## COVID-19 **Public Health Emergency Unwind Meeting County & Eligibility Partners** August 24, 2023

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### About this webinar

### Will this presentation be shared?

Yes. A recording of this meeting and the slide deck will both be posted on the PHE Planning webpage in a few days.

### Will all of your questions be answered?

We will have time for a few questions after each section. We have a team of staff answering questions put into the Q/A, but we may not get to all of them.



### Today's Agenda

- 1. **Reminder:** Level of Care (LOC) and Disability Determination data entry (Shawn)
- 2. Reminder: Good Faith Extension (Shawn)
- 3. Renewal 90 Day Reconsideration Period PEAK, Eligibility Effective Date, and Data Entry for retro (Tammy)
- 4. LTC and Buy-In Renewal extension (Marivel)
- 5. Let's Hear From You!



# Reminder: Level of Care (LOC) and Disability Determination data entry



### Pending for Level of Care (LOC) and/or Disability

The Department has received concerns that members could be incorrectly terminating or denying for a Level of Care Determination and/or Disability Determination.

- Cases must be pended appropriately for level of care and/or disability to mitigate terminations while awaiting results from a Case Management Agency and/or the State disability vendor
- Refer to guidance and training materials provided for entering and pending cases for LTC LOC and Disability Determinations

### **CBMS Communication:** HCPF - Pending a Case for Level of Care and Disability Determination (CBMS 2817\_08152023)



## **Guidance and Training Materials**

Process Manuals provide:

- The steps to pending a case in CBMS for LTC LOC or how to enter the LTC LOC once the Case Management Agency has provided it to the eligibility site.
- A step-by-step process for how to enter a Disability Determination into CBMS or pending a case for a Disability Determination.

Web-based Trainings(WBTs) provide Detailed instructions for:

- Disability Determination in the Health First Colorado Buy-In Program WBT
- LOC information in the Long Term Care (LTC) Categories & Special Circumstances WBT



## Reminder: Good Faith Extension



# **Opportunity** for members to obtain verifications

- The Good Faith Extension is available to support members who indicate they are attempting to gather requested verifications and experiencing challenges and/or need additional time.
- Eligibility workers are strongly encouraged to use this extension to support members to receive additional time to get the verifications and mitigate an unnecessary termination.

CBMS Communication: Medical Assistance - Good Faith Extensions (CBMS 2821\_08172023)



## **Guidance and Training Materials**

Please review the web-based training (WBT) titled General Eligibility Medical Assistance and the Process Manual titled Entering a Good Faith Extension for DRA as it applies in regards to Good Faith Extensions.

The below training materials contain policy guidance and CBMS data entry for Good Faith Extensions:

- General Eligibility Medical Assistance WBT
- Entering a Good Faith Extension for DRA Process Manual

**NOTE:** Although these materials point to citizenship and identity, the extension can be used for <u>all</u> verifications.



# Renewal 90 Day Reconsideration Period



## Renewal 90 Day Reconsideration Policy

- The 90 days start as of the 1st of the month following the renewal termination date
  - For example, member's renewal month is October 2023. Termination occurs effective 10/31/2023. The 90 day reconsideration period is from 11/01/2023-01/31/2024.
- Member's effective date of eligibility is the 1st of the month in which member returned the renewal packet within the 90 days
  - There may be a gap in coverage
  - Members can request retroactive coverage if needed to prevent a gap in coverage



## **Retroactive Example**

- Scenario: A single member household has an MA renewal due 9/2023 and no outstanding verifications. The packet is signed and returned on 12/05/2023. The member is requesting retroactive coverage for the month of 11/2023 but not 10/2023. The member is found eligible for retro for 11/2023, and for coverage beginning in 12/2023
- **Results:** The member receives retroactive coverage for 11/2023 and their ongoing MA benefits begin as of 12/01/2023. The certification period runs from 12/01/2023 to 11/30/2024. They are not evaluated for retroactive coverage for 10/2023, as this was not requested. They have a gap of coverage during this month of 10/2023.



Following are the steps in CBMS to initiate renewal during the 90 day reconsideration process and allow for the retroactive request.

- Step 1
  - Review the case and the documentation provided, ensure that the Renewal has been received (when applicable), the signature has been received, and all verifications have been received. Make sure all documentation was returned within 90-days of the discontinuance.
- Step 2
  - Review the case in CBMS and verify if the case is open or closed.
  - If case is closed go to Step 3
  - If case is open go to Step 4



#### • Step 3

• If case is closed, Rescind the case using the reason of "90-Day Reconsideration Period"

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#### • Step 3 cont'd

- Enter the Renewal packet/signature/verification received date.
- Complete all data entry based on information reported by the member. Run EDBC.
- If there is a gap in coverage AND the member is requesting retro coverage, navigate to the *Renewal Retro Information* window.
- Select the Edit icon for the row that needs to be updated.

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Members	Case Information	Case Questions	Case Wrap Up	CDHS Scheduling Interviews	CDHS Interview Attendance	Child Support Referral	Purchase and Prepare Renewal R	etro Information More	
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#### • Step 3 cont'd (screenshot)

- Select the applicable retro months and move them to the next box.
- Select "Save"
- Enter a Medical Expense for each of the requested retro months.
- Run EDBC, review wrap-up and authorize the case if the results are correct.

\*\*\*There is a known issue where the Select Gap Months may not appear in the edit window, this issue is scheduled to be fixed in the 9/2023 HDT build\*\*\*

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### Step 4

- If the case is open, but the individual's eligibility has been terminated, go the Case Individual Programs Requested window, select the individual and then go the MA Re Apply related list window. Enter the Re-Apply Date as the date that all documentation was received.
- If there is a gap in coverage AND the member is requesting retro coverage, select the applicable retro months and move them to the next box.
- O Select "save"
- Enter a Medical Expense for each of the requested retro months.
- Enter the Renewal packet/signature/verification received date.
- Complete all data entry based on information reported by the member. Run EDBC, review wrap-up and authorize the case if the results are correct.



#### • Step 4 cont'd (screenshot)

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### **PEAK Renewal Reconsideration**

### PEAK re-apply to-do project August 2023

Project overview:

PEAK users see the following renewal to-do card on their dashboard if it's within 90 days AFTER their due date.

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### **PEAK Renewal Reconsideration**

#### Project outcome:

We updated the re-apply to-do card language so that users will know that they can still complete their renewal within 90 days after the due date instead of re-applying for benefits.

It also includes instructions on what the user can do in case their Health First Colorado coverage ended for another reason.

#### Health First Colorado coverage has ended

Didn't complete your renewal on time? You might be able to restart your coverage:

- Check your To-do list
- Complete your late renewal and
- Submit any requested documents.

Denied for another reason? You have 30 days to work with the county to see if you qualify. Or, you may reapply for health coverage on 09/02/2023.

Overdue by 14 days

08/03/2023



### **PEAK Renewal Reconsideration**

In the past, if the user's Health First Colorado benefits ended because of their late renewal, then the following re-apply to-do card appeared as well.

Because of the difference in messaging, we believe this led users to request new benefits instead of completing their renewal.

#### Re-apply for Health First Colorado

A member in your household was denied/terminated for Health First Colorado Medical Services. Within the first 30-days from denial/termination, they can work with the county office to re-evaluate their eligibility. On 05/13/2023 they can reapply for assistance by clicking the 'Request new benefits' button.

Overdue by 1 days 04/13/2023



# **Questions?**





# LTC and Buy-In Renewal 60 Day Extension



## LTC & Buy-In Renewal Extension

RRR/Renewal **60 calendar Day Extension** to assist vulnerable populations whose renewal has not been returned and/or entered into CBMS

- Federal authority already exists and consensus received from them today
- Requires extensive outreach for this population during this extension
  - Department working on details for outreach to start beginning of October 2023
  - Details will be shared, we welcome your feedback and ideas
- Extension will start with September 2023 renewals
- System functionality will be implemented on September 4th ahead of the renewal packet due date of September 5th
  - Eligibility sites already familiar with this functionality



### **MA Renewal for LTC & Buy-In Population**

**RRR/Renewal 60-Day Extended Period** 

#### **60-Day Extended Period**



that are not received timely, a 60 calendar day extension to the RRR/Renewal will be applied.

#### **Additional Information**

- » CBMS will select cases with upcoming renewal dates, with no packet received (or entered) and apply the extension.
- » The change applies to specific Medicaid categories of LTC 300% (NF/Hospital), PACE, HCBS Waivers (12 aid categories), Working Adults w/ Disabilities & Children with Disabilities Buy-In Program.
- » Remember that RRR/Renewals are done at the household level. not individual.
- » This does not solve for cases that have already closed or for ALL procedural terminations. A member who has returned the RRR/Renewal packet may still be terminated for a procedural termination such as failure to provide verifications.

#### **Purpose of the Extension**

The purpose of the extension is to assist our vulnerable populations, including Long Term Care, individuals on Waivered Services, and Buy-In recipients who have not returned their RRR/Renewal packet timely during COVID Unwind. A CBMS update will automatically extend the renewal period for an additional 60 days by setting 'Data Entry Complete' to 'No' on the Case Wrap Up screen.

#### CALL TO **ACTION:**

Stay proactive. Take action when the packet is received!

The 60-day extended period begins on the fifth (5th) day of the RRR/Renewal due month. On the 61st calendar day, the system will validate these cases and if the packet remains unreturned (or not entered) it will change 'Data Entry Complete' from 'No' back to 'Yes' on the Case Wrap Up screen, causing the case to run and fail for not returning the packet. A case comment will be automatically generated in CBMS and the 10-day notification will be sent.

SEPTEMBER 2023	OCTOBER 2023	NOVEMBER 2023
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### **MA Renewal for LTC & Buy-In Population**

#### **RRR/Renewal 60-Day Extended Period Flow Chart**

Staff Development Division



MA Renewal for LTC & Buy-In Population | Version 1 | August 2023

## **Desk Aid Location**

The desk aid has been published to Training.Colorado.gov.

You can find it in the Document Library under the 'COVID-19 Guidance, Long-Term Care, Non-MAGI, and RRR/Renewal' categories, named as the "MA Renewal for LTC and Buy-In Population".



## Let's Hear From You!



What are you seeing/hearing with respect to renewals?

What is working well?

What is the biggest challenge?





### Stay informed

- Next HCPF/Eligibility Sites COVID Unwind Touch Base
  - September 28, 2023 3:00-4:00 pm
- Visit the <u>Resources for COVID-19 Unwind and Renewals</u>
- Visit the <u>COVID Resources for County & Eligibility Partners</u>
- Visit the <u>PHE Planning Resource Center</u>
  - Download, print & hang up flyers in common areas
  - Share messaging on your websites and in your newsletters
- Sign up for the monthly <u>COVID-19/PHE Updates Newsletter</u>



# **Additional Re-Apply Guidance**

### **CBMS Medical Assistance Re-Apply**



#### **CBMS Medical Assistance Re-Apply**

Navigating Retro Coverage



CBMS MA Application Requirement Update | Version 2 | June 2023

Listed as "Medical Assistance Re-apply" in the MAGI tab within the Document Library at Training.Colorado.gov

