



MYTHS AND FACTS ABOUT CHANGES TO CASE MANAGEMENT

AUGUST 23, 2022

COLORADO CASE MANAGEMENT REDESIGN:
CAPACITY BUILDING LEARNING COLLABORATIVE

HEALTH MANAGEMENT ASSOCIATES

PUBLIC MEETING NOTICE

- Please note this meeting is open to the public and being recorded.
- Anything said during this meeting may be part of the Public Record.
- All meeting materials will be posted on HCPF's website:
<https://hcpf.colorado.gov/case-management-redesign#Meetings>

AGENDA

- Introductions
- Background
- Myths and Facts about Case Management Redesign
- Q&A



TODAY'S PANELISTS

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Case Management Redesign Policy Advisor
Colorado Department of Health Care Policy & Financing

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POLL: WHO IS HERE TODAY?



A blue-tinted photograph of three women in a professional setting. The woman in the foreground is looking towards the camera with a slight smile. Two other women are visible behind her, slightly out of focus. The background is a solid blue color.

BACKGROUND: COLORADO'S CASE MANAGEMENT REDESIGN (CMRD)

HEALTH MANAGEMENT ASSOCIATES

WHY IS THIS CHANGE COMING?

Colorado's Redesigned Case Management system will offer:

- Person-centered experience for all members
- Improved equity
- Easier to navigate, one place to go
- Streamlined operations and increased administrative efficiencies
- Innovations further increase system stability, quality, and accountability



The goal:

Make case management work better for everyone!

CO CASE MANAGEMENT REDESIGN (CMRD)



SUPPORTING EACH PERSON

Colorado currently has three different kinds of case management organizations, Single Entry Point Agencies (SEPs), Community-Centered Boards (CCBs) and Private Case Management Agencies (PCMAS), each serving different groups of people and different home and community-based waivers:

- Brain Injury waiver
- Community Mental Health Supports waiver
- Elderly, Blind and Disabled waiver
- Spinal Cord Injury waiver
- Developmental Disabilities waiver
- Supported Living Services waiver
- Children's Home and Community Services waiver
- Children with Life Limiting Illness waiver
- Children's Extensive Support waiver
- Children's Habilitation Residential Program waiver

Under the new Case Management system, there will only be **one agency for each area** offering case management for ALL of the waivers and populations. This will make it easier for each person to find and access the right services for them.



CMRD CAPACITY BUILDING PROJECT

The Department of Health Care Policy & Financing has contracted with Health Management Associates (HMA) to help current case management agencies (CMAs) and stakeholders get ready for this change:

- Work with CMAs to figure out what they need
- Provide technical assistance for CMAs to develop transition plans and get ready for what's next
- Support CMAs and stakeholders through the change process
- Engage with CO HCBS stakeholders to help with the transition through Learning Collaboratives and Community Conversations





MYTHS AND FACTS ABOUT CHANGES TO CASE MANAGEMENT

HEALTH MANAGEMENT ASSOCIATES

MYTH:

We have been talking about this for a long time; Colorado Long-Term Services and Supports (LTSS) Case Management is not really changing at all.

FACT:

Case Management Redesign CMRD is coming to Colorado over the next two years!



MYTH:

The only reason for CMRD relates to federal Medicaid “conflict free” requirements.

FACT:

There are several important reasons to improve case management quality.



MYTH:

Conflict free case management is bad for members and families— they should be able to choose to work with one organization for everything.

FACT:

Conflict-free case management is required by CMS (the federal government) to protect the rights and interests of members and families.





MYTH:

CMRD is going to result in loss of choices for members and families.

FACT:

CMRD will allow members and families to choose their individual case manager within the selected agency.



MYTH:

Colorado already has a No Wrong Door system, and it is very easy for everyone across the state to access long-term services and supports.

FACT:

CMRD will make it easier for Coloradans to find and access LTSS programs.



MYTH:

Everyone receiving LTSS will experience big changes in case management.

FACT:

Some members may see some changes in the organization delivering their case management, but CMRD should not disrupt direct services.

MYTH:

CMRD and the new regions means case management will look the same across the state, regardless of regional differences.

FACT:

The new CMRD regions (“catchment areas”) will allow for members to work with case managers who know their local communities.



MYTH:

CMRD will result in fewer case managers working with people with disabilities, older adults and families. Many case managers are leaving the workforce because of this change.

FACT:

The Department understands the importance of the case managers' role, and hopes to retain and grow the case management workforce.



MYTH:

The quality of Case Management will go down.

FACT:

CMRD is designed to help Coloradans experience high quality case management, so that members can live their lives with their necessary supports.



MYTH:

The state is withholding information that would help people plan for the transition.

FACT:

There are a lot of moving parts to CMRD, and HCPF is sharing as much information as quickly as possible.



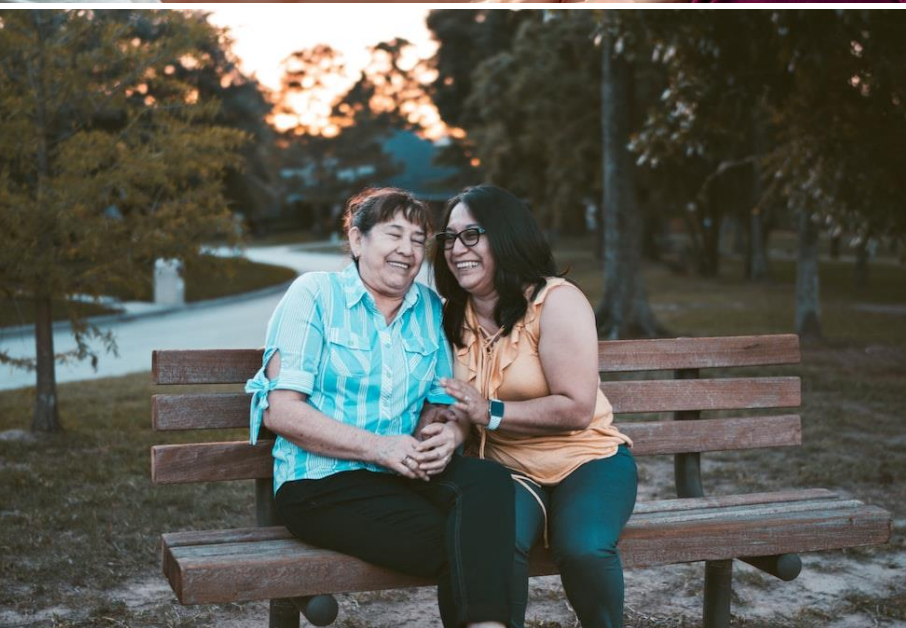


MYTH:

CMRD is a plan to move HCBS/LTSS to managed care and the RAEs.

FACT:

Colorado currently does not have any plans to create a Managed Long-Term Services and Supports (MLTSS) system.





MYTH:

CMRD will ruin the small businesses who are made up of a workforce who is passionate about caring for people with disabilities and families.



FACT:

HCPF understands the importance of the knowledge, experience and passion of current case managers and we are working to support the current case management organizations to design successful transitions.



MYTH:

CMRD will result in "generic" or watered-down case management, losing the specialized knowledge of case managers who know unique populations and their needs.

FACT:

CMRD is intended to help address equity issues and become more person-centered.



Q & A: WHAT ELSE?

HEALTH MANAGEMENT ASSOCIATES

WHAT WAS MOST IMPORTANT TO YOU TODAY?



NEED MORE INFORMATION?

HCPF Case Management Redesign information:

<https://hcpf.colorado.gov/case-management-redesign>

Office of Community Living Stakeholder Engagement Calendar:

<https://hcpf.colorado.gov/OCL-stakeholder-engagement>

American Rescue Plan Act (ARPA) Stakeholder Engagement:

<https://hcpf.colorado.gov/arpa/arpa-stakeholder-engagement>

QUESTIONS?

Please contact us if you have additional questions, suggestions, or ideas

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<https://www.surveymonkey.com/r/GenARPA>

