

# Overview of New Assessment and Person- Centered Support Plan Care & Case Management System Person-Centered Budget Algorithm Case Management Redesign

May 26, 2021

# Today's Discussion

Background & Overview

New Assessment & Person-Centered Support Plan

New Care & Case Management System

Person-Centered Budget Algorithm

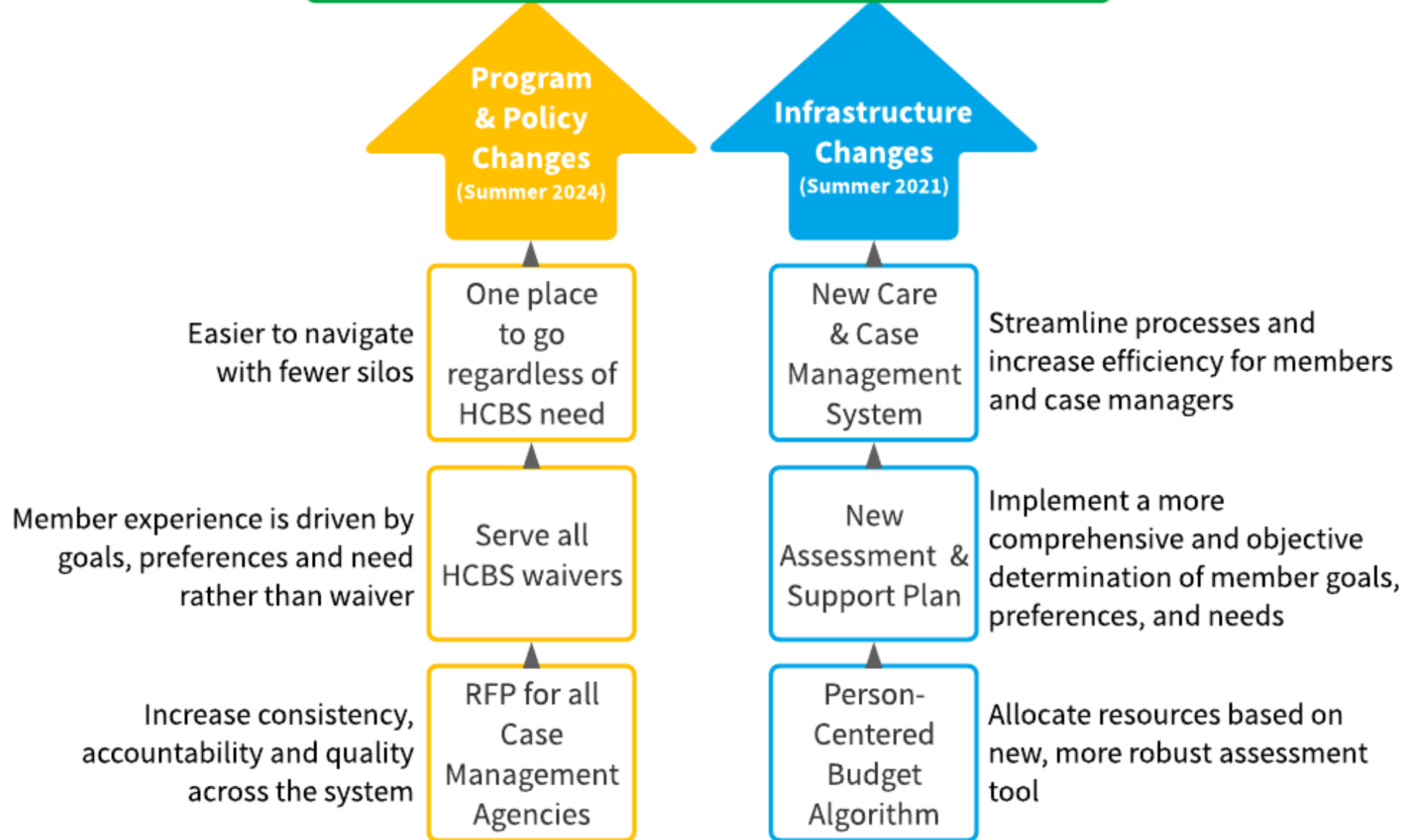
Case Management Redesign

# Background

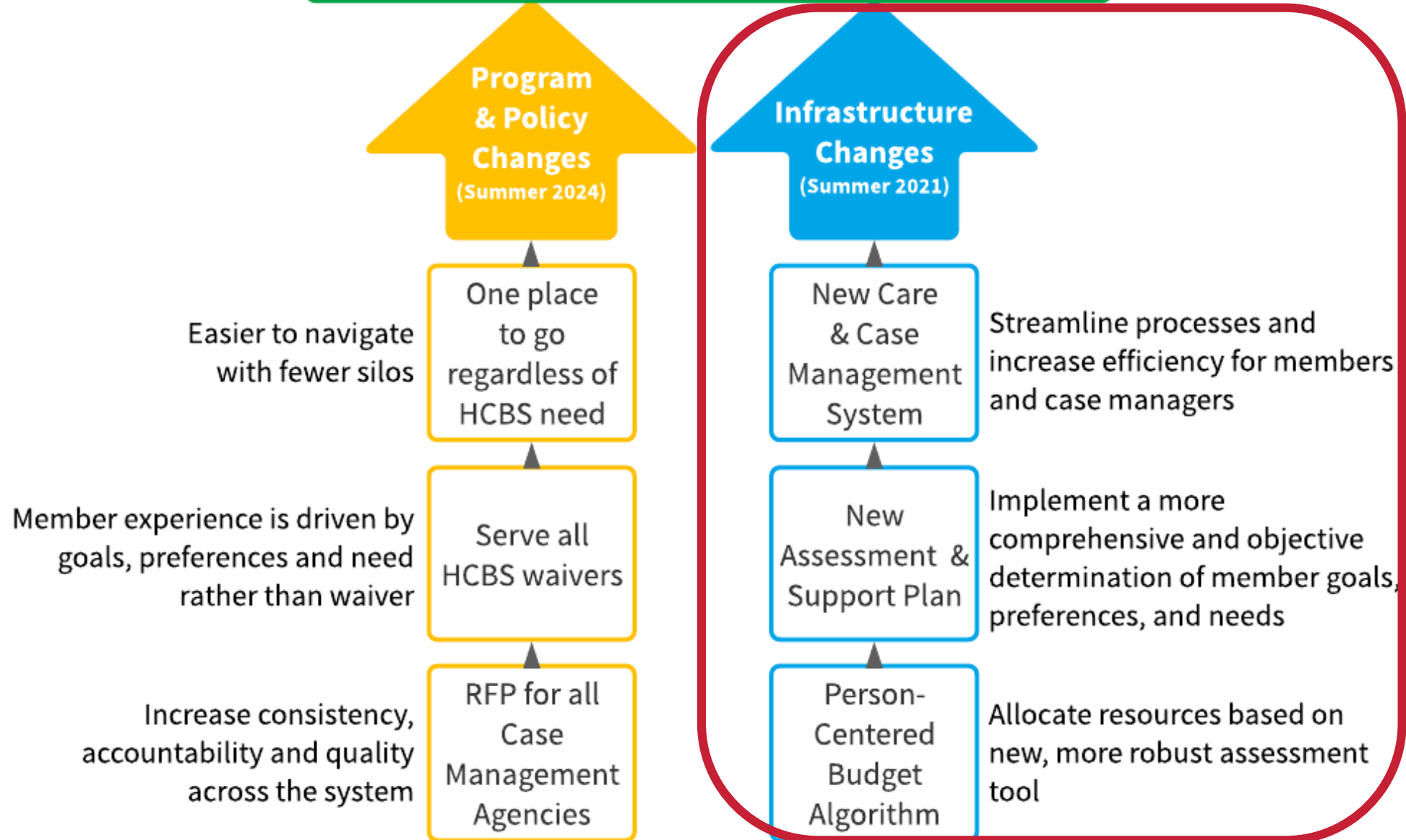
- Executive Order and CLAG
- One place to go for all waivers
- Conflict-Free Case Management
- New Assessment and Person-Centered Support Plan Process

=Case Management Redesign

# Colorado Case Management Redesign

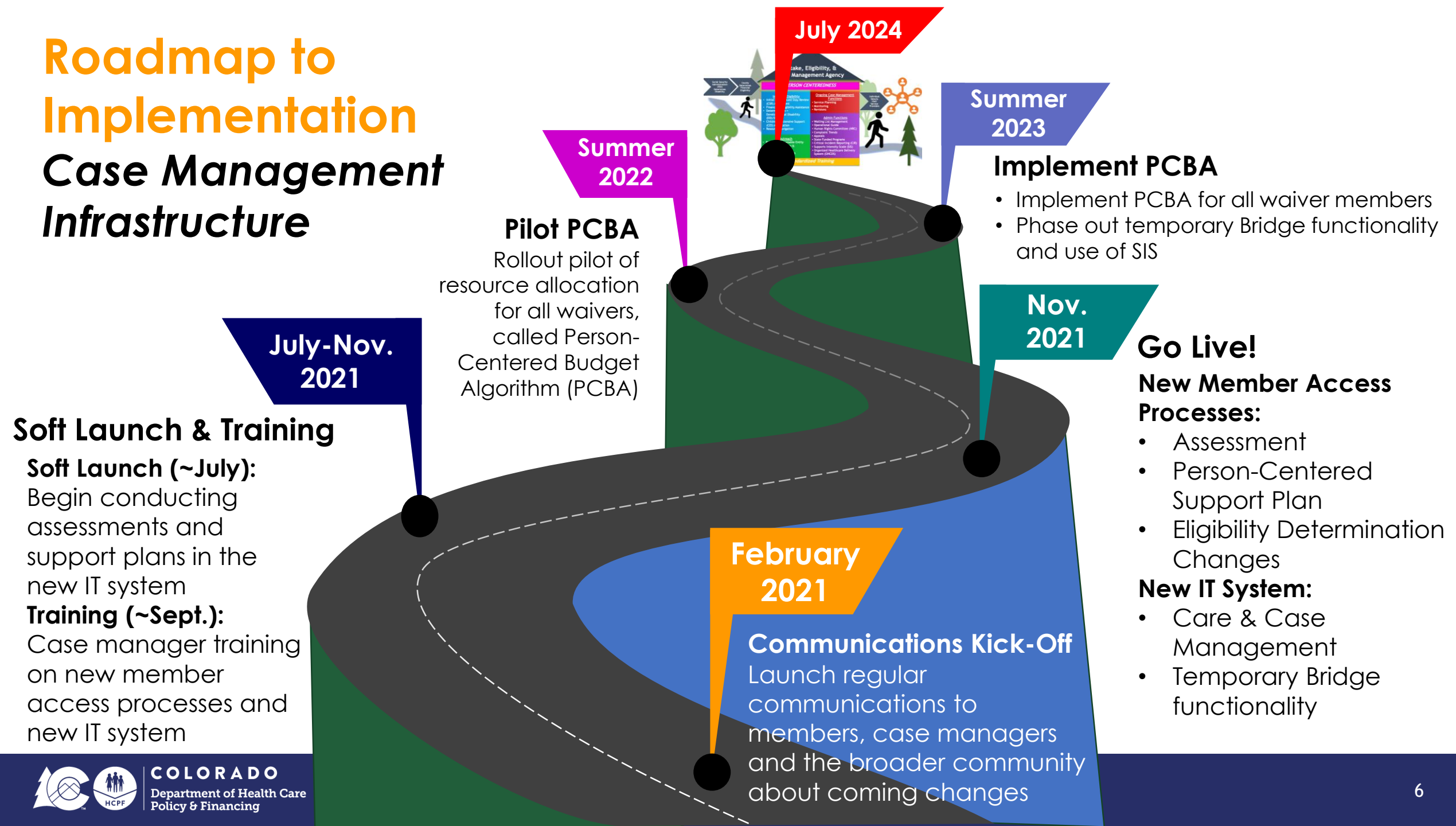


# Colorado Case Management Redesign



# Roadmap to Implementation

## Case Management Infrastructure



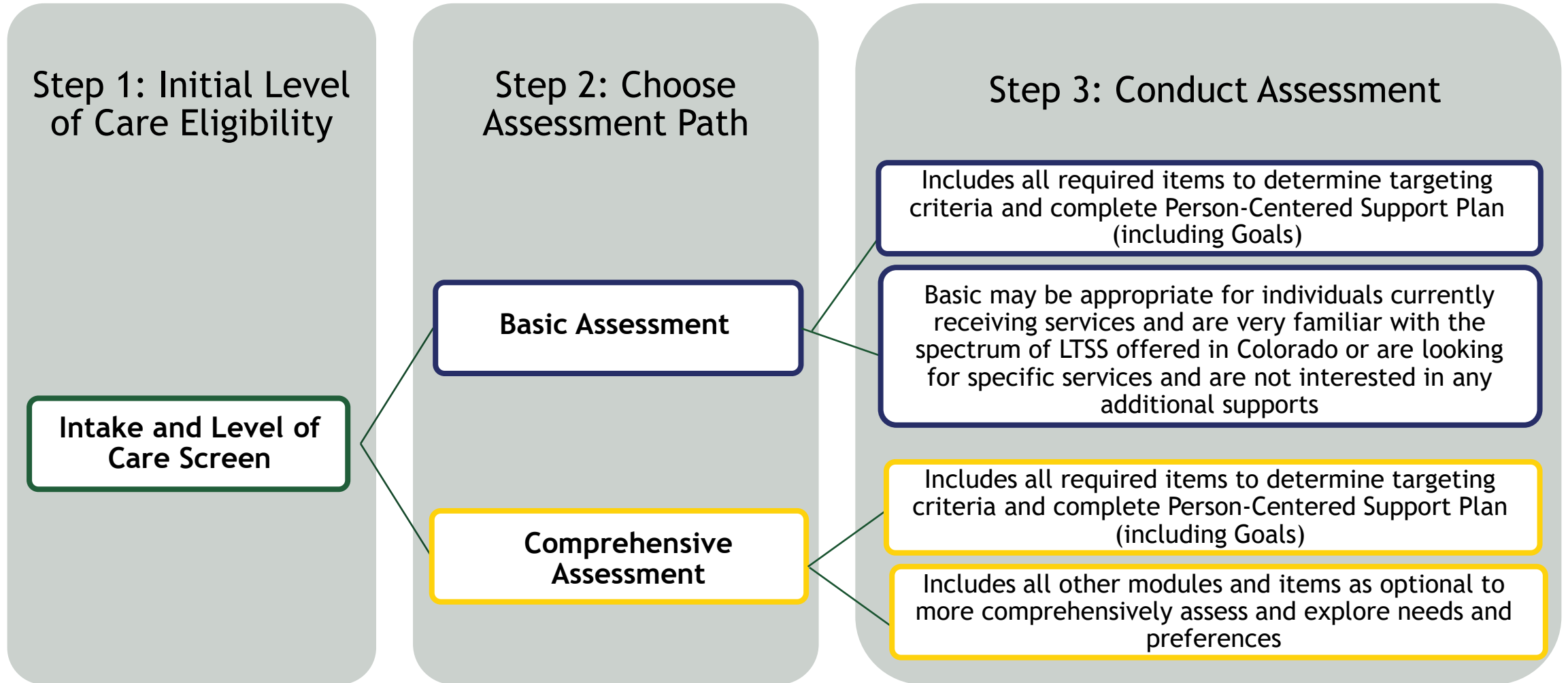
# New Assessment & Person-Centered Support Plan Overview

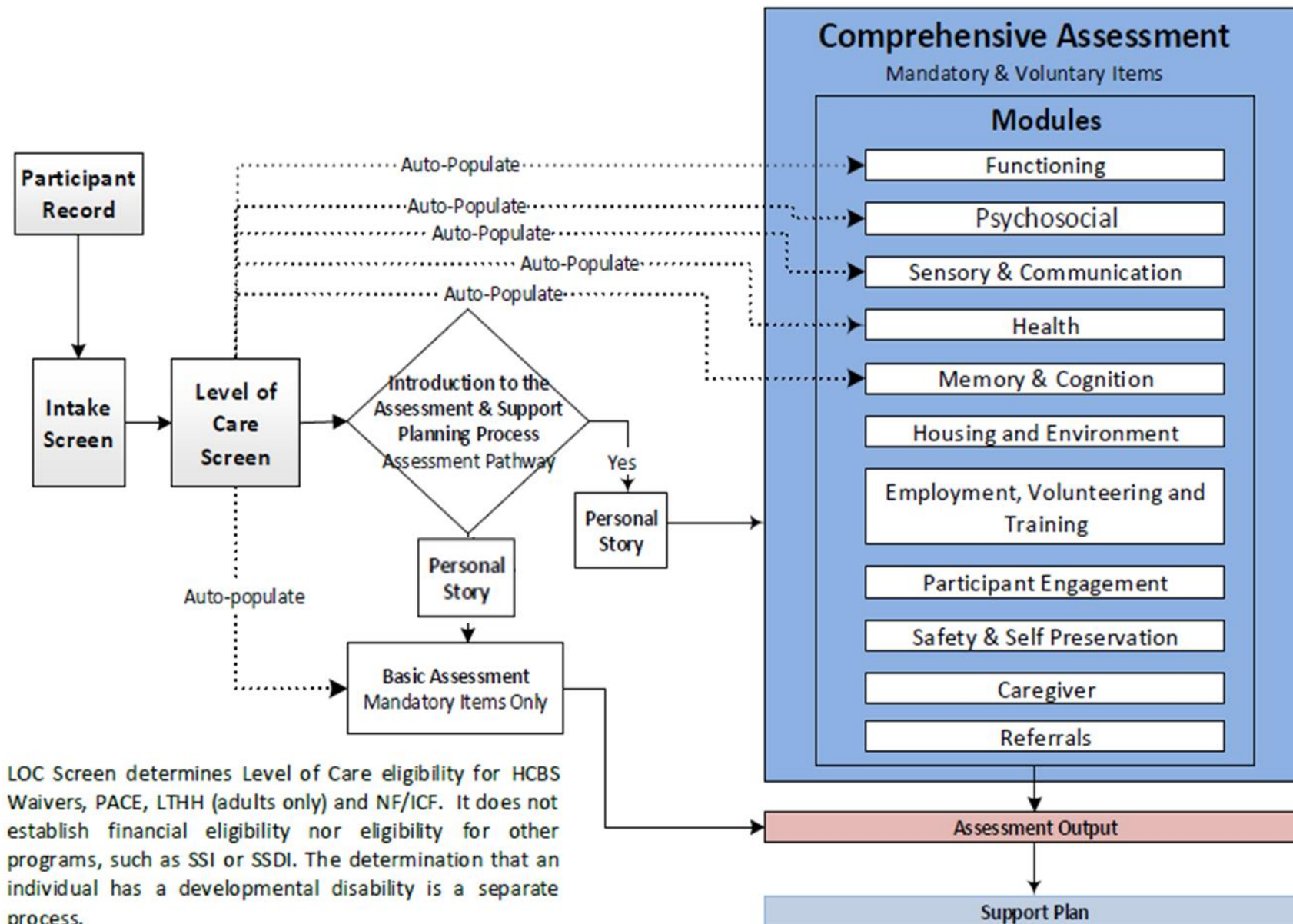
# New Assessment & Person-Centered Support Plan

- After years of development with stakeholders, the new Assessment and Person-Centered Support Plan are being finalized
- Provides more comprehensive assessment to inform eligibility and person-centered support planning (does not include financial eligibility)
- Unified process for all programs and people accessing LTSS
- Eliminates need for most of the other existing tools
- Plan to implement new Assessment and Person-Centered Support Plan July 1, 2021 (Soft Launch)



# New Assessment Process





LOC Screen determines Level of Care eligibility for HCBS Waivers, PACE, LTHH (adults only) and NF/ICF. It does not establish financial eligibility nor eligibility for other programs, such as SSI or SSDI. The determination that an individual has a developmental disability is a separate process.

# New Assessment Modules Summaries

- **Intake Screen**: Collects basic information about the individual. Information obtained through the Intake Screen is used to inform whether the individual should receive or wants to receive an assessment.
- **Level of Care Screen**: Pulls the items necessary to determine and verify that the individual meets level of care (LOC) prior to completing the broader assessment.
- **Personal Story**: Allows the individual an opportunity to provide information that she or he feels is important for providers and others providing support to know. This module is voluntary and can be completed at the individual's convenience online or with the Case Manager during the assessment process. This information is collected early in the process so that the assessor can consider the individual's goals and objectives from the beginning of the assessment and support planning process. Two versions of this module were developed, 1) for individuals ages 0-7 and those with significant cognitive impairments and 2) individuals ages 8+ without significant cognitive impairments.
- **Introduction to A/SP**: Facilitates a discussion between the case manager and individual around which assessment path, Basic or Comprehensive, the *individual* would like to follow.

# New Assessment Modules Summaries, cont.

- **Functioning**: Assesses the needs, strengths and preferences of the individual in performing and receiving support for 1) Activities of Daily Living (ADL) such as dressing, eating and bathing, and 2) Instrumental Activities of Daily Living (IADL) such as housekeeping, meal preparation and shopping. The module also includes needs for training or assistive devices to increase independence whenever possible. Specific items are skipped based on the individual's age. There are two versions of the functioning module that are tailored to specific age groups: ages 0-3 and 4+.
- **Health**: Assesses health status of the individual and needs for support or treatment to maintain health. This module also offers brief screening for 1) health risks that could indicate a need for further follow-up with a physician or agency, and 2) undiagnosed brain injury (traumatic or acquired).
- **Memory and Cognition**: Assesses the current functional status of the person to recall and understand information, make judgments, express ideas, and make decisions necessary for daily life.
- **Psychosocial**: Assesses the presence and intensity of behavioral needs and provides an initial screening to determine the need for a referral to assess and treat depression, suicidal ideation and substance abuse, compulsive gambling, and tobacco usage.

# New Assessment Modules Summaries, cont.

- **Sensory and Communication**: Contains items related to hearing and vision, functional communication, and sensory integration. In addition to looking at needs, this module considers training and assistive devices to increase independence and community inclusion. In addition to the core module, a supplement has been developed to collect age-specific information about functioning.
- **Employment, Volunteering and Training (EVT)**: Explores interests in work, a volunteer position, or education and training opportunities and to find out what barriers exist for the individual in those areas. The items will also help to identify the support needed to achieve the outcomes the individual would like to see.
- **Housing and Environment**: Contains items related to the individual's current living situation, environmental safety and quality, and interests/needs for housing and environment that support and maximize independence of the individual. This module also helps to identify transitional needs for individuals leaving institutions or hospitals or those who may be in temporary housing or be homeless.
- **Caregiver**: Assesses the level of support provided by informal caregiver(s) and is designed to be used to 1) identify situations in which relief or support is critical to the continuation of informal caregiving and 2) identify situations in which paid supports should be initiated.



# New Assessment Modules Summaries, cont.

- **Individual Engagement**: Captures the individual's desire and needs related to advocacy. This includes looking at the need/desire for training and assistance to enhance engagement and control of service planning and service delivery. This module also identifies individual preferences for how information about services is obtained and interest in individual direction. Two versions of this module were developed, 1) for individuals ages 0-13 and those with significant cognitive impairments and 2) individuals ages 14+ without significant cognitive impairments.
- **Safety and Self-preservation**: Evaluates the individual's capacity and need for assistance in personal safety and self-preservation. This module addresses the need for supervision and oversight. It also includes items about the need for training to avoid abuse, neglect or exploitation and the supports necessary to ensure the health and welfare of the individual. Collects information about supervision and support needs across a variety of settings, including home, community, and day programs, and provides space for assessors to document additional information that was not covered in the assessment.
- **Medical Fragility Module**: Identifies additional supports needed because of medical complexity and/or fragility.

# Streamlined Eligibility Determination

# Streamlined Eligibility

- New, improved process to determine HCBS Waiver eligibility
- Efficient & effective IT interface system for CMAs to electronically notify counties of eligibility for LTSS after Level of Care (LOC) Screen
- Eligibility is determined for all applicable programs
- Member can change programs without another LOC



# Eligibility Determination Changes

- Creates one CBMS Program Aid code that signals HCBS level of care met
- Improves approval process for members
- Improved efficiency (speed of eligibility determination for members)
- Retaining existing Program Aid codes for PACE, ICF/IID, and NF



# Questions?

# New Care & Case Management System

# Care & Case Management System

- Developing a new Care & Case Management System that combines into a single IT system:
  - New Assessment and Person-Centered Support Plan processes
  - Service authorization
  - Reporting functions of case management
- Will replace other systems currently used (does not replace financial eligibility systems)
- Target Implementation date is July 1, 2021

# Automation

- New Assessment and Person-Centered Support Plan will be automated into the new Care & Case Management System (CCM)
- The Care & Case Management System will produce Assessment, Person-Centered Support Plan and Person-Centered Budget Algorithm outputs to be used by the Individual and Case Manager during the person-centered support planning process
- Case management functions existing across several systems will be consolidated into the new Care & Case Management System

# Case Manager Training

# Assessment & Support Plan Training

Utilizing Learning Management System (LMS):

- Web-based
- Instructor-led
- Competency-based skill evaluations

After initial training, ongoing review completed to assure consistency among case managers

# Assessment & Support Plan Training

- Robust and diverse training approach
- We are NOT doing train the trainer
- We are ensuring the training is uniform across the state
- Learning Management System!!



# CCM Systems Training

For system use such as entering/updating:

- Member demographics
- Log Notes
- Critical Incident Reports, etc.
- System Navigation

The Department is working with the vendor to create a training environment for case managers

# Soft Launch Functionality

- Assessment and Support Plan
  - Intake & Screening
  - LOC Screen (replaces 100.2)
  - Needs Assessment (no current formal assessment)
    - Basic only
    - Introduction
  - Person-Centered Support Plan

# Soft Launch Design

- Targeted recruitment of member participants
  - Voluntary
  - Continued Stay Review (CSR) & Initial Assessments
- Basic Assessments for rate development
- Assessments for PCBA design

# Soft Launch Training

- Training on automation in system
- Refresher on Assessment & Person-Centered Support Plan
- Targeting Criteria training
- Call Center support

# Go Live

## Rolling Implementation

- Dedicated discussion, planning and training with case managers in advance of Go Live
- Initial applicants on GoLive and thereafter
- Current members after GoLive per CSR
- Unscheduled reviews beginning at GoLive



# Questions?

# Person-Centered Budget Algorithm (PCBA) Development and Update

# What is a Person-Centered Budget Algorithm (PCBA)?

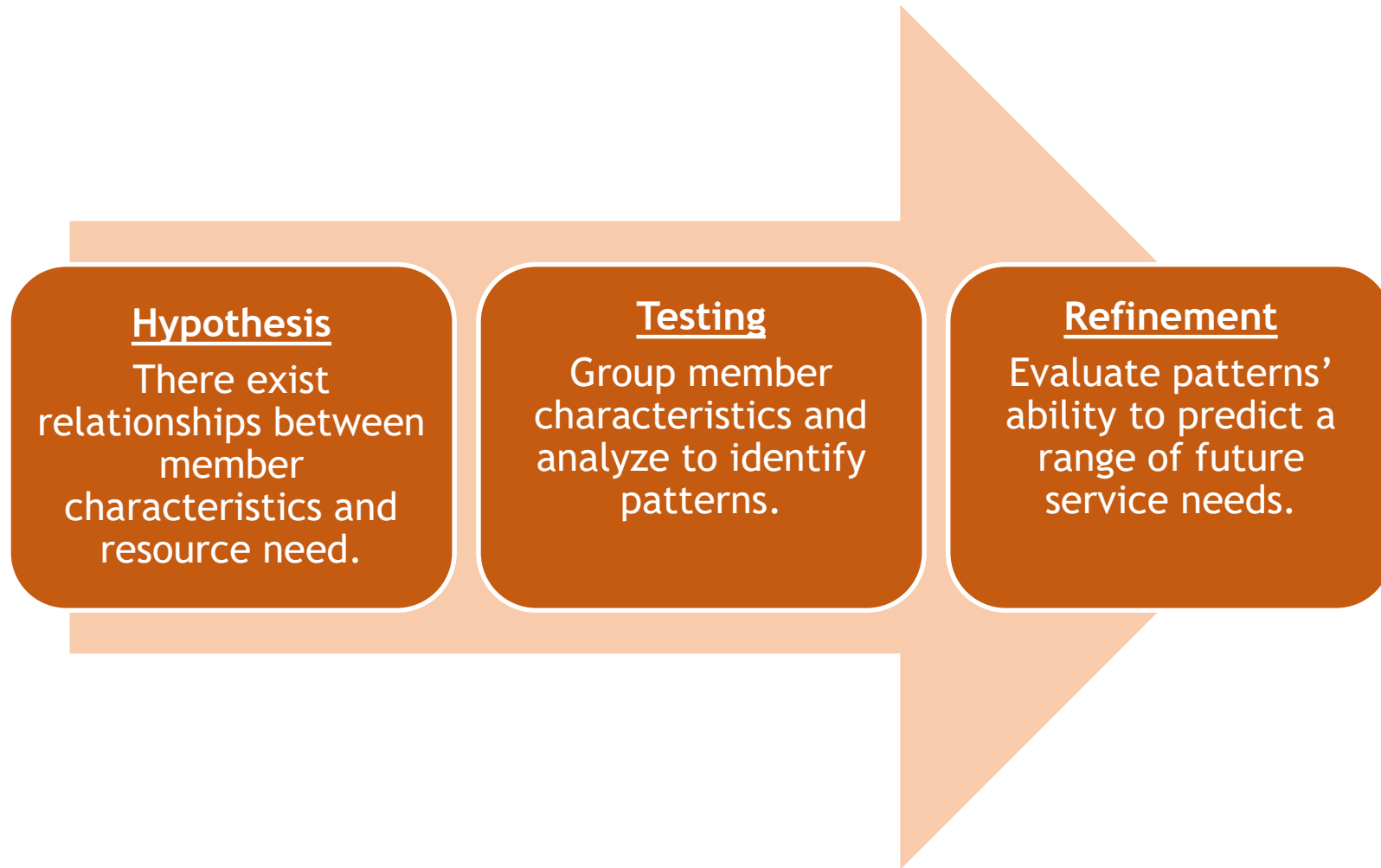
- Used for all Health First Colorado Home and Community-Based Services (HCBS) waiver programs
- Built on the [new Colorado Assessment data](#) (not the SIS or other existing tools)
- Assigns a range of resources for individuals based on assessment process
- Used alongside person-centered planning process to identify services needed to support individual



# Why a Person-Centered Budget Algorithm (PCBA)?

- Important aspect of making sure people get the right services, at the right time, in the right place
- Objective method for assigning resources versus relying strictly on case manager's subjective judgement
- Based on new Assessment, with much more information
- Department priority to get it right - working closely with stakeholders and staff on teams across the offices

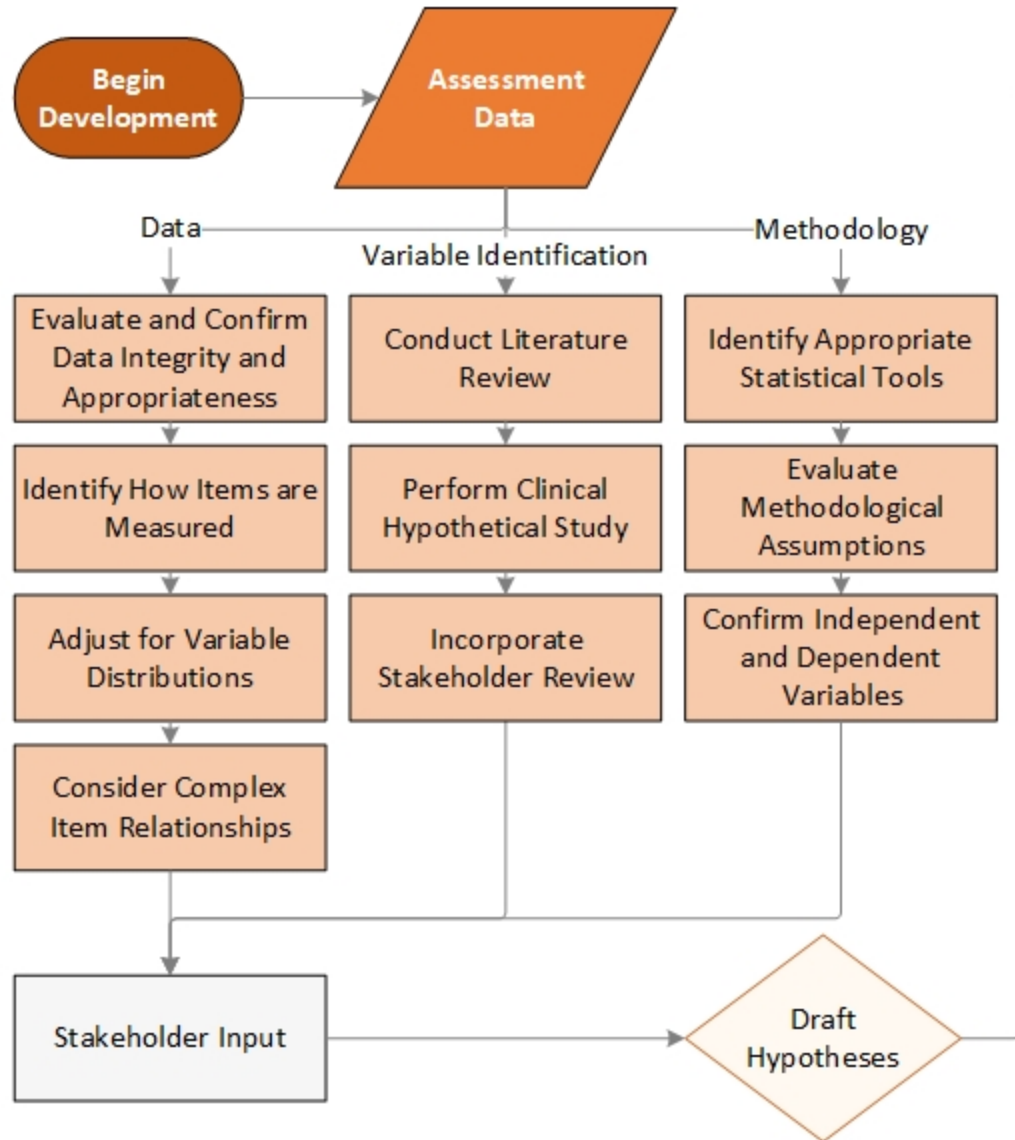
# PCBA Development Stages



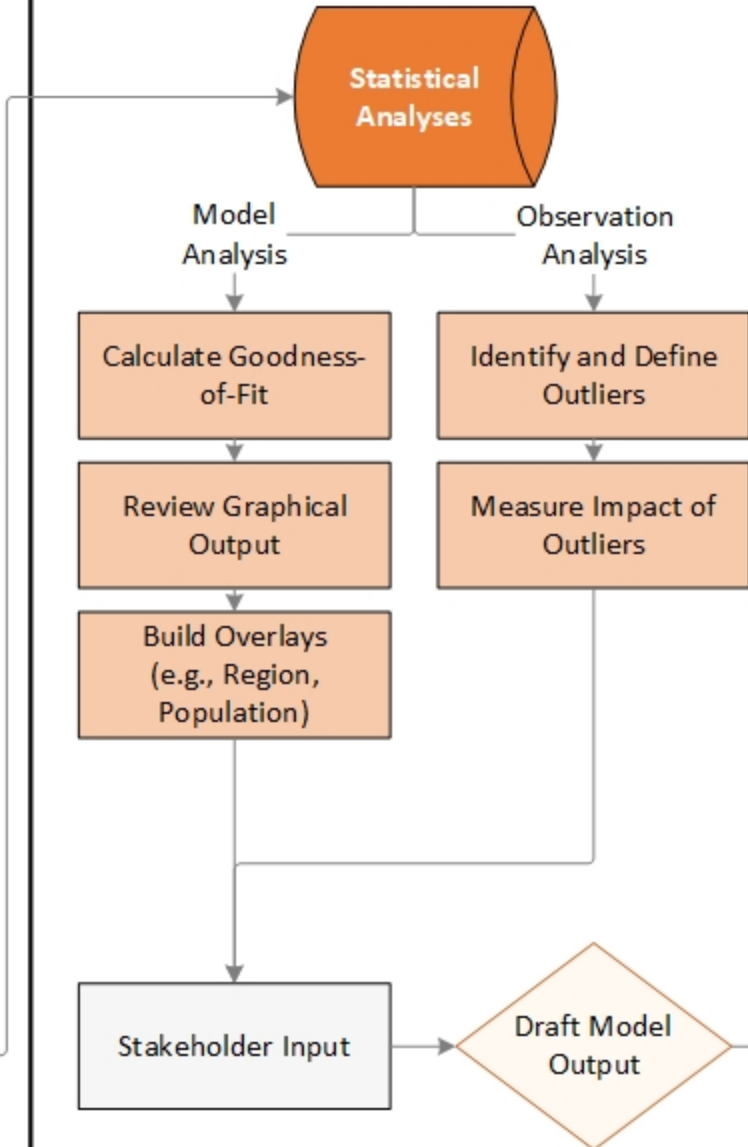
# Colorado Person-Centered Budget Algorithm (PCBA) Draft Workflow

PCBA Development Stages

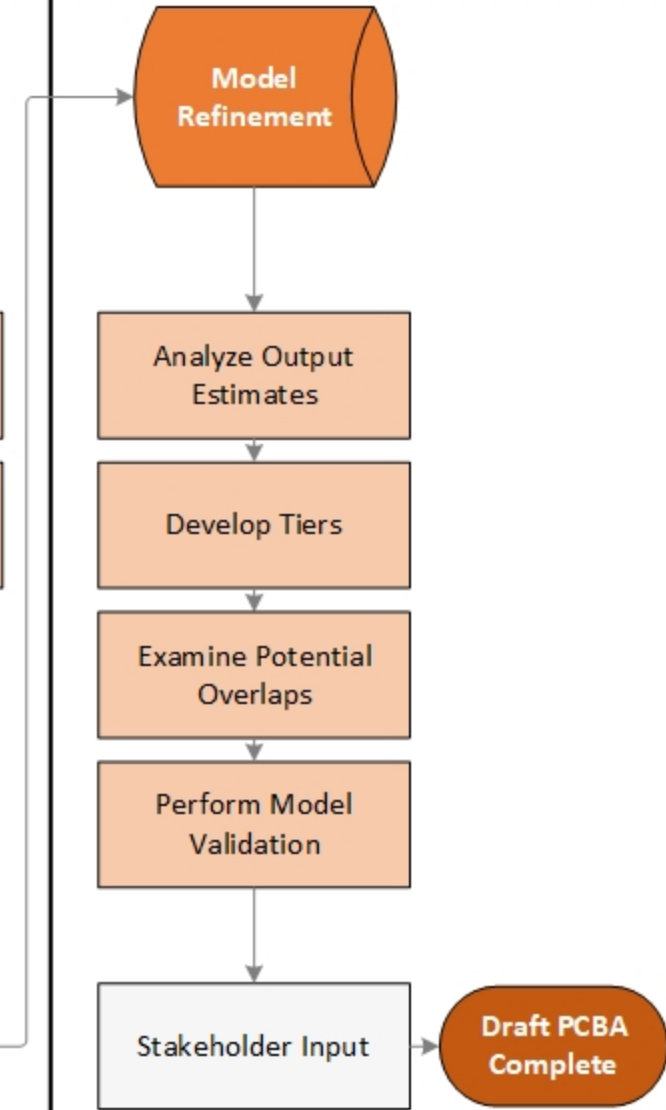
## Hypothesis



## Testing



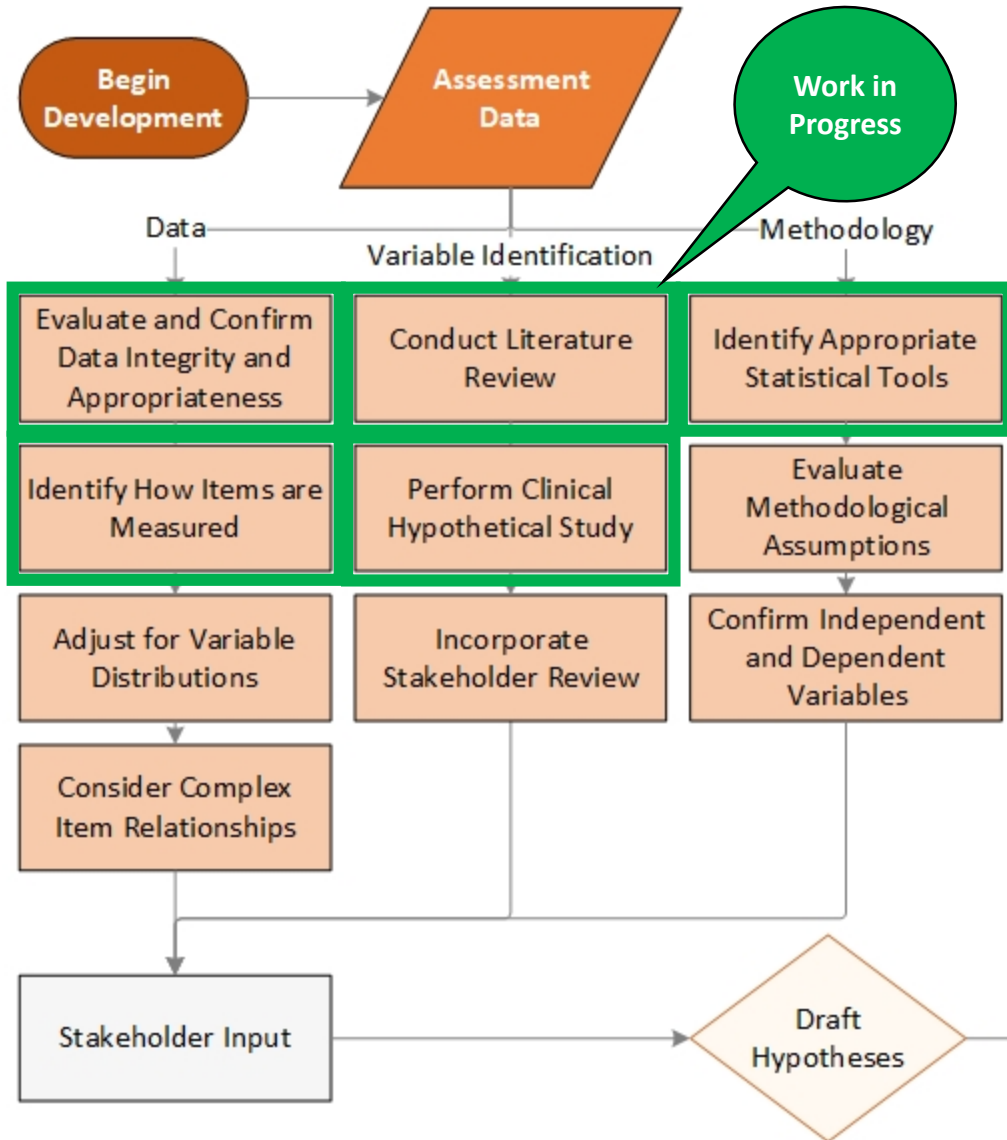
## Refinement



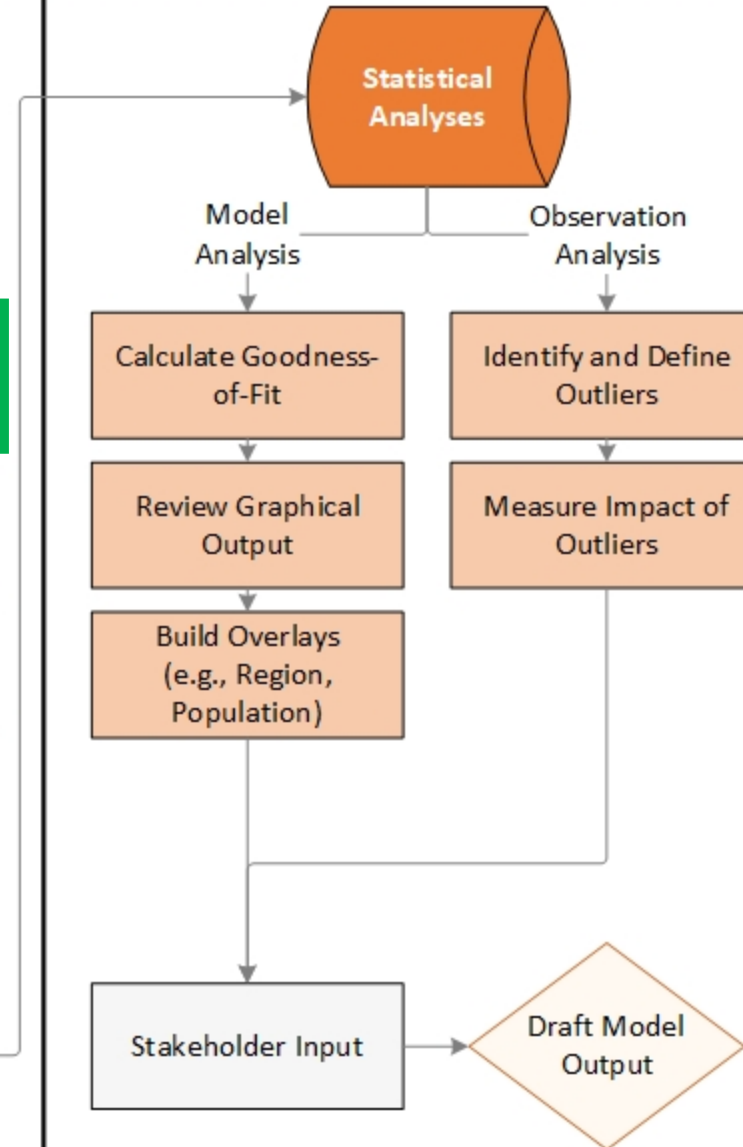
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PCBA Development Stages

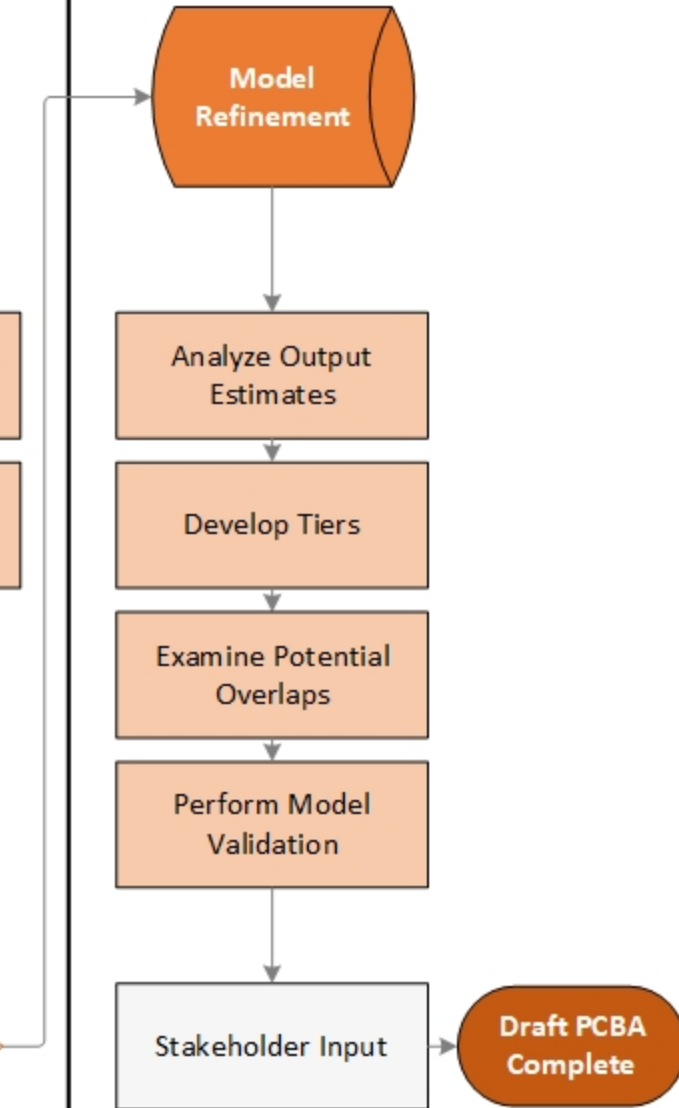
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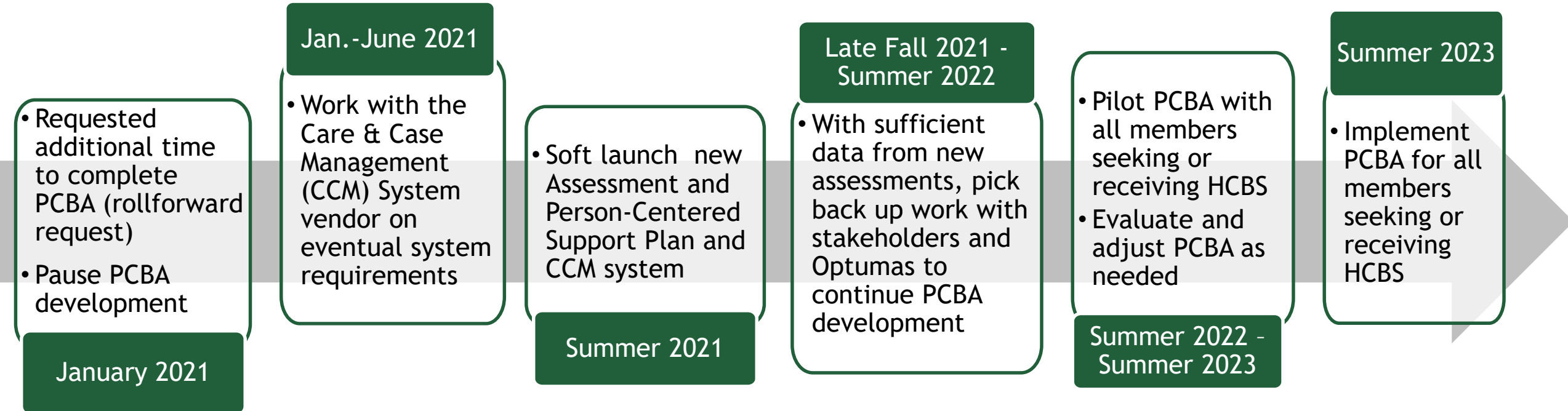
## Testing



## Refinement



# PCBA Timeline Update



# PCBA Timeline Implications

Current resource allocation methodologies will remain in place until the PCBA is fully implemented

- Supports Intensity Scale (SIS)
  - SIS assessments will continue until there is full implementation of the PCBA
  - Support Levels based on SIS scores will continue until the algorithm is finalized
  - Once the PCBA is fully implemented, the SIS will be eliminated
- CDASS and IHSS Task Worksheets
  - Will also remain for member allocations determinations
  - Stakeholder engagement to determine long-term plan

More information about the transition will be provided closer to that time

# Key Areas for Stakeholder Input

- PCBA Model Development
- Stratification and Allocation Modeling
- CDASS/IHSS Recommendations
- PCBA Exceptions Process Recommendations
- PCBA Implementation Recommendations
- Member Outreach and Communication

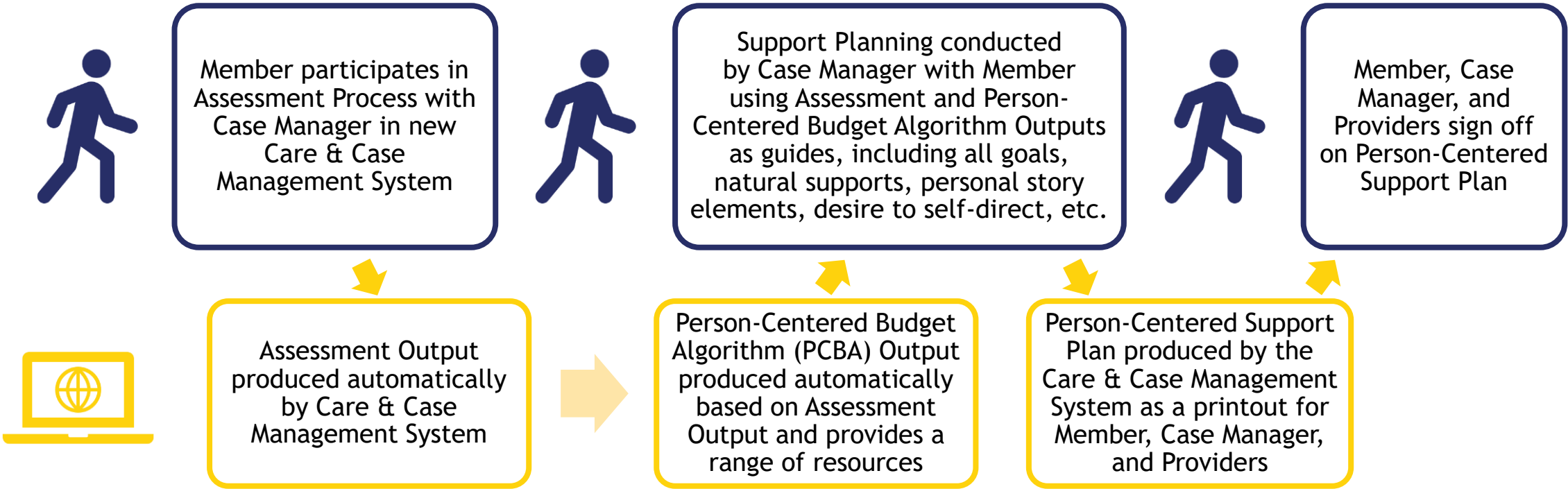


# Questions?



# How It All Fits Together

# NEW Assessment and Support Planning Process



## Foundation

More comprehensive assessment and support planning process

Whole process conducted at least annually

New Case Manager training

More objective, fair and equitable allocation of resources

New exceptions process



# Outreach Work

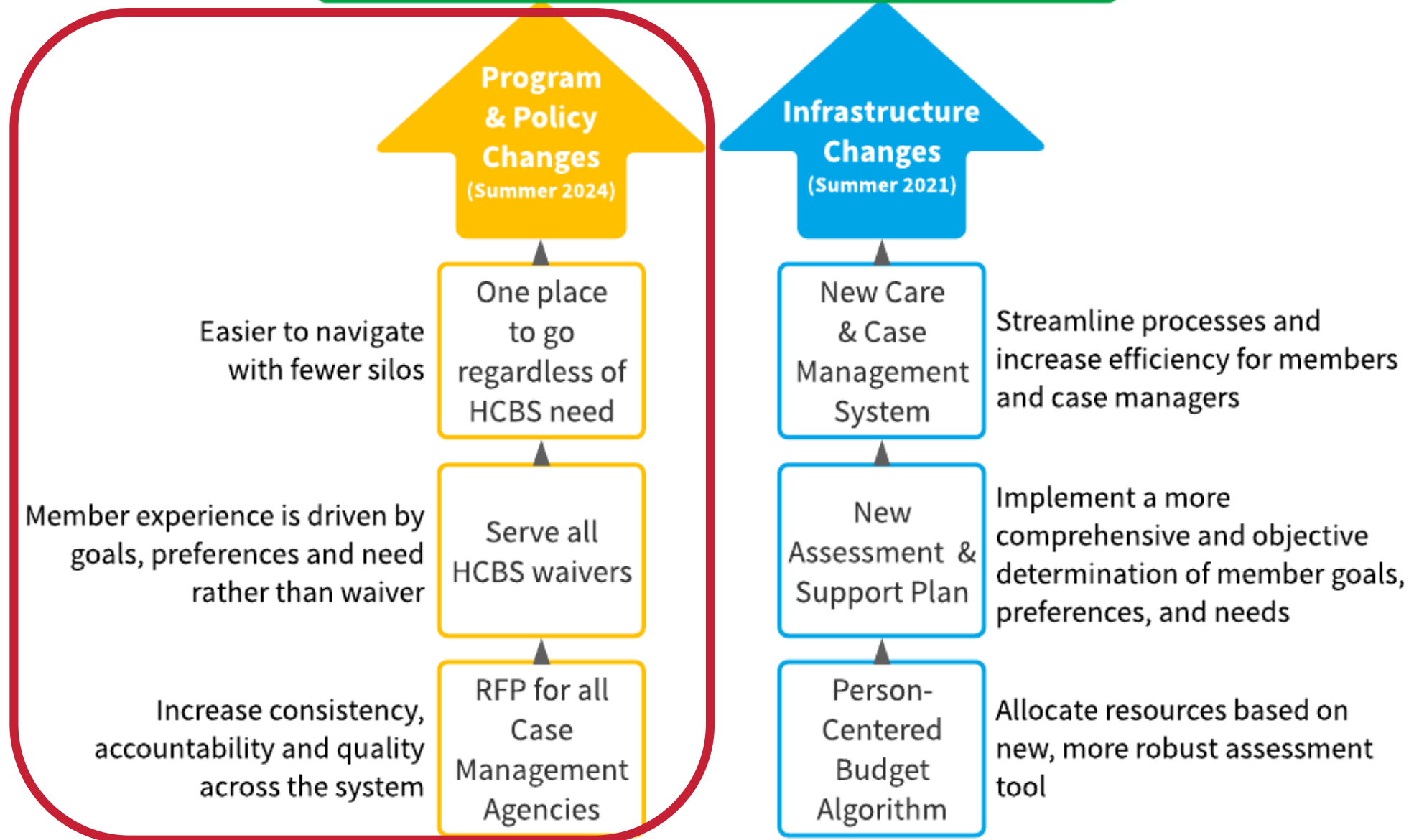
- The Department is working with CCDC on outreach and Member resource materials to "set the stage" (LTSS 101)
- Introducing the new Assessment & Support Plan and soft launch - Members can participate
- We will be offering a "Speak Up" class for Members to learn how to lead their own Person-Centered Planning Process ([speakupcolorado.com](https://speakupcolorado.com))



# Questions?

# Case Management Redesign

# Colorado Case Management Redesign



# Case Management Redesign

- [HB21-1187](#) Passed and signed
- Goal:
  - To achieve a high performing case management system that creates a person centered member experience
  - To streamline operations, increase administrative efficiencies and implement innovative initiatives that further increase stability, quality, and accountability
- Repeals CFCM language in current statute and creates Case Management Agencies that serve all populations
  - Goes into effect July 1, 2024
  - Requires the Department to work with stakeholders and release a timeline for system changes by December 31, 2021

# Key outcomes of CMRD

Federal Compliance

Quality

Simplicity

Stability

Accountability

Person-  
Centered  
Member  
Experience



# Case Management Redesign

## Current Contract Work

- ☐ Catchment area analysis
- ☐ Determination of Medicaid authority
- ☐ Re-evaluation of Rural Exceptions (“only willing and qualified provider”)
- ☐ Organized Health Care Delivery System (OHCDS) analysis
- ☐ Human Rights Committee (HRC) analysis
- ☐ Quality case management research

## Future Contract Work

- ☐ Children's Home and Community Based Services (CHCBS)
- ☐ Community Centered Board Designation
- ☐ Regulation and Waiver Crosswalk
- ☐ Case Management Implementation Timeline
- ☐ Human Rights Committee research
- ☐ Follow Up on Critical Case Management Components



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# How to Engage in CMRD

- Catchment Area Survey
- Statewide Stakeholder meeting: June 16
- Listening sessions for members and families
- Focus discussions and other opportunities
- HB 21-1187 implementation plan and timeline



# Questions?

# Stay Engaged

- [LTSS Assessment and Support Plan Webpage](#)
- [Person-Centered Budget Algorithm Webpage](#)
- [Case Management Redesign](#)
- [Office of Community Living Stakeholder Webpage](#)
- [Sign up](#) for Constant Contact email announcements

# Contact Info

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# Thank you!