

Participant Directed Programs Policy Collaborative Meeting

January 27, 2021

Draft Stakeholder Notes for Stakeholder Approval

(Note: Missed the first 20 minutes. Last half hour notes taken by Erin Thatcher)

Acumen contract update: Katie McGuire and Jessica Corral: Katie said they are informing everyone that effective 4/1/21 Acumen will no longer provide FMS services for Colorado CDASS. Members must select another FMS by 2/10. They can go to either PALCO or PPL. Members should contact case managers if they want PPL, otherwise it will automatically go to PALCO. The next opportunity to change is at the next open enrollment in June. A notification Letter was mailed by CDCO to all members and their ARs that are currently enrolled with Acumen on January 13th. An operational memo was posted on January 14 notifying of the FMS change along with the Case Management workflow process for the transition and a copy of the notification letter sent to members and ARs. Every effort is being made to minimize paperwork but there is some paperwork and it must be done before March 12 to avoid disruption to payments. Jessica said HCPF takes underperformance very seriously and it is imperative that vendors provide appropriate services to clients. Acumen has been in breach of contract since September 2020 and the decision was made in late December to end Acumen's contract effective 3/31/2021. Acumen and the Department are currently engaged in implementing a closeout plan.

Questions:

1. Nathan: Is there a more direct route to FMS directly to avoid going through case worker. The worker he has from RMHS has been out of contact for two months and he cannot get responses. He wants to go to PPL and would like to do this directly. The answer is that the case manager has to do this but Katie said she would like him to reach out because HCPF does want to get communication with the case management agency and resolve the problem even if there was not a transition. Her email is Katherine.mcguire@state.co.us.

2. Why do case managers and others always say to change FMS providers instead of fixing the problems? Katie also said if someone is experiencing problems with an FMS the case manager should always advise people that there are other FMS options.

If there are problems with vendor performance please reach out to Jessica Corral at 303-866-3504 or Jessica.corral@state.co.us.

3. What was the reason for choosing the automatic transfer to PALCO vs PPL? We wanted one automatic transfer to in case there was a problem.

Jason Smith from PALCO said they are excited about the transition and working with new members, case managers, ARs, and caregivers. In February everything really starts—they will get a transition file with all information. They will upload it to their system then outreach all new members. There are some tax forms employers have to complete and one form caregivers (other than live in) have to complete. If they need to contact anyone for updated info they will contact everyone. On their website they have an Acumen Transfer Section where forms can be found. There is an optional packet where caregivers can update information if they want. Since they are getting info in February, but they can start working with folks right now and they will help with the steps.

Here is information for the two remaining FMS companies:

PPL Info 1-888-752-8250 #1 or publicpartnerships.com

PALCO 1-866-710-0456 direct email is co-cdass@palcofirst.com website <https://palcofirst.com/Colorado/>

EVV (Electronic Visit Verification)

Part of choosing a new vendor is looking at the EVV system and Erin suggests that people look at both PPL and PALCO systems before making a choice. As of now there are 45 providers (not CDASS) still coming into compliance with EVV but otherwise it is going well. People having issues with EVV are encouraged to work with the team. Each FMS shared their progress:

CDASS and IHSS Update:

IHSS: Working to get the Denver minimum wage programmed in the system, this is a huge issue and change. There is a difference in health maintenance rate based on

location. It is higher inside the City and County of Denver. The rate sheets have been updated for Denver and outside of Denver.

CDASS: Working on update to sick time form. HCPF got additional flexibility for sick time from COVID to be paid out of allocation. There is a new sick time bill passed by general assembly that is in place and the department will be publishing a new form that is not specific to COVID. If you have questions contact your FMS vendor first. The goal is to be compliant with sick time bill just passed.

ELIGIBILITY UPDATES: Beverly Hirsekorn is covering for Jennifer VanCleave this month. She said that the public health emergency (PHE) will be extended for the entire year of 2021 but they will be looking at 90-day increments. This keeps emergency and waiver policies in place. This extends continuous coverage program. They continue to get additional federal match. They will be able to provide 60-day notice before the end of the PHE.

She said there is a change in the process for disability determination application: As of 2/13 there is a new process. It is automated and will be implemented that weekend. When people have answered disability related questions on PEAK or applications (initial or redetermination) it will trigger a disability determination to go out of the system with a due date. The format and questions will also change to make them more closely aligned with the SSA questions. They have gotten input for better member experience and combined adult and child questions to make it easier.

If there is an existing disability determination you will not get a request. Also, when someone is coming close to their disability diary date expiration either through SSA or state vendor they will get a new application to go to the individual before the expiration. If someone is turning 65 they will not send it out.

Curt Wolff asked, will this affect redetermination? Answer is only if you have expired diary date, they sent the paperwork and it is not sent back. They also have a manual fillable form on the public website. This will be updated to have the new form also for people that want to use this instead.

Linda Skaflen asked, if this is written up somewhere to send to staff. Beverly said that they do not have anything available yet but after February 13th there will be a memo. Julie said this was great news and will solve a long-standing problem of people not knowing that their disability was expiring until there was a problem.

Period of Ineligibility (POI): Beverly reported for Jennifer Van Cleave who can answer questions at the next meeting. They have had a project to update periods of ineligibility and the system is going to be enhanced to calculate, recalculate and reverse ineligibility. This will also better align POI start dates with policy. This will make updates to undue hardship exceptions. Substantial improvements have been made to notices to indicate when it starts and ends as well as hardship approvals and denials and the notices were tested with member experience advisory board. They will be training CBMS users.

Background Check Workgroup Updates: Moving along very nicely. Had 6th meeting last week finishing up goal #1 which is update to barrier crime list. They put out a survey on our opinions. They had 24 responses and a good mix of responses. They are ready to finalize the updated list and the process to do that will be to publish via a memo. **The next meeting is 2/18 at 11:00 am** and they are already into goal #2 revolving around the FMS enrollment process for attendants, where is there alignment and where are processes in need of review. One of the questions on the survey was whether or not someone could be eligible for hire if they had a background due to drugs but were able to provide documentation that they have completed a drug program. People liked that idea. Jessica invited others to join the workgroup. They added a section about this workgroup to the PDPPC site, it will be ready soon. All agendas, survey results, etc. will be available. They meet every 3rd Thursday from 11-12.

VACCINATION UPDATE:

(Erin Thatcher) HCPF does not oversee vaccine distribution. They get information and are interested in helping members, but they are not in charge. Erin wanted to provide resources for workers and us. The state launched a vaccine line every day during the day with vaccine questions. Multiple languages. 877-268-2926. There is also a good resource on the state COVID page including information on when and where people can get vaccines. It describes different phases. Currently we are phase 1A and 1B. Attendants are in phase 1B so they are eligible to get a vaccine. We encourage them to find the best way to get in the line. Vaccines are being distributed by health systems, some local health entities, some pharmacies. One example is Kaiser in the Denver area, you do not have to be a Kaiser patient. The state website, www.covid19@colorado.gov is for all COVID issues. Go to the part that says vaccines for Coloradans. If you are in a virtual line and get a call to go please schedule this.

TELLIGEN PRESENTATION:

Pam Valvano from Telligen presented using a slide show. Telligen is the new vendor for utilization management for CDASS and IHSS. She gave an overview of Telligen. They have worked with LTSS for the past 2 years. The slide show will be on the website, so notes do not repeat what was presented.

UTILIZATION: There will be a rule update to clarify things that came up as confusing by case managers and this was reviewed by Allyson Weitzel at Consumer Direct. The document was sent out so will not be summarized here.

Curt asked how many re-trainings they are doing? This was not answered but the process was repeated. Episode 2 and 4 are mandatory but people can get training at other times.

Nathan said he thought the protocol was good but if there are breakdowns in protocol should there be exceptions when the procedures do not happen? There is nothing to impose accountability on SEP or FMS when they do not follow protocols. CDCO determines if protocols were followed and if not they ask the state how to proceed.

Comments:

1. Clarify the penalty is for 5 occurrences are in a 3 year period
2. Suggestion to have the document have a sidebar with acronyms

If people have questions Allyson is 720-889-6504

Open Forum #2:

Rebecca from PPL wanted to share a few things. Acumen transition for people interested in PPL. You can contact the customer service number and push #1 for more information or go to our website. There is a pop-up you can click. We are doing EVV trainings in the next week and a half. Also, CM trainings have been scheduled starting tomorrow. Once a referral is received, we will reach out to you to start the enrollment process. This is a normal process with forms to be completed. We have DocuSign to help paperwork be quicker. Please feel free to check out resources available. Next, we have the temporary sick form on the resources page of our website. It's also mentioned in the January newsletter. If you submit a sick time request to PPL, there isn't a code. That means you will select an existing rate to use for the attendant. You have to submit

time or put in a manual entry to ensure it gets paid. Customer service number is 888-752-8250, press #1 or rsturdevant@pcgus.com. EVV Helpdesk is 1-833-204-9041.

Curt: Any plans for a fillable application online for attendants?

Rebecca: There are plans for this. We will have a new portal in the future that will allow people to enroll via the website. We don't know exactly when it will launch, possibly 2021-2022. DocuSign can help with the process.

Jason from Palco: Phone contact information- our customer service line is 1-866-710-0456. We have done extensive training with our customer service staff, including 3 new reps for this transition. Ready to answer all questions and we have info on the website. We have online enrollment system and you can complete all things online including applications for attendants.

Next PDPPC meeting is Wednesday, Feb. 24 at 1-4 p.m. Meeting adjourned.