



POLICY MEMO

Title: The Wellness Education Benefit: New monthly benefit for Children's Home and Community Based Services Waiver Members	Topic: Waiver Services
Audience: Children's Home and Community-Based Services (CHCBS) Waiver Members, CHCBS Case Managers, Case Management Agencies (CMAs)	Sub-Topic: Wellness Education Benefit
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Purpose and Audience:

The purpose of this Policy Memo is to inform Children's Home and Community-Based Services (CHCBS) Waiver members, families, representatives, and Case Management Agencies that the new Wellness Education Benefit will be offered in the CHCBS Waiver beginning May 1, 2024.

Information:

The Wellness Education Benefit (WEB) is a new 1915(c) waiver service that will be available to CHCBS Waiver members beginning May 1, 2024. The WEB consists of individualized educational materials that provide members and their families with actionable tools and information to support health and wellness goals, increase community engagement, combat isolation, and improve awareness of Health First

Colorado programs and services. The WEB helps members and their unpaid caregivers understand information that assists with managing health-related issues, promoting community living, and achieving goals identified in their Person-Centered Support Plans.

WEB articles include varied topics tailored to members such as engaging in community activities, nutrition, adaptive exercise, balance training and fall prevention, and developing social networks.

The WEB also provides an additional monthly waiver service to help CHCBS members maintain their waiver eligibility.

Wellness Education Benefit (WEB) Format

The WEB consists of articles that are mailed to each member monthly. These articles will range from approximately 175 to 350 words. Members will receive a different article each month, and the articles will address the health and wellness topics relevant to the member. All articles will be written in plain language and will be translated into the member's preferred written language. Every mailed article will have an individualized QR code. The member, or their representative, can scan the QR code, which will open a digital copy of their educational materials for that month. This will help members better access their education materials for that month by allowing them to zoom in, enlarge the text, and/or utilize screen readers.

Wellness Education Benefit Enrollment

All Health First Colorado members enrolled in the Children's Home and Community-Based Services (CHCBS) Waiver are eligible to receive the WEB. Current CHCBS Waiver members will be automatically enrolled to receive the WEB on May 1, 2024. New members enrolling in the CHCBS Waiver after May 1, 2024, will need to have the WEB added by their case manager upon enrollment. Case managers will need to routinely ensure CHCBS member mailing addresses are up to date.

CHCBS members should expect to receive their first mailing between May 13 and May 31, 2024.

Opting out of the Wellness Education Benefit

CHCBS members will have the choice to opt out of receiving the WEB materials. However, if a member chooses to no longer receive the WEB waiver service, they could be at risk of losing their waiver eligibility. Under Case Management Redesign, CHCBS waiver members will access case management through an administrative process, instead of a billed service. This means that Case Management will no longer be a service that can count towards waiver eligibility requirements. Members must

receive one waiver service every month to maintain their waiver eligibility, members who currently receive Case Management as their only monthly waiver service are encouraged to remain enrolled in the WEB. Members can contact their case manager with questions about opting out.

Action To Be Taken:

Case managers should confirm that the WEB has been added to members PARs between May 1 and May 30, 2024.

Case managers are required to complete training on this new benefit. If training was missed, please visit the HCPF Case Management Training webpage for recordings.

Members should contact their case manager to ensure their mailing address and preferred written language are up to date in their member record.

Attachments

None

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