

Nursing Facility Stakeholder Meeting

October 18, 2023

Agenda

- Announcement, Introductions
- Group In Reach Update
- PETI PNA Rule
- Eligibility Updates
- Eligibility Training follow-up
- Staffing Agency Data
- Public Comment

DOJ/In-Reach Updates

- On September 29th the DOJ filed a lawsuit against CO
- We plan to continue the work we started
- 100% of NF in CO by July 2024.
- We need your help to reach that goal.
 - Responding to our emails/phone calls when we reach out to schedule.
 - providing a space to meet with members and their guardians/supports
 - inviting members and guardians to the meeting
 - hanging the poster
 - Sharing any feedback
- After this year Group In-Reach will be supported by Options Counseling Agencies.
- Group In-Reach will continue in SNF at least 2 times a year to inform members and their guardians of community living options.

Information for Group In-Reach Meeting

- Waivers and what is included
- Community programs and Supports
- Transition Coordination
- Transition Set up
- Peer Mentorship
- Qualifications for the Programs
- How to get started if interested

PETI/PNA rule

- **November 9th MSB**
 - Clarifications regarding disposition of PNA balances
 - Documentation requirements
 - Updated person centered language
 - Strengthened oversight/enforcement

PEME-PETI

- Pre-Existing Medical Expense (PEME) claim requirements
 - All PETI documents
 - Billing invoice for PEME.
 - PEME must be within 90 days of initial eligibility.
 - Will not be approved if eligibility denial is due to resources, unreturned documents, or transfer without consideration
 - Supplemental documentation is needed to identify uncovered days, resource nuances, no fault of the member, etc.
 - HCPF does not have access to documentation provided to the

Eligibility Updates

- **HCPF has noticed a substantial increase in terminations related to procedural issues**
- **Top reasons include:**
 - Individuals not returning their renewal packet
 - Individuals not returning required verifications

Eligibility Updates - LTC Extension

- HCPF will be extending the renewal period for 60 calendar dates for LTC, HCBS and WAwD members.
 - Allows extra time to return renewal packets BUT members still need to take action to keep coverage
 - Does not extend timeline for verifications to be returned after a renewal packet is sent in
 - Existing policy allows for ‘good faith effort’ extensions
 - Counties will be reminded of this policy/system

functionality

Eligibility Updates - Eligibility Restoration

- HCPF will be restoring eligibility to individual who were terminated in May-Sept to allow for the additional 60 calendar dates for LTC, HCBS and WAwD members.
 - Allows extra time to return renewal packets BUT members still need to take action to keep coverage
 - Does not extend timeline for verifications to be returned after a renewal packet is sent in

Eligibility Updates - Complaints

- If a Health First Colorado or Child Health Plan *Plus* (CHP+) member or applicant has a problem or feedback about their eligibility renewal, they should first contact their local county to attempt to resolve the situation. Working with their county is the most direct way to address an issue and may result in a quicker resolution. If an issue is not resolved at the county level, a member or applicant can visit the Health First Colorado website to learn how to make a complaint. Members or applicants can also complete a customer service survey to provide feedback about their experience at their county or eligibility site.

Case Escalation website:

<https://www.healthfirstcolorado.com/countyfeedback/>

Eligibility Updates

- Questions, Comments?

Eligibility Training follow-up

- Are the existing resources sufficient?
- What needs exist?
- What format would work best?
- Are additional training resources needed?

Training Resources

- [LTSS PHE Unwinding Fact Sheet](#)
- [Understanding the Renewal Process: A Guide for Partners](#)
- [Messaging for Nursing Facility websites, newsletters, etc about Medicaid Renewals and Taking Action when it's time to renew](#)
- [Printable Flyers that can be distributed and/or displayed in public areas](#)

Eligibility Plan Questions?

- Questions/Comments?

Staffing Agency Data

- SB 22-210 directed the Department of Labor to license and collect data on healthcare staffing agencies.
- Initial data sets have been turned over to HCPF
 - Preliminary data inconsistencies need clarifications in future quarterly collections
 - Hourly vs. Gross misinterpretations

Open Comment