

HCPF/Eligibility Sites COVID Unwind Touch Base (2024-06-27 15:04 GMT-6) - Transcript

Attendees

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Transcript

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Lisa Pera - HCPF: I've got the four different buckets here of work tied to cover all coloradans. We're expanding lactation consultation, which is more exciting via submitted an 11:15 waiver for cost-sharing there's some information in it around utilizing HSI funds but the piece that I wanted to talk with you today about is our population expansion. We are expanding Services of full benefits to some populations regardless of their immigration status. So if I go to the next slide, please.

Lisa Pera - HCPF: So when we talk about this population expansion it is going to extend full Medicaid benefits chip benefits depending on the eligibility.

Lisa Pera - HCPF: Four individuals who meet the eligibility to pregnant people and to children under 19 years of old. So anybody who is pregnant or a child under 19 years will be able to apply to four Medicaid or chip and if they meet all of the other eligibility sites citizenship, they will be enrolled in a look alike program. So all the same benefits, including ocl waivers so wavered Services Rey in MCO enrollment for the pregnant individuals. They will be getting that 12 month postpartum coverage after delivery.

Lisa Pera - HCPF: So we're really really excited about this and the way it will look in cbms. Just so you won't have to do anything differently during intake.

Lisa Pera - HCPF: And the system will determine eligibility based on the eligibility and if they are pregnant or under 19, they meet the eligibility to whichever Aid code they made the criteria for and similar to EMS Services where they say they get adult Magi child. they get the EMS indicator attached to their Med stand. There will be an indicator for cover all coloradans that gets attached to their midst van. we have been working and I'll talk a little bit about the timeline have been working a lot on this project because this program live on January 1st of next year. So we are about six months out and really really excited. So if I go to the next slide, please.

Lisa Pera - HCPF: I'm not going to touch on everything here on the timeline, but just a couple of things specific to eligibility and cdms that I do want to call out that we started work on the overall project about a year ago. There are a lot of different components within the department in a lot of different teams that are involved but we submitted for cbms all of our requirements earlier this year and have been working through all of the elicitations for the cbms changes that have to occur.

00:05:00

Lisa Pera - HCPF: And we are actually going to be doing those cbms changes. We have three different projects that I'm going to call out. The first one is the main cbms build and that is in October. So all the main changes and components around cover all color and this is going to go in to cbms in October.

Lisa Pera - HCPF: Then in late November we're going to have our second component to cbms and that is going to be a mass update So for anybody who is currently enrolled and active in cbms with that EMS indicator who meets criteria the eligibility rodins. Meaning they are either pregnant or they are under 19 years of age.

Lisa Pera - HCPF: Late November because we have the ability to look forward to January within the system. We will go through and determine who meets that eligibility and starting in January and that

indicator to their medspan So for anybody who is currently enrolled in the system, you will not have to do anything. We're going to do that through a mess update and one key component. I want to point out with the mess update is we will not be resetting their renewal dates and that's really important because we didn't want to have a huge bubble of renewals do every January. So those individuals who, maybe they apply in September because they're pregnant or because they had an emergency and

Lisa Pera - HCPF: They are slotted into Metro pregnant or magic child with the EMS indeed because they meet the criteria. When we do the mess update the end of November in January, though automatically be enrolled and cover all coloradans, but their renewal date will stay the same. And then the third component to the work that we're doing within eligibility to the peak application.

Lisa Pera - HCPF: We are not changing any of the logic behind the application, but we do have to change and update some language just to make it clearer some of the language for example will say something like you do not qualify. If you don't have a Social Security number and so we're making some mild some small changes to the language within the peak application, but not any of the logic that goes into December and then we go live in January. So, Again, because the main build goes in October, We won't start enrolling individuals into the program until late November when we're able to run eligibility.

Lisa Pera - HCPF: the next slide, please. when this bill went through the hole the whole fiscal note rather. We made some estimates on participation and I'm sharing those with you here again, these estimates were made back in 2022. We do think that the estimates might change. There's been a pretty large influx of new immigrants into Colorado which may impact participation in this program. So for now, these are the estimates that we have as the program rolls out. We may update these estimates.

Lisa Pera - HCPF: I could have the next slide and this is the last slide that I have. Just trying to call out. What are some potential impacts to you and things that you might be thinking about you may find that you are needing some additional language services available for the individuals that you're serving in your County's in eligibility sites.

Lisa Pera - HCPF: oops, it looks like

00:10:00

Lisa Pera - HCPF: Sorry, it looks like the text on my slide got a little jumbled here. The second bullet is supposed to say. There might be a little bit of confusion and understanding how this population flows through other available programs. So, for example, we cover all coloradans. We have emergency Medicaid. We have our reproductive Health Care and Family Planning services for Undocumented individuals and then there's also the Omni salute program, which is program run through you enroll in that through connect for health, Colorado. Spore undocumented individuals to purchase health insurance through the marketplace

Lisa Pera - HCPF: One of the things specific to ominous salute is that it has a limited number of slots and those slots open up with open enrollment on November For example last year, I believe they had 11,000 slots available and...

Bobbi Abrego: Hi Lisa. My name is Bobbi With Kids First Health Care. hi, so my question is...

Lisa Pera - HCPF: those slots filled up within 36 hours.

Bobbi Abrego: if there is a household with Three children in the household and...

Lisa Pera - HCPF: So really trying to help understand who should go into...

Bobbi Abrego: two kids are already US citizens,...

Lisa Pera - HCPF: which program is going to better be the best program for the members.

Bobbi Abrego: but he's still a member in the household.

Lisa Pera - HCPF: So we're trying to help make sure you have all the information that you need to best educate the communities that you work with.

Bobbi Abrego: So he's counting as a member in the home. Are you saying that that one's going to automatically be enrolled because they're already in the system.

Lisa Pera - HCPF: It is even possible that you will have cases or households where you have individuals enrolled in all of these programs where you have someone on cover all coloradans someone on Omni salute and someone who just has emergencies services. So really helping to understand how they all interplay.

Bobbi Abrego: All right, so I have

Bobbi Abrego: Yes, and then I had a second question, but I think I actually have eight questions and they're all crashing together. So let me give myself together and welcome.

Lisa Pera - HCPF: There may also be some certain ideas or stigmas around working with this population within your communities. So we really want to make sure that you have all the training and the necessary resources to best serve an immigrant population and...

Tammy Costello - HCPF: Thanks Lisa. So if we have no more further questions on that.

Lisa Pera - HCPF: then lastly, certainly not least really looking at...

Lisa Pera - HCPF: what some potential work load increases could be with this new population.

Tammy Costello - HCPF: Cassie's and...

Tammy Costello - HCPF: Shawn bodaker will be presenting the next slides.

Lisa Pera - HCPF: As I mentioned we're going to do a mess update to at least help cover and...

Tammy Costello - HCPF: I believe your first right Okay.

Shawn Bodiker - HCPF: Yep, taken over first. So hi. Everybody Shawn bodiker eligibility policy manager for the Department.

Lisa Pera - HCPF: enroll those who are already known to us and active in our system.

Shawn Bodiker - HCPF: Wanted to go over this first slide and...

Lisa Pera - HCPF: But we do expect that there will be new applicants applying when this rolls out so really understanding...

Shawn Bodiker - HCPF: then I'll let Kat talk a little bit more about some more system changes. So when we rolled out the long term care streamline process,...

Lisa Pera - HCPF: what is that potential work load increase So with that I'm going to open it up and...

Shawn Bodiker - HCPF: one of the changes that we were looking to make was on the referrals for long-term care and...

Lisa Pera - HCPF: if anybody has any questions. This is the first you may be hearing about this program,...

Shawn Bodiker - HCPF: making that more electronic kind of a seamless.

Lisa Pera - HCPF: but it's not the last we will be talking about it as we move forward...

Shawn Bodiker - HCPF: Once you enter information into cbms that referral will go over to case management in our memo way to indicated that that was going to actually start taking place in July...

Lisa Pera - HCPF: but happy to answer any questions if you have them.

Shawn Bodiker - HCPF: because we are waiting for all of our case management agencies to get transition to the new case management agencies and...

Lisa Pera - HCPF: Hi, Bobby.

Shawn Bodiker - HCPF: they weren't going to be done with that transition until July upon further review and the need for those agencies to kind of get more up to speak get more in-depth training the apartments made the decision that automatic referral process that we have in the system. We are going to hold off implementation of that until

Shawn Bodiker - HCPF: November 1st to 2024

Lisa Pera - HCPF: If they are enrolled in emergency Medicaid, so, you can now enroll in and be covered under emergency services without actually having an emergency we do. Allow them to maintain enrollment for a year and...

Shawn Bodiker - HCPF: Sorry, can you hear me Sorry about that.

Lisa Pera - HCPF: then renew them every year so that child is already say on Magi child with that EMS indicator.

Shawn Bodiker - HCPF: Let me back up. I'm not sure where I stopped. So, let me just start over everybody on the fun technology.

Lisa Pera - HCPF: Yes, they should in the update then automatically starting January 1 be moved in to the coverall Colorado's program.

Shawn Bodiker - HCPF: So as I was saying when we implemented long-term care streamline,...

Shawn Bodiker - HCPF: we implemented it to go in the system where it was going to be automatic referral process.

Lisa Pera - HCPF: Yeah, so it's a really good question.

Lisa Pera - HCPF: Thank you Bobbi for that question. Yeah.

00:15:00

Shawn Bodiker - HCPF: We weren't going to start until July 1st because we are waiting for all of our case management agencies to be transitioned to the new agencies and they aren't going to be done with that until July upon further review due to them coming up to speed them needing more, training on the side of the system pieces of what they're going to be doing to actually access these and Peak Pro the Departments made the decision to hold off the automatic referral process from July 1st to November 1st to 2024. We have sent out a cbms communication that was sent down on June 21st, 2024 letting you know about this change as well as we updated the memo that we put out about long-term care streamline to reflect that November first.

Shawn Bodiker - HCPF: 24 date. So again right now what we've asked is that you keep your current process that you have in place in regards to sending those referrals over to your case management agencies and then starting 11:1 of 2024. That is when you do populate and cbms that referral will go to the CMA via Peak Pro in the Inbox and let them know about the fact that you have submitted that referral should any of this change again, we will obviously get that information out. But we want to let as soon as we could before July 1st that this change is happening that we are pushing these referrals out till November 1st 2024. So keep following the process that you have been doing to your case management again upon the time that you get an application for long-term care, that person needs long-term care. You need to send those referrals to

Shawn Bodiker - HCPF: case management agencies as soon as possible. So that we can ensure that we are getting the most appropriate and earliest effective date for that level of care determination from the case management agency.

Kathleen Seese - HCPF: Thanks, Alrighty, so for long term care, we have a lot of short-term fixes data fixes that we currently have going into BMS in order to keep all of our long-term care are working adults with this abilities and our children's buying filled with disabilities in order to keep them approved for coverage so that they don't lose it while we are going through and all of these changes that are currently going on with cbms. So the first change you guys are all probably very aware of all of these changes. And the first one is the reinstate coverage using the state override functionality. That is the reinstatement that we run at the end of every single month anyone who has lost their eligibility or cdwb during that month. We automatically put in a bit and medical assistance override on those cases and so they can continue their eligibility.

Kathleen Seese - HCPF: And for the second one fix we currently have in as for the pending State help desk tickets. We have a fix that goes in and enters a pending helped us to get on every single one of our members who either have long-term care buy-in or one of our buy-in Aid codes that runs every night if the pending help us to get was taken off the case that day this fix goes in and puts her right back on to that case. And the last one we have for this population is the renewable extension we have with one of our 19 projects. We extended the renewal due dates for all of our buy-in and long-term care members to 60 days after that renewal was due in January. We extended that to 120 days. That was just to make sure we are getting all of these members processed. And on the next slide we have some more we are currently working through.

Kathleen Seese - HCPF: And the next one we have wasn't actually a data fix. It was a project that we've implemented in April. It was to include a 12 month extension on the back end to all of the level of care certifications that have an end date as ending as of 3-1 or later. So any level of cares that are ending and when evbc is run it will not read that level of care and date. It's going to extend it on the back side for 12 months.

Kathleen Seese - HCPF: And the last temporary fix we had that we are currently still working through is processing of level of care certifications that are currently in the CCM, but are not in cbms. We had the first file transmitted on May 4th. And that had want to say was around I believe two thousand levels of care and we had one more file go this past weekend that we are still working through some of the exceptions and what not on those and once we get the details and data on that we were getting that data sent out for all of you guys to see And we are looking into unwinding some of these current fixes we have in order to do that. We have a project that we're going to be implementing in August. So that's what we're going to go to into on We can go to the next slide slide please Rebecca.

00:20:00

Kathleen Seese - HCPF: So what's coming in August with project 9 4 7 2 we are going to be extending eligibility and our buying members sixty days if they're eligibility or being reduced from one of those heat codes. This is going to apply to all benefit reduction reasons except for incarceration or existing pois. It applies to all termination reasons except death. No longer a Colorado resident no longer requesting assistance and incarcerations if those numbers have MSP attached to a long-term care or by an aid code.

Kathleen Seese - HCPF: You can go to the next day on screen, please. So anyone who is receiving this extension we are going to send them a speed letter at the time. We are running ADC and extending their eligibility. That speed letter is going to let them know. Hey, we see that you're not actually eligible. We're going to extend your eligibility or here's what the reasons you are not eligible. Please reach out to us provide information showing. This is incorrect and what we can look at your eligibility. Then notice is going to list out every single reason that that member may be terminating. So if the member does not meet disability requirements and it has not provided verification and is over resources. It's going to list out every single one of those. It's going to direct those numbers to Peak so that they can to get some more information example, if they're missing some verifications people show them what verifications are missing.

Kathleen Seese - HCPF: But we also wanted to give you guys a heads up that these members will likely be reaching out to you in case they need some additional assistance with or any clarifications on what's being requested. So on that second month of the eligibility, we have a trigger that is going to automatically run those members to determine if they're eligibility to extend past that second month. If they're members down to not meet eligibility will terminate at the end of the second month and they will receive a regular termination notice at that time.

Kathleen Seese - HCPF: Going to go to the next slide. We have a couple of examples. So for our first example on the left hand side, we have an ongoing medical assistance case. The member is approved for 8 CBS. The memory reports a change that is processed on August 30th. The change makes a member ineligible for HCBS because they are over resources. This number would normally terminate with 10 day noticing as of September 30th. The result is a member will not terminate on September 30th. The number will force pass for 60 days. The which I did not mention. I'll get back to them. Just a second Noah and the

new speed letter will be triggered. If there are no changes to this case. Noah will be triggered within November 30th 2024 termination bake.

Kathleen Seese - HCPF: So in this example, you'll notice that the change is process on August 30th due to 10 day noticing that's going to process the same way wood today. If we are processing a change today, we have to prep apply 10-day noticing to that termination. So determination is actually not going to occur until September 30th. So for the month of September, if you look at the reasons and cbms, you're going to see 10 day noticing applied For October and November you're going to see the I know of Eligibility and long-term care.

Kathleen Seese - HCPF: For the example on the right hand side. This is one of our exceptions. ongoing medical assistance case number approved for pace and qmb. This number's family reports a change on August 5th. The change is processed on August 15th. The member passed away on July 25th. The result is this number will terminate back to the date of death on July 25th. The number will not force to pass for sixty days I know and new speed letter Noah will be triggered with July 25th 2024 termination date.

Kathleen Seese - HCPF: That is everything I have for you guys. Going to go to the next slide. I think it's Swift questions now.

Kathleen Seese - HCPF: Alison go ahead.

00:25:00

Alison Snider - CDHS-CTY: So on the case currently that are no longer long-term care and they're still forced passing at this point are those going to start dropping off and with the noticing in August if there's still no certification or they don't meet the level of care because I've got several that are actually as I mandatory, but they're still stuck in the HCBS stage, even though they never lost coverage. They just lost service.

Kathleen Seese - HCPF: Yeah for right now all of the short-term fixes are still in place where we don't know quite yet when we're going to be turning those off. And so this extension period won't go into effect until we turn all of those off. so once we have more information on windows are being turned off will school share that and Tammy. I saw you just came off mute.

Alison Snider - CDHS-CTY: So that's going to be August 10th is the projected date for that sixty day extension and then people will start terminating. Is that my understanding?

Tammy Costello - HCPF: Allison so as you are speaking to we've got short-term fixes in right now that are preventing members from terminating.

Alison Snider - CDHS-CTY: right

Tammy Costello - HCPF: We at the department are currently researching and determining the best.

Tammy Costello - HCPF: Next steps how to unwind that population because we have heard from the counties and from The Advocates. We just don't want to lift these pending help desk tickets and then all of a sudden you've got this mass of cases that need to be worked within those sixty days so that piece is still in place and...

Alison Snider - CDHS-CTY: Okay, and part of the issue that I've got with some of my I mean,...

Tammy Costello - HCPF: we are working through that and as soon as we have details on when we're going to unwind those we will be presenting in here and...

Alison Snider - CDHS-CTY: I've got just barely a handful. Thank goodness that don't qualify for other programs and are eligible for SSI met or qmb or...

Tammy Costello - HCPF: other venues the August build that Kat is speaking to that is the long-term fix.

Alison Snider - CDHS-CTY: whatever, but I've got a couple that are just not eligible. but they're not exploring the other options that may be available to them.

Tammy Costello - HCPF: And that will be going forward.

Alison Snider - CDHS-CTY: They're not coming to grasp that they're going to lose their Medicaid eventually...

Tammy Costello - HCPF: However, like Kat said until we lift some of those safeguards people will remain locked in

Alison Snider - CDHS-CTY: because they don't meet the requirements.

Alison Snider - CDHS-CTY: So they're not exploring the fact that this possibly is going to end for them. And I don't know how to communicate to them. Yes. This is temporary. Because they don't want to cooperate.

Tammy Costello - HCPF: Right, I hear And that's where we're hoping. When we send this letter out to these members when sixty days in advance. It's going to say if you don't give us the information you will terminate by this date. the department is also in conversation around potentially outreaching so there's lots of conversation going on right now. And here we hear and hear you what you're saying and we're trying to determine the next best steps that make the most sense for the users you guys and to the members. So yeah.

Tammy Costello - HCPF: Any other questions?

Tammy Costello - HCPF: Amy we see your comments so we definitely will take that back.

Tammy Costello - HCPF: If we can avoid changes to the long-term care during Cola, that would be great. Any other questions?

Kathleen Seese - HCPF: There is one from Shaleen in the chat. So come latex will have to submit to help us to get to close a case for death and Shaleen that totally depends on when we get those other short-term fixes and wrapped up and I'm wound and if those short term fixes are still in place, you will still need to submit to help us to get. and once those are completely wrapped up and once it's just this project in and nothing else is keeping those members on the death exception will allow those numbers to terminate from Long Term Care in

Tammy Costello - HCPF: Thank you Kat because I had said no, but you are correct. If the HTT and others are still in place appreciate that.

00:30:00

Kathleen Seese - HCPF: No, sorry, I didn't always hear response. Yeah, there is sorry didn't see that.

Tammy Costello - HCPF: No, but I'm glad you added to it. georganne

Lisa Pera - HCPF: Yeah, thank you Georgie for calling that out. That was something that I missed as I was talking about cover all coloradans was to let people know that PE benefits that exist will apply to this population as well.

Tammy Costello - HCPF: Okay, does anybody have any other questions we can open it up to the group on any questions that we might be able to assist with?

Tammy Costello - HCPF: All right, if nobody has questions a reminder, we will be having another session next month and hopefully we will have some of those answers. Alison and others we should have some answers by then. wishing you all happy fourth there. No other questions. I think we can end a little bit early. are we sending this slide deck? I'm not sure. Lisa or...

Rebecca Ornelas - HCPF: Yeah.

Kim VanDerscoff-Eisen - HCPF: WE Post

Tammy Costello - HCPF: yes Okay.

Meeting ended after 02:08:31 🙌