

## Participant-Directed Programs Policy Collaborative (PDPPC)

February 23, 2022

### Stakeholder Minutes APPROVED

John Barry opened the meeting, reviewed housekeeping, and took phone attendance. Voting rights information was circulated. Kitten Sheridan manages the attendance and voting rights. January minutes: With no objections the minutes were approved.

#### Open Forum #1

- Julie Reiskin said there was an opportunity to comment to CMS on access to care.  
[https://cmsmedicaidaccessrfi.gov1.qualtrics.com/jfe/form/SV\\_6EYj9eLS9b74Np](https://cmsmedicaidaccessrfi.gov1.qualtrics.com/jfe/form/SV_6EYj9eLS9b74Np)
- Robin Bolduc: How can we attract people in current arena as we cannot do sign on bonuses and are competing with under the table and this is a crisis. We need a workgroup to figure out alternative ways to compete.
- Robin Bolduc: Sick of calling places where she gets lists that leads to nothing but more lists. Lots of agreement and we should not fund information and referral.
- Mark Simon: Employer liability. There are 4 kinds of liability insurance of which we provide two of bundled together but there are other coverages that clients should get especially those that are in buy in and accumulated assets which makes them a target for lawsuits. This should be on our agenda and do a briefing and figure out what we do about addressing the problem.
- Patti DeGeorge: I do not see anything about Telligen, but we are having problems getting PARS for the new cert period on IHSS. I have some clients on hold for 2 months because Case managers cannot get approval through telligen? I now have 4 other clients ready to recert on 3/1/22 and case managers do not have any answers on when I will receive these PARS. Is there anything being done with this issue? Leo said there is a giant issue with Telligen. We send volumes of documents to Telligen and some are approved and others not with no consistency and we do not know what to do. Then a new certification pops up and we have to do the whole thing over. We struggle for months to get one certification done. Erin said we would put this on the next agenda.
- Erin Thatcher: Lots of changes and staffing shifts: Candace Bailey is the HCBS benefit director and Cassie Keller is the new community options section manager.

She has been with HCPF for 7.5 years and has overseen NMT, respite and more and is excited to move into this new role.

#### Eligibility Updates:

There are no updates from HCPF and no one from HCPF eligibility could attend. If there are specific eligibility issues email them to John at [john.r.barry@state.co.us](mailto:john.r.barry@state.co.us) Change to Max Pay Rate: We have not raised since 2019 and the current rate is \$45.09. There are national discussions about raising wages and CO has the highest max pay rate out of all states we know. We do think it would be wise to raise rates. They are looking at raising to \$49.58. Discussion: Julie suggested higher due to people with short visits.

- Cheryl agreed and said there are multiple other issues we have brought up but also concerned that it is only in health maintenance. This is applicable to any service.
- Curt said on CDASS we have the option to pay more and use less hours..it could be emergency backup, etc. You set it up ahead of time with the FMS provider. \$60 an hour is more realistic, a nurse or CNA would get the 2 hour minimum even if they stay 20 minutes. One nurse visit is more than \$60. Robin said \$60 was needed for overnight skilled care and some other issues.
- Nicole from PALCO said it would be easy and take no time to raise the rate in their system. They will implement this change ASAP to \$49.58 Subcommittee Reports Due to staff transitions they are trying to fill positions and are going to reschedule some of the committees (URUM which is a good place to hear about Tellige) and IHSS as soon as they are filled. Specific cases of Telligen or other problems should be reported to [HCPF\\_PDP@state.co.us](mailto:HCPF_PDP@state.co.us).

#### Background check group:

Jessica said for 7-8 months there was a workgroup working on this and they made some progress and updated the list but due to a lack of involvement they concluded. With recent issues that have come up and workforce issues they want to bring this back. They will do a survey and time limited workgroup. More information will come about opportunities for engagement.

- Tara Golsby said she was interested.
- Julie supported this idea and said this should be done a bunch of different ways including submitting in writing and that this is a crisis. She asked that the notice be sent in a stand-alone email.

- Carol Meredith said If Bill: SB22-099 Concerning the procedure for sealing of criminal records for nonviolent offenses, and, in connection therewith, addressing workforce shortages and minimizing barriers to employment for job seekers, passes would that help change that If others are interested in learning more about that bill: <https://leg.colorado.gov/bills/sb22-099>

#### Annual FMS Satisfaction Survey:

Stephanie Reese, the new CDCO director, gave an overview of CDCO and said it was time to send out the annual satisfaction survey. You will complete the survey on whichever FMS you have used this year either PALCO or PPL. It will be similar to last year. It should go out the first part of April and get it back in 30 days. Then they will analyze for improvements.

- Julie asked if FMS have any input and was told they are fully involved in collaboration meetings. There are no clients in the collaboration meetings.
- Erin said this group will see it and be able to make changes before it is sent out.

#### PDPPC Proposals and Recommendations:

There was an age change recommendation in the fall and they will present the rule change to MSB in March and April. This was sent out last month and it was in a large packet. It changes from 18 to 16 in IHSS and CDASS. This is also in the waiver update proposal package. In the meantime, they can hire someone under 18 and have to let FMS know. IHSS providers are also welcome to hire minors and forms have to be done. This is due to flexibility due to appendix K.

- Curt thanked everyone and said this was a good example of changes we can make by speaking up. People appreciated the speed at which HCPF moved on this. The memo is the response to our group in November. People asked for a memo.
- Erin said they would work on that are in flux due to Direct Care Worker Base Wage Rule Update: Last meeting it was shared that the direct worker base wage was passed in December and finalized in February. The requirement is that all direct care workers must make \$15 an hour or higher if in a local area with a higher minimum wage like Denver. CDASS does not have to do an attestation requirement and they are working with all agencies to get attestation and this will help in understanding the impact and help people make as much of a living wage as possible. Attestation forms for agencies are due June 30th. CDASS is

excluded because we already have the data and FMS can set a base wage just like they do with minimum wage.

## EVV

Jillian Estes with EVV team. Presented a slide show (with tons of text) These were mailed out and there have been many questions and responses. These were sent out as FYI and not to force people to sign them. She scrolled through the memo so we could see what it looked like and said there were important terms. Case managers will be notified if there is a problem like if someone is at a 4th strike. Members are responsible to reach out to the CM if you are having a problem. If there are questions send an email to [evv@state.co.us](mailto:evv@state.co.us) If you have a live-in caregiver and they complete the form they are exempt from EVV but other caregivers have to use EVV. She presented an infographic about how someone can get a strike. (John please include) Compliance Notification Schedule is on their website <https://hcpf.colorado.gov/electronic-visit-verification-resources>

- Nathan asked about the timeframe issue not being reported for a month if they get double penalized.
- Robin said that EVV came about due to the Cures Act done by Congresswoman DeGette and there will be a new Cures Act that will be introduced. There is a national coalition and they met with her recently and have asked to exempt consumer direction. The employer of record being the consumer of services does not make sense to have a third party confirm services have happened. EVV has not identified fraud in consumer direction. They are waiting to see if the language requested is incorporated into 2.0 but has been received favorably. If this happens we will go back to using the portal like we do for exempt workers like family caregivers. This is also going to eliminate biometrics which Colorado has already eliminated.

## Open Forum #2

- Patricia Martinez: She was told she could not use her budget as she choose and that it would be fraud. She will report specifics to John who will help address this. Clients can use their budget as they see fit.
- Kevin Smith: how long is health emergency extended to and there should not be ineligibility at this point. At this point we do not know but the current emergency expires in April and we will have a 60 day notice. If there are ineligibilities HCPF

needs to know. Kevin said this has not happened for a long time but is coming up now more frequently. He will reach out to Erin with specifics.

- Lisa Dutkiewicz: The CDASS site for caregiver recruitment is not working well and she also belongs to care.com and this past month she tried to use the CDASS site and did not hear from anyone. One woman had a cell number and she did not have availability. On care.com had 6 people reach out. She spoke to majority of them. Would it be better to collaborate with care.com. This is an app which is national.
- Curt Wolff He would like to bring up at the next meeting creating a subcommittee to hire outside contractors for homemaking to email him or Mark Simon next week
- Cheryl Hargett Dorsett: Are we going to address Telligen. She wants to put this on the record that there continue to be problems with Telligen. The state needs to look at reasonable time to produce documents. This throws cases into appeals. She does not want to go through another appeal.
- Kristine Dos Santos - HCPF said as of March 2 they will implement an express review if there are no changes from previous full review. This will be a 2-day turnaround.
- Erin wanted to acknowledge issues with the workforce and there is a lot of money and time invested in terms of strengthening the direct care workforce. They have a direct care worker collaborative working on these issues and welcome anyone to participate. There is a website about all of the ARPA projects. One is an initiative called resource and job hub. This will be like a care.com option. <https://hcpf.colorado.gov/arpa/project-directory/workforce-and-rural-sustainability#1.04> People wanted workforce issues to be addressed here because our issues are specific to our programs. Our issues are not relevant to other groups that deal with things like career paths, training, etc. A subcommittee on our group makes more sense.
- Curt said that Telligen is now doing OCC on people due to the increase with a ton more documentation even though nothing has changed.

The meeting adjourned at 3:20 p.m.