligible for the vaccine](#). It is based on people's risk of serious complications and death from the virus. The Department is requesting that CCBs, SEPs, MCOs, RAEs, and CHCBS case management agencies reach out and coordinate vaccination efforts for members who may be homebound, with an initial focus on members eligible for the vaccine in phases 1b.1 and 1b.2: specifically, those 65 years and older who may be homebound. After those groups are contacted, agencies are expected to continue performing outreach to homebound members in phase 1b.3 followed by members in additional phases who are aged 16+.

Please note that "homebound" means the member is not able to leave their home and therefore cannot obtain a vaccination outside of their home. It does not include members who would prefer to receive a vaccination in their home or members who need transportation to obtain a vaccination.

Outreach Requirements for SEP, CCB, and CHCBS Case Management Agencies

Each SEP, CCB, and CHCBS case management agency will be provided with a list by the Department of members who have been identified as someone who may be unable to leave their home to receive a COVID-19 vaccine. The Department has received vaccination administration data and removed members who have already received the vaccine from the outreach list. As members are receiving vaccinations daily, there may be members who have received a vaccination who are on the outreach list.

Based on eligibility phasing, each agency will outreach to each individual on their list. The SEP, CCB, and CHCBS case management agencies will receive their outreach lists on Excel spreadsheets through each agency's secured SharePoint site in the case management folder.

When contacting the member and/or the member's legal representative, the case manager shall ask and document the responses to the following questions:

1. "Have you received a COVID-19 vaccine or are scheduled to receive one?"
2. "Would you like to receive a vaccination?"
3. "Do you need assistance to obtain a vaccination?"
 - a. If the member needs assistance the case manager will assist with transportation coordination and scheduling vaccination appointment.
Resources: [Where can I get vaccinated](#); [Non-Emergent Medical Transportation](#)
4. "Are you homebound/unable to leave your home to obtain a vaccine?"
 - a. If the member is homebound, please inform the member that they will be contacted for additional vaccine support.

The member responses are to be documented using the Google form provided by the Department, including if the member has declined all support in obtaining the vaccine. Case managers must complete the Google form for all members the case manager has spoken with to obtain the information outlined above. The Department will utilize this information to provide additional vaccination support to members who are homebound. The link to the Google form will be provided with each agency's spreadsheet of members to be contacted. Failure to complete the Google form can result in loss of payment to the agency completing this outreach.

Outreach timelines for members:

Phase 1b.1 through 1b.4 is to be completed by April 2, 2021*

*Given the urgency of this outreach for this vulnerable population, the Department expects the majority of this outreach to be completed by April 2, 2021, however CMAs, RAEs, and MCOs will have up to April 9, 2021, to complete all outreach for these phases.

Phase 2 and continued outreach is to be completed as soon as possible but no later than April 23, 2021

Coordination

The RAEs and MCOs are responsible for both conducting targeted outreach and for ensuring oversight of all outreach efforts for their region. RAEs and MCOs will be required to conduct outreach to members on a list provided by the Department for members who are not served by a CCB, SEP, or CHCBS case management agency who may be homebound or need service coordination to access the vaccine. In addition,

RAEs and MCOs will monitor outreach efforts by all case management agencies to members who are potentially homebound to ensure outreach has occurred within the Department's prescribed timeline. RAEs can use this information to inform their overall RAE and MCO Vaccine Response Plan.

SEPs, CCBs, and CHCBS case management agencies shall provide weekly status updates on this outreach to the RAE(s) and/or MCO(s) in their region. The RAE is responsible for ensuring all outreach is completed in their region and for using the insight garnered from the outreach to inform strategies to ensure adequate vaccine access within their region.

Compensation

The Department will provide the SEP, CCB and CHCBS agencies with a list of members on whom to perform outreach and issue a one-time payment of \$46.77 per member for the outreach completed. This rate encompasses all contact the case manager will make with the member, including multiple contacts as needed. In order for payment to be issued, the case manager must complete the contact with the member/member legal representative and complete the required questions into the Google form provided by the Department.

Regional Accountable Entities

RAEs will receive compensation for outreach and support of potentially homebound members assigned to them through incentive programs and any additional funds made available in response to the public health emergency.

Community Centered Boards and CHCBS Case Management Agencies

The CCBs and CHCBS Case Management Agencies will be reimbursed \$46.77 per member contacted using the data provided by the case manager through the Google form. The CCBs and CHCBS Case Management Agencies will receive payment by check or EFT dependent on the payment information on file with the Department. The Department will contact agencies directly if payment information on file needs to be updated.

Reimbursement for this work will not be provided through the Colorado interChange Medicaid Management Information System (MMIS). Therefore, providers may not bill Case Management for this work.

Single Entry Points

The SEPs will be reimbursed through the SEP Contract using the data provided by the case manager through the Google form. The Department will execute an Option Letter to amend the existing rates table and add the outreach rate of \$46.77 per member outreached. Please note that the Department is prohibited by Fiscal Rule and cannot reimburse agencies for any vaccination outreach activities that occur prior to the Option Letter being executed. The Department will notify each agency via email once the Option Letter is executed and will upload them to each agencies SharePoint site.

For more information about COVID-19 vaccines, where to get them, safety information and more, visit the Centers for Disease Control website and CDPHE website, or call 1-877-COVAXCO.

Attachment(s):

None

Department Contacts:

Rhyann.Lubitz@state.co.us

Matthew.Sundeen@state.co.us