

A Conversation with Provider Association Leaders

HCPF Team:

Kim Bimestefer, Executive Director

Dr. Tracy Johnson, Medicaid Director

Dr. Lisa Latts, Chief Medical Officer

June 26, 2020

THANK YOU for your partnership during this unprecedented time.

THANK YOU for your passion and contributions.

THANK YOU for taking care of Coloradans, including Medicaid, CHP+ members.



Today's Agenda

- COVID19 Response Specifics
- Membership Surge Forecast
- Helping Coloradans Get/Stay Covered
- Supporting Care Providers Through this Chapter
- 2020 Budget & Legislative Session Wrap Up
- Finding the New Normal Together
- Listening Session

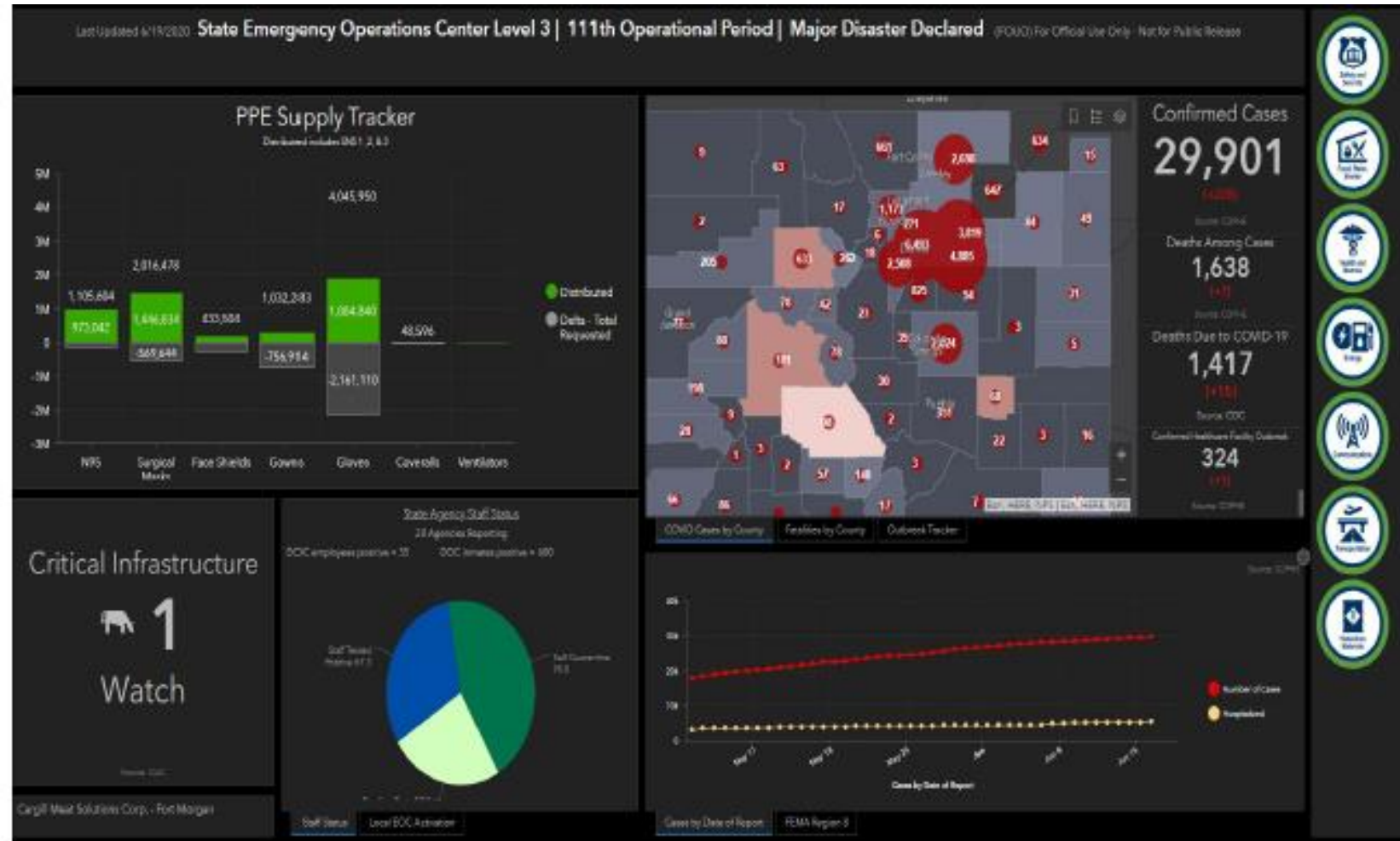
COVID - 19 in Colorado

COVID-19 Cases in Colorado

CDPHE updates: <https://covid19.colorado.gov/>

Positive Cases	29,901
People tested	264,446
Deaths among cases	1,638
Deaths due to COVID-19	1,417

Updated June 18, 4:00 p.m.



Alternative Care Sites

- All Sites will be ready to activate, then placed in a “Dormant Phase”
- Colorado Convention Center
 - Denver Health Contract Signed
 - Training completed. Leadership Site Visit (6/4)
 - Now dormant
- The Ranch
 - UCHHealth Contract under final review
- Tier 2.5 Facilities (3 sites)
 - Veritas Contract under final review
- Staffing is a combination of Health Partners + Staffing Agencies
- Funding: Combination of FEMA & CARES Act Treasury Funding

Residential Care Strike Force

Formed at the request of the Governor and led by Bonnie Silva, Director, Office of Community Living, HCPF and Randy Kuykendall, Health Facilities & EMS Division, CDPHE

Includes five priority areas:

1. Monitoring & Testing for Disease Presence

2. Personal Protective Equipment

3. Cohorting & Facility Isolation

4. Enforcement & Education

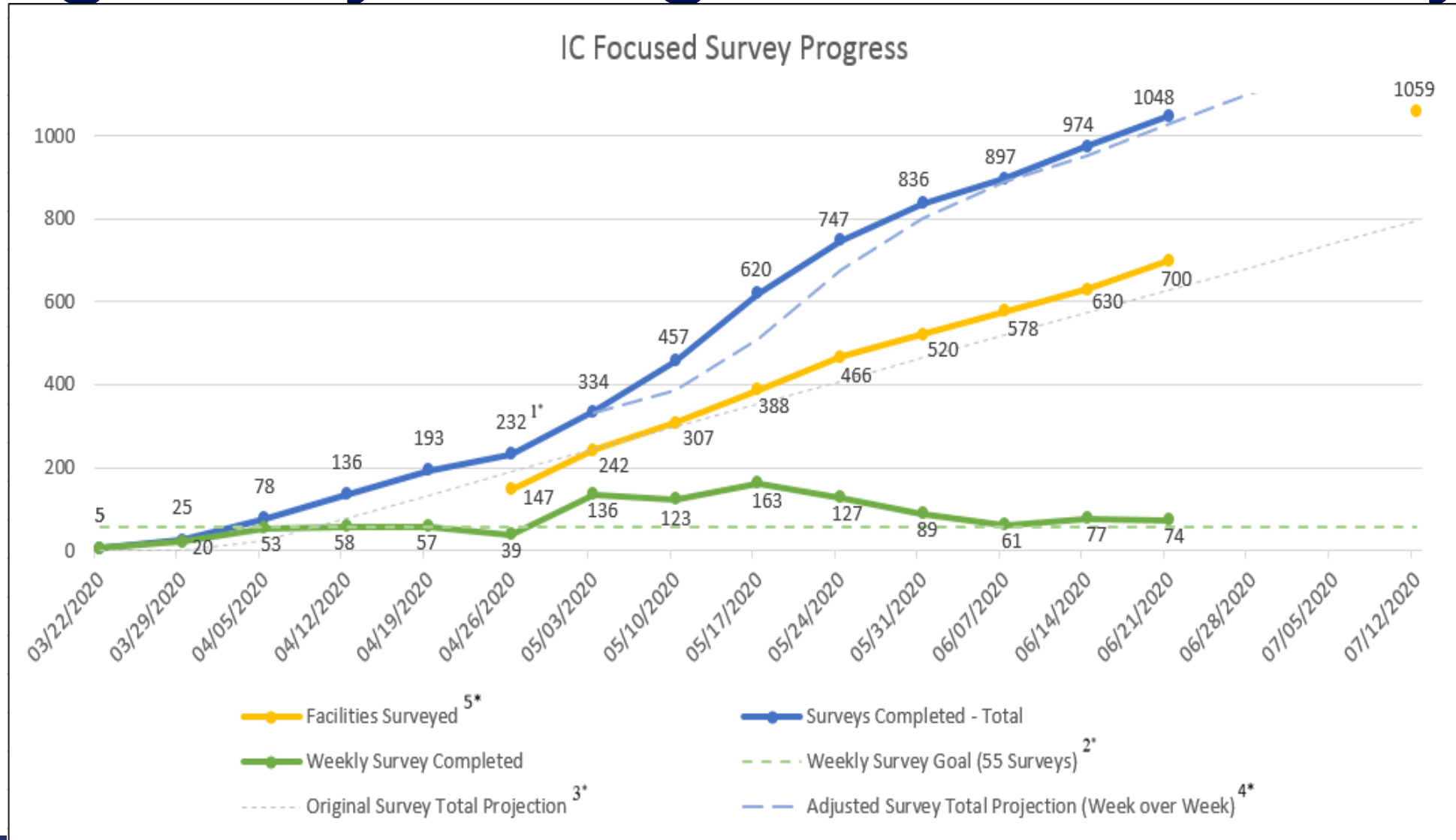
5. Staffing

✓ 52% of Covid-19 related deaths

✓ 63% of Covid-19 confirmed AND probable deaths

✓ 2/3 of outbreaks are in these settings

Regulatory Oversight/Clinical Pathways



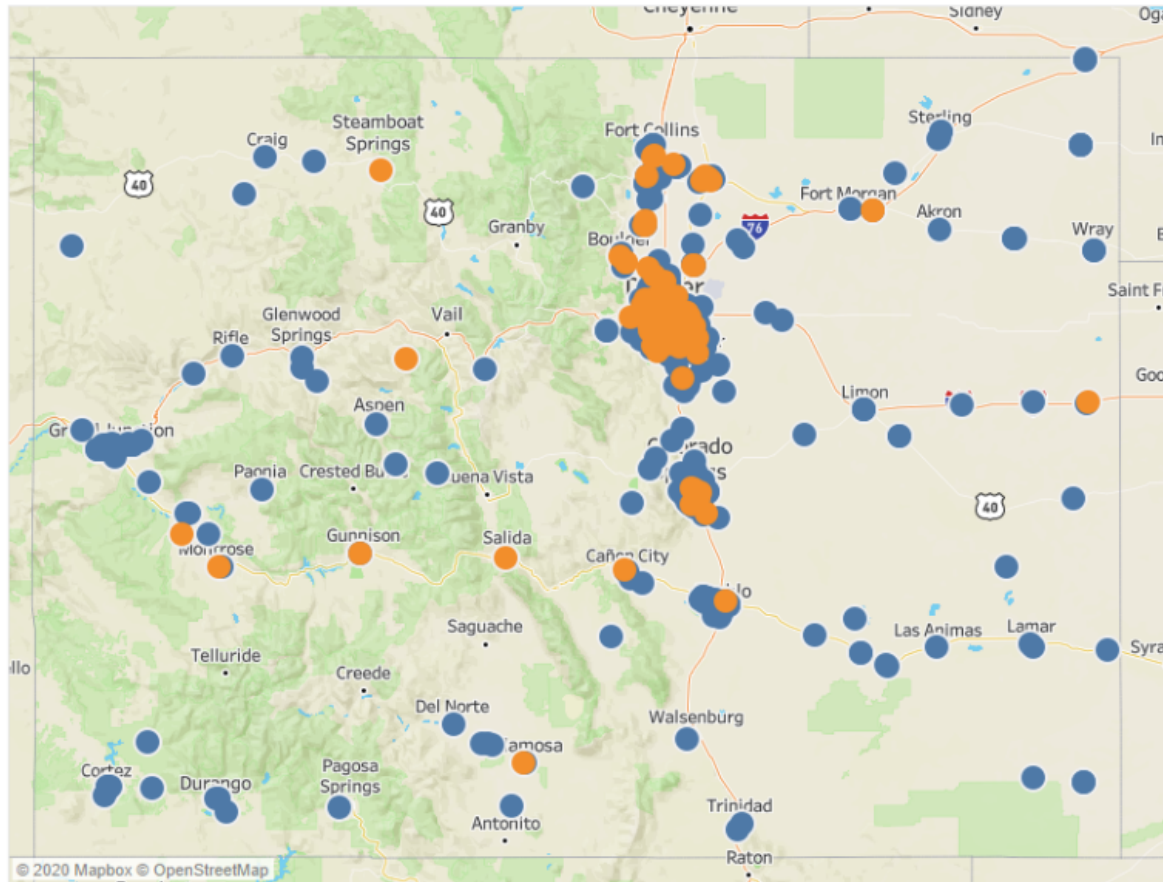
Medicaid Facilities with and without Outbreaks - Updated through 6/16/2020

Facility Count **498**

Percent of Total Facilities with Outbreaks **22.1%**

Outbreak at Facility

■ Yes ■ No



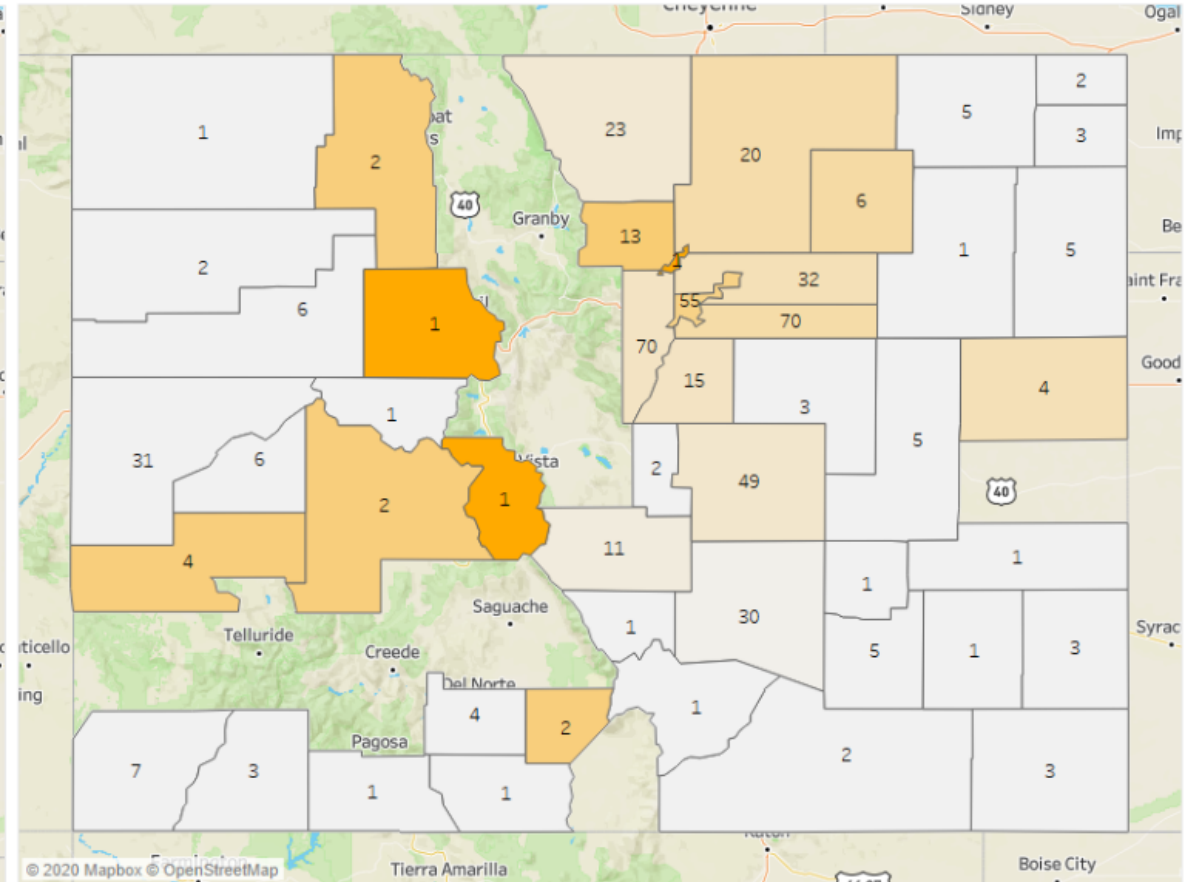
Facility Type

- (All)
- Alternative Care Facility
- Intermediate Care Facility
- Nursing Facility
- Nursing Facility and ACF

Resolved Outbreaks

(All) ▼

Percent of Medicaid Facilities with Outbreaks



Colorado's Unemployment Rate Increase

February: 2.5%

March: 5.2%

April: 11.3%

May: 10.2%

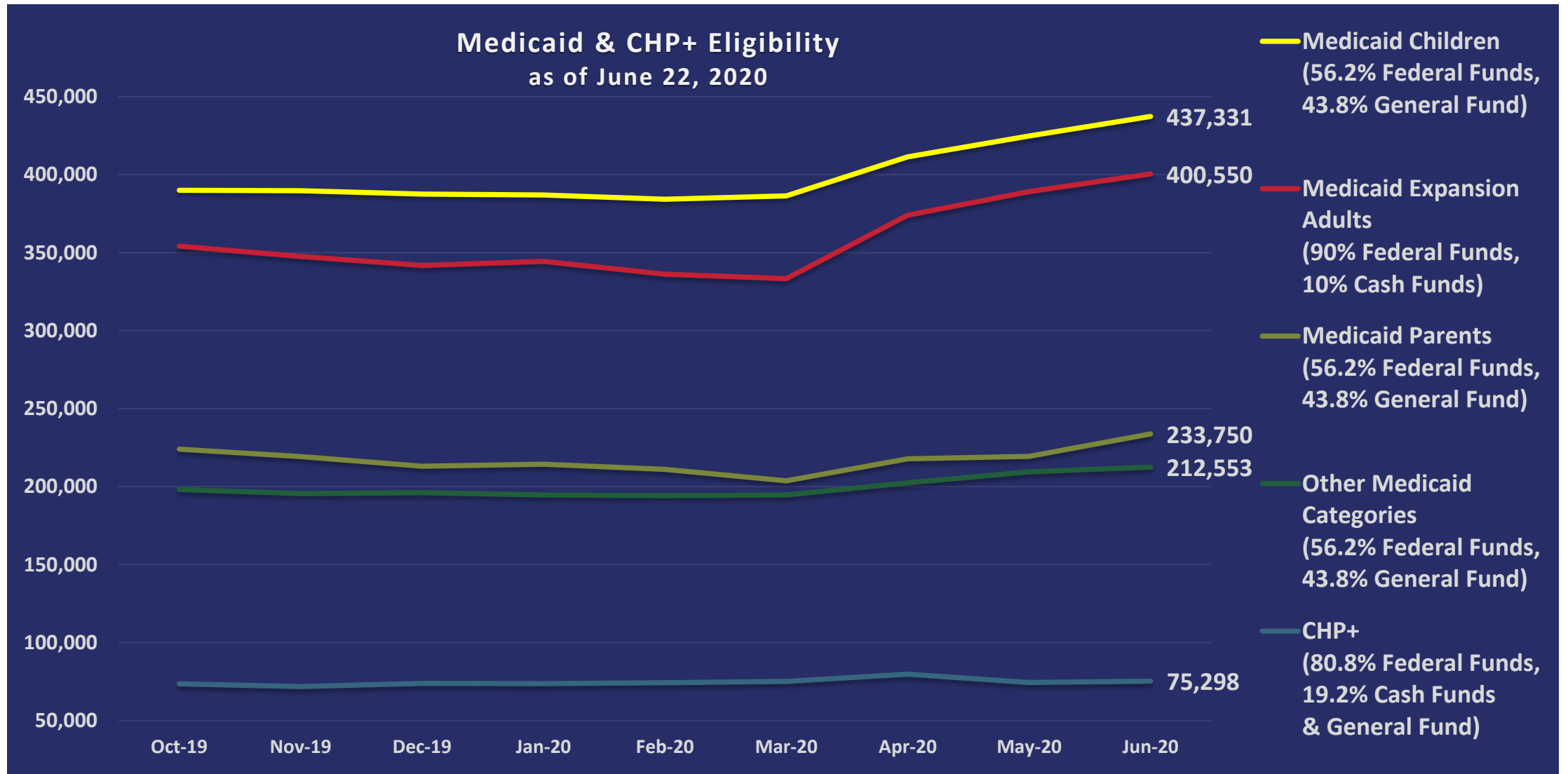
- Doubled Feb to March and March to April
- Highest since state began tracking in 1976
- Prior record was 8.9% during Great Recession in Fall 2010
- Compares to 14.7% nationally - highest since U.S began tracking in 1948

466,645 Coloradans filed initial unemployment claims since mid-March

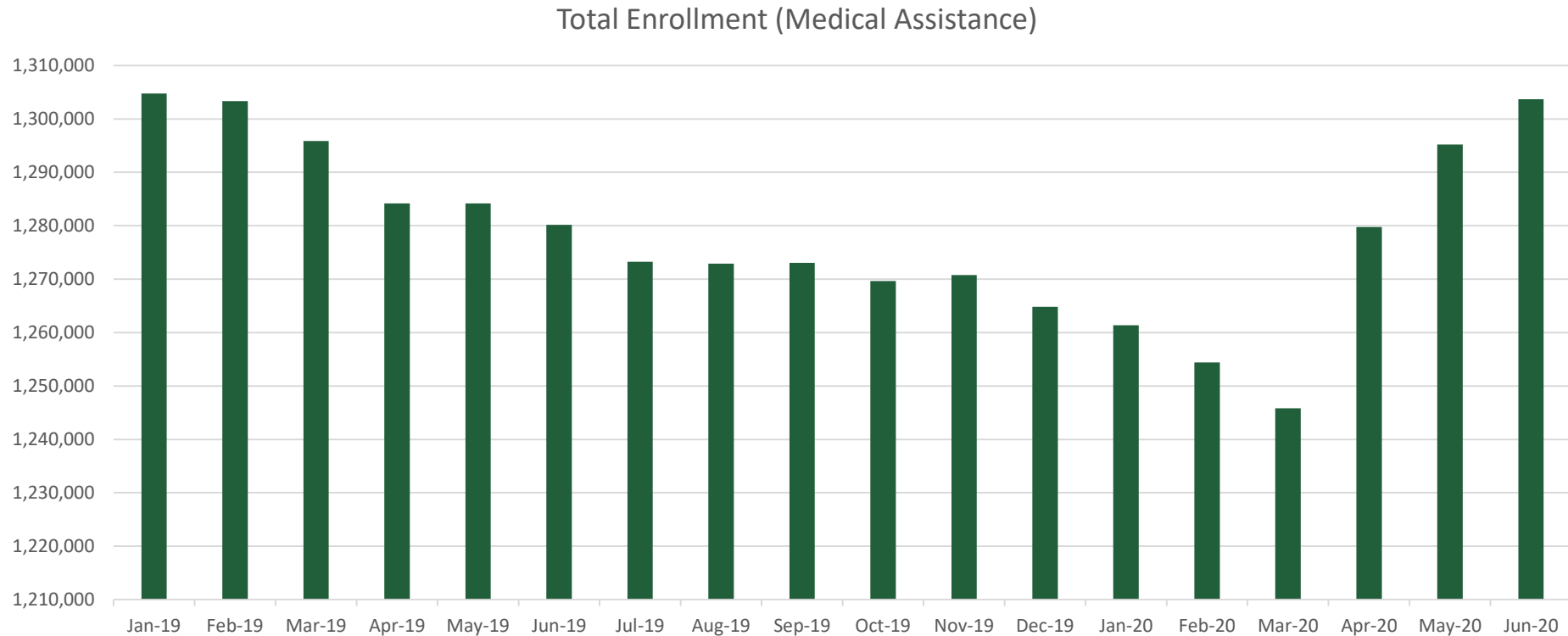
Source: Colorado Department of Labor and Employment

Medicaid Category Enrollment

Count of Clients enrolled by aid code. Chart shows total enrollments by time periods and the changes in its composition over time.



COVID-19 Impact on monthly enrollment



By looking at enrollment over the last 18 months, you can see the immediate effects of COVID-19 and continuous enrollment (Maintenance of Effort).

Continuous Enrollment Impact through 6/23/2020

	New Members 2020	Disenrolled Members 2020	Locked-in (disenrolled)	Locked-in (lower category)	Net Change in enrollment	Total enrollment (MA) 2020	COVID-19 Testing Only
January	34,725	38,229	0	0		1,261,354	
February	26,935	33,828	0	0	-6,950	1,254,404	
March	32,504	41,160	0	0	-8,600	1,245,804	
April	39,203	5,223	49,084	4,587	33,980	1,279,784	139
May	22,858	7,449	50,891	8,416	15,409	1,295,193	155
June	15,244	6,759	38,879	8,203	8,485	1,303,678	103

New Member: Members who started receiving MA benefits in that month, and who were not eligible the previous month

Disenrolled: Members who terminated *as of the end of previous month* (Members are locked in the first of the month after their benefits would have ended)

Locked-in (disenrolled): Members who would have been disenrolled at the end of the previous month, but were locked-in their MA benefit due to Maintenance of Effort (MOE)

Locked-in (lower category): Members who would have switched to a lower MA benefit, but were locked in due to Maintenance of Effort (MOE)

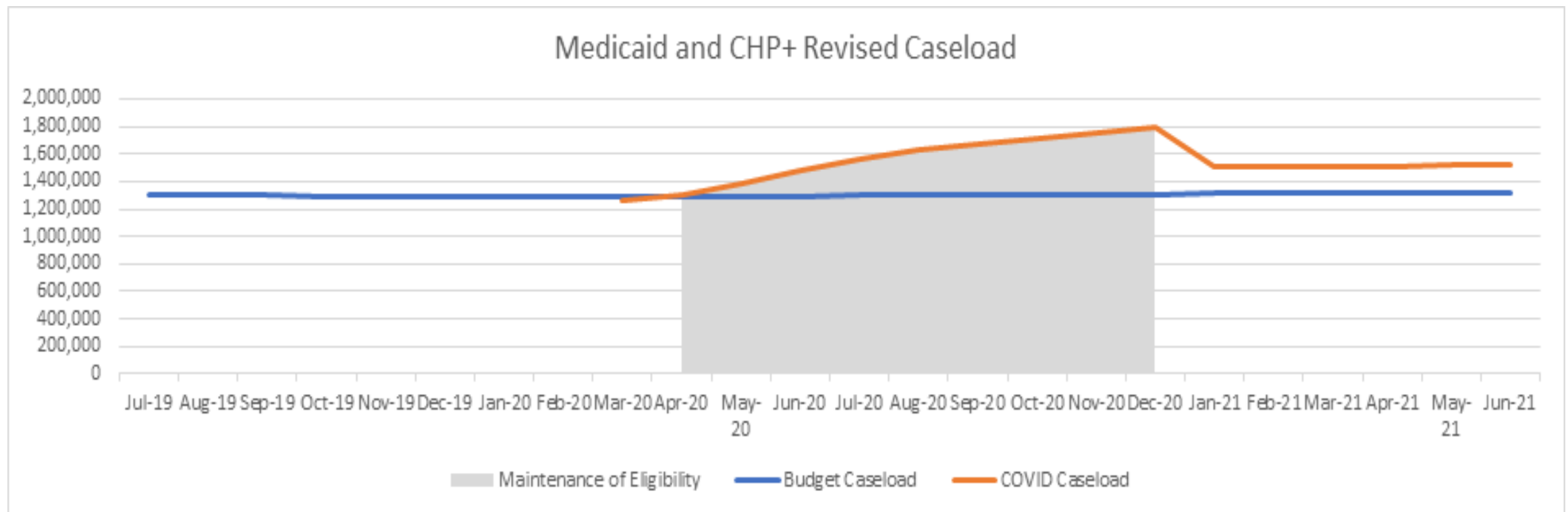
Net Change: Net change in Total Enrollment compared to previous month

Total Enrollment (MA): Total unique members eligible and receiving Medical Assistance benefits

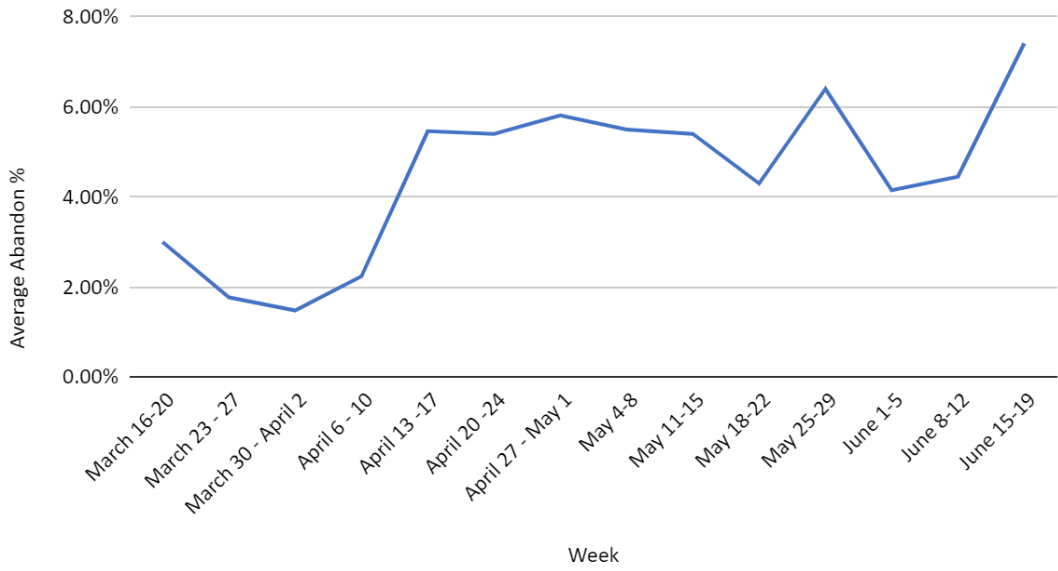
COVID-19 Testing Only: Members eligible for COVID-19 testing benefit only. NOTE: April includes March numbers

Medicaid, CHP+ Membership Surge Forecast

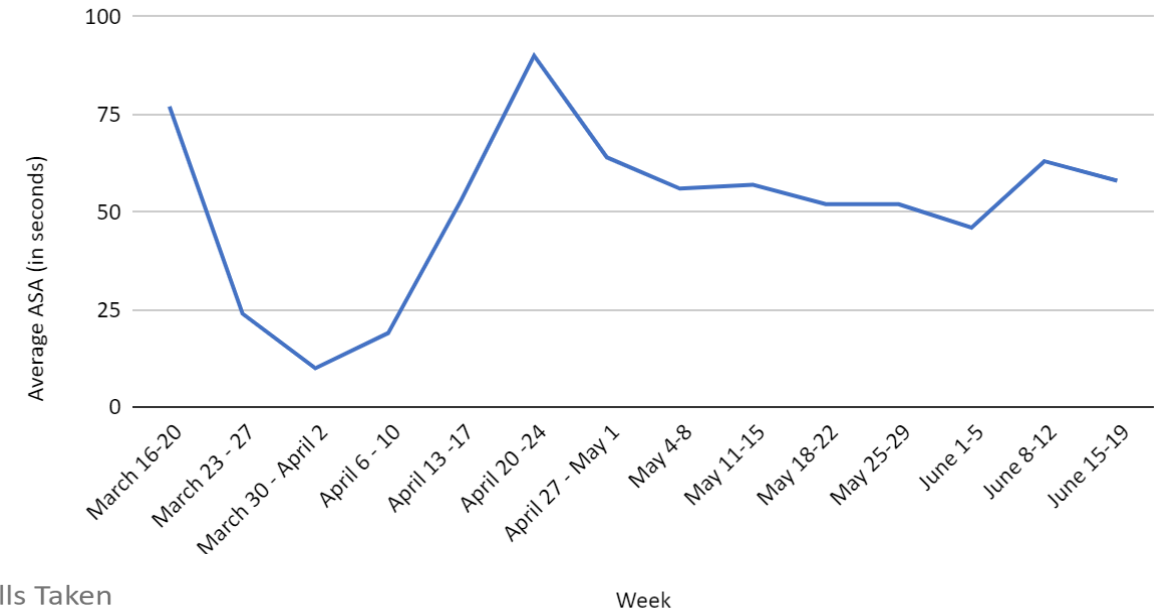
- **Member surge of 500k+ Coloradans** btw April 1 and end of FY2020-21, over 1.3M members covered in Medicaid and CHP+ as of March 2020.
- **Est disenrollment of ~ 300k members** who do not meet eligibility criteria after Maintenance of Enrollment (MOE)
- **Net membership surge of an est 300k+** covered members



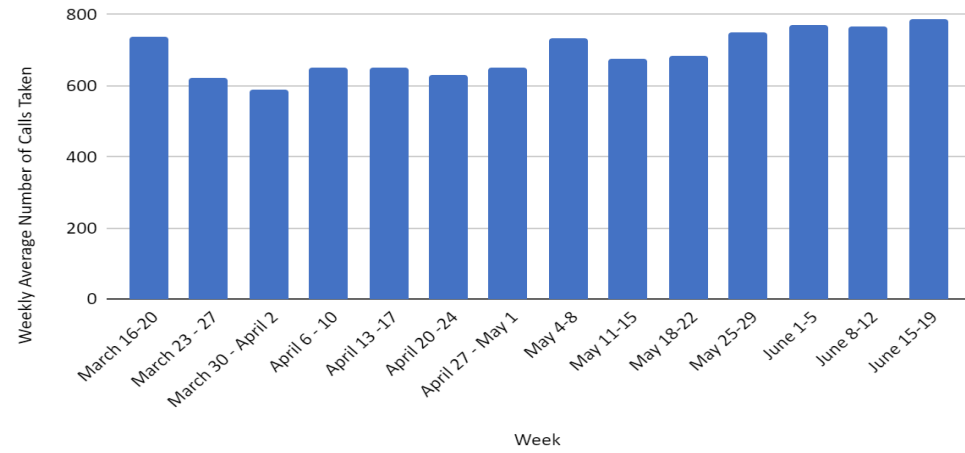
Average Abandon %



Average ASA (in seconds)



Weekly Average Number of Calls Taken



Provider Call Center Metrics

Help Us Reach Coloradans Who Need Coverage

Public Service Announcement example:

Tools for partners to help us reach Coloradans available at CO.gov/hcpf/HereForYou

- Enrollment tool/flyer
- Newsletter articles, blurbs
- Social media posts
- Public Service Announcements
- Website content
- Email content
- Images



Apply for Health Care Coverage Today

Have you lost your health insurance? Many people who have lost their jobs and their health insurance because of the Coronavirus (COVID-19) pandemic may qualify for Health First Colorado or CHP+. The only way to know for sure is to apply, visit Colorado.gov/PEAK to submit your application.

You can also apply for financial help to lower the cost of private health insurance within 60 days of losing your job or other life-changing events. Visit ConnectforHealthco.com to apply.

Getting Health Care Coverage Through Health First Colorado and Child Health Plan *Plus*

The economic downturn caused by the COVID19 pandemic is having a significant impact on many Coloradans. Many have lost their jobs – and along with that – their employer-sponsored health benefits. During this pandemic – which is creating both health risk and increased stress and anxiety – it is especially important for all Coloradans to have health care coverage. **When it comes to health coverage, the State may be able to help.** Specifically, you may be eligible for health coverage options available through the Colorado Department of Health Care Policy & Financing or Connect for Health Colorado, the State’s individual marketplace exchange.

Visit HealthFirstColorado.com/apply-now to learn more & Visit Colorado.gov/PEAK to apply.

We Are Here for You, Colorado!

- Help us connect Coloradans who may have lost employer sponsored coverage to coverage
- Partner Resources at CO.gov/hcpf/HereForYou
- ASK: Please connect your PR leads with Sabrina Allie at Sabrina.Allie@state.co.us to help us get the word out to ensure Coloradans remain covered.

CO.gov/hcpf/HereForYou Resources



COLORADO
Department of Health Care
Policy & Financing

- Home
- For Our Members
- For Our Providers
- For Our Stakeholders
- About Us

Home > COVID-19 > We're Here for YOU, Colorado!

We're Here for YOU, Colorado!

As many Coloradans struggle with job loss resulting from the coronavirus (COVID-19) pandemic, the Department of Health Care Policy & Financing (HCPF) is here to keep Coloradans covered with health insurance through Health First Colorado (Colorado's Medicaid Program) and Child Health Plan Plus (CHP+).

It's critical that Coloradans know they can apply for health coverage at any time and it's easy to do. Please help us spread the word. The following materials are intended for distribution by our many partners to help us spread the word to Coloradans who need health care coverage, and to help us recruit more health care providers to help serve our more than 1.3 million current members and the more than 500,000 new members we expect to enroll by the end of this year.

For more information on the anticipated enrollment surge, read the [press release](#).



HealthFirstColorado.com

For Providers

Newsletter Article

Help Us Spread the Word: Become A Health First Colorado Provider Today!

The Department of Health Care Policy & Financing (the Department) has asked us to help spread the word: we need for more Health First Colorado (Colorado's Medicaid Program) providers to deliver care to Coloradans.

As a result of the novel coronavirus disease (COVID-19) pandemic, the Department is asking health care providers to join them in ensuring all Coloradans have access to quality health care during this public health crisis by becoming a Health First Colorado provider.

- Currently, the Department is offering incentives to increase provider enrollment and help provide an important public service. In an effort to increase provider enrollment, the Department is:
- Allowing temporary enrollment for providers during the federally designated COVID-19 emergency.
- Waiving the applicatio
- Waiving site surveys fr

If you know someone who r
Provider Enrollment websit
2387, Option 2, then option

- **Twitter Post 2 content:** 1 in 4 Coloradans get care through Medicaid or CHP+ and we need more providers TODAY! Go to co.gov/hcpf/provider-enrollment to learn more #hereforyouCO #Medicaid #Colorado #HealthFirstColorado

• [Twitter Image](#)

- **LinkedIn post 1:** Did you know nearly one in four Coloradans have health care coverage through Health First Colorado (Colorado's Medicaid program) or Child Health Plan Plus (CHP+)? Help us spread the word: We need more providers TODAY to help deliver care to those Coloradans. Go to co.gov/hcpf/provider-enrollment to learn more #hereforyouCO #Medicaid #Colorado #HealthFirstColorado

Social Media Posts

Use the #hereforyouCO hashtag in

- **Facebook Post 1 content:** H program) provider today! Go Option 2, then option 5 to l

- **LinkedIn post 2:** The COVID-19 pandemic has left the state with a shortage of Health First Colorado (Colorado's Medicaid program) providers. Go to co.gov/hcpf/provider-enrollment to learn more about becoming a provider TODAY! #hereforyouCO #Medicaid #Colorado #HealthFirstColorado

Ads

- [AdPrint-HFYCo-Pro1.pdf](#)
- [AdPrint-HFYCo-Pro2.pdf](#)
- [DigitalAd-HFYCo-Pro1-600x425.jpg](#)
- [DigitalAd-HFYCo-Pro2-600x425.jpg](#)

Photos

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Recruiting Medicaid Providers

To help care providers retain patient relationships and revenue during this economic downturn, care providers not currently enrolled in Medicaid need to do so.

Tools to help recruit providers available at [CO.gov/hcpf/HereForYou](https://www.colorado.gov/hcpf/HereForYou)

- Newsletter articles, blurbs
- Social media posts
- Public Service Announcements
- Website content
- Email content
- Images



Become A Medicaid Provider TODAY

As a result of the novel coronavirus disease (COVID-19) pandemic, the Department of Health Care Policy & Financing is asking health care providers to join us in ensuring all Coloradans have access to quality health care during this public health crisis by becoming a Health First Colorado (Colorado's Medicaid program) provider.

We're Here for YOU, Colorado!

Learn about becoming a provider at www.colorado.gov/hcpf/become-a-provider.



Provider Enrollment

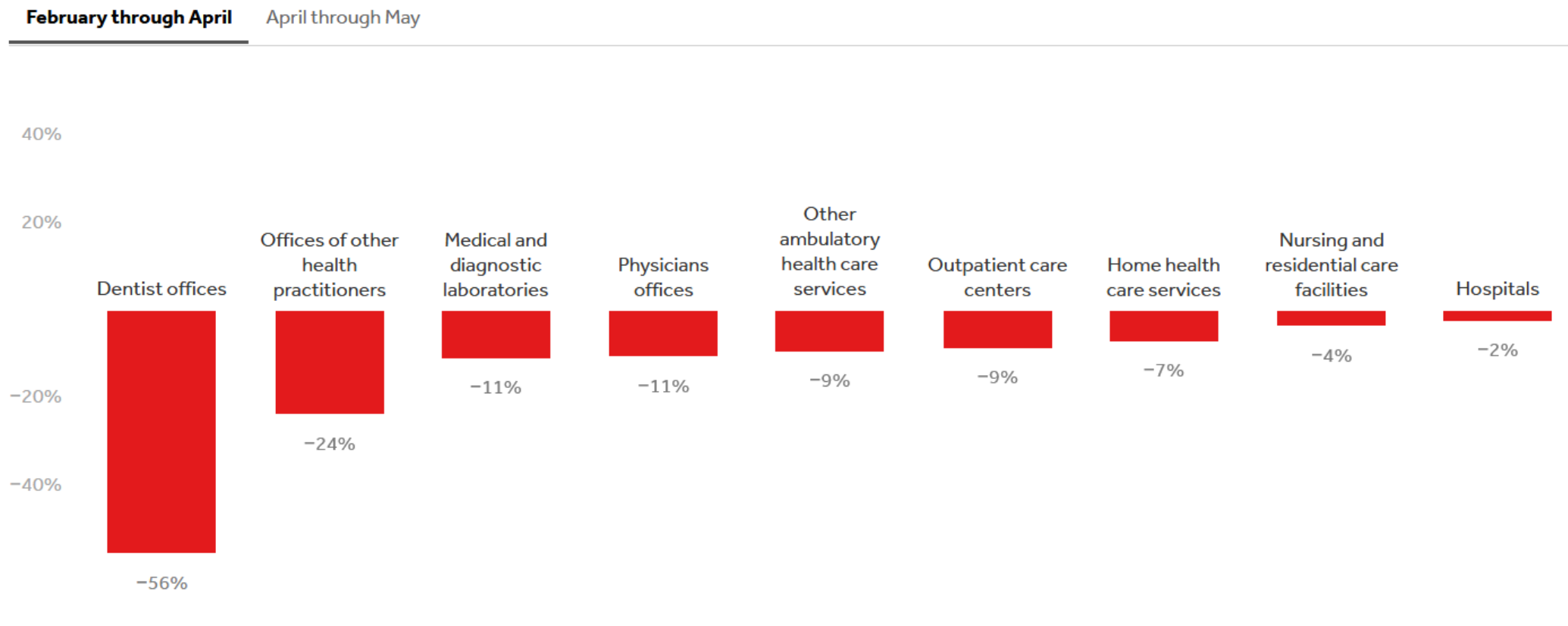
In an effort to increase provider enrollment, the Department is:

- Broadly communicating with provider organizations.
- Waiving the application fee for applicable providers.
- Waiving site surveys for applicable providers.

We encourage current providers to apply for federal CARES Act funding at [hhs.gov](https://www.hhs.gov).

Ambulatory healthcare settings experienced sharper job losses through April, but were the only settings to begin recovering jobs in May

Change in employment, by healthcare setting, February through May 2020



Source: KFF analysis of Bureau of Labor Statistics data • [Get the data](#) • [PNG](#)

Peterson-KFF
Health System Tracker

Strategies to Support Providers


- Continuing telemedicine policy
- Office of e-Health Innovation telemedicine grants
- Prioritized RAE attribution
- RAE performance pay-outs
- CARES Medicaid payments

Enhanced Provider Relief Fund Payment Portal

Providers eligible for additional allocations **must** provide HHS with information, and these providers **must** also agree to the program Terms and Conditions. This portal is currently open to Medicaid/CHIP Providers.

[Apply For Funding](#)



Medicaid/CHIP Provider Relief Fund Payment Forms and Guidance

HHS expects to distribute \$15 billion to eligible Medicaid and CHIP providers. The payment to each provider will be at least 2 percent of reported gross revenue from patient care; the final amount each provider receives will be determined after the data is submitted, including information about the number of Medicaid patients providers serve. **Providers must submit their data by July 20, 2020.** Before applying through the [Enhanced Provider Relief Fund Payment Portal](#)  applicants should:

[Read the Medicaid Provider Distribution Instructions - PDF](#)

[Download the Medicaid Provider Distribution Application Form - PDF](#)

Join our webcast to learn more about the application process. Please pre-register to reserve a spot on your preferred date:

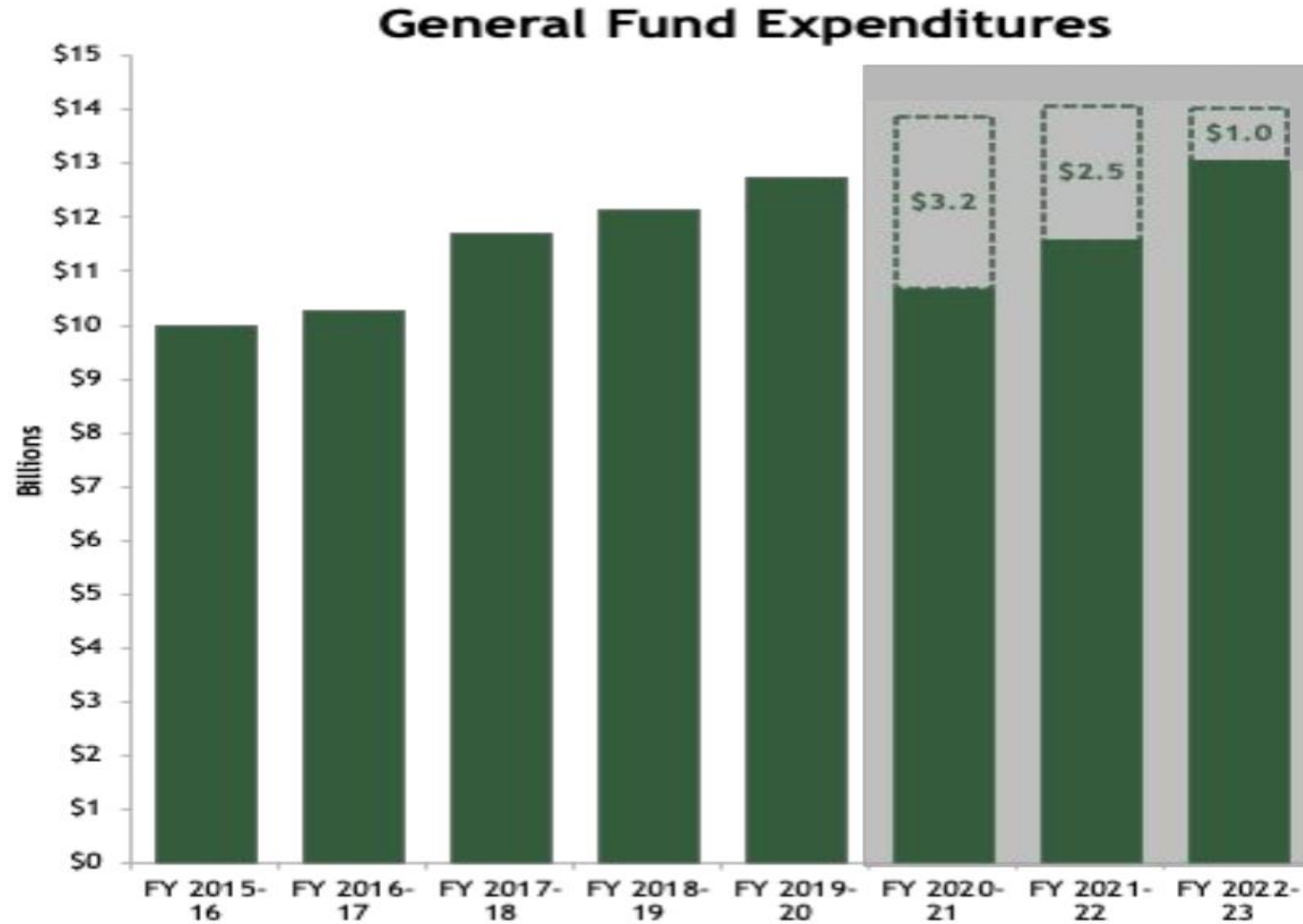
- [Tuesday, June 23, 2020 at 2 PM ET](#) 
- [Thursday, June 25, 2020 at 2 PM ET](#) 

ACC Enrollment & Attribution

- ACC enrollments increased by ~6% statewide
- ACC Caseload grew by ~69k overall
- 73% decrease in members losing eligibility (consistent with system/policy changes)
- Large PCMP caseload increased by ~4% overall
- Geographic attribution to FQHCs, Essential Community Providers and other key community provider partners (approximately 430 PCMPs)

2020 Legislative Session Summary & Policy Implementation Updates

Budget Impact of COVID-19



*Estimate assumes steep drop in revenue, then gradual build back.

*Estimate is very rough, and **does not** represent a forecast update.

Legislative Session Summary: Key HCPF Budget Actions

Reductions in the Long Bill include:

- Reducing HCPF Admin Personal Services funding by 5%
- Increasing certain member copays to the maximum allowed under federal law
- Delaying the implementation of the Inpatient/Residential Substance Use Disorder benefit
- Reducing funding for Healthy Communities by 75%
- Reducing community provider rates by 1%
- Reducing supplemental payments to Denver Health and University Hospital
- Reducing PACE rates by 2.37%
- Reducing Screening, Brief Intervention, and Referral to Treatment training grants
- Reducing State support for the All-Payer Claims Database
- Reducing funding for the Commission on Family Medicine

Other Budget Actions

Reductions in other bills include:

- Reducing the annual cap on the adult dental benefit from \$1500 to \$1000 (HB 20-1361)
- Making implementation of wraparound services for children and youth as required by SB 19-195 contingent on available appropriations. No funding is appropriated for FY 2020-21 (HB 20-1384)
- Limiting the annual rate increase for skilled nursing facilities to 2%, instead of 3% (HB 20-1362)
- Using the increased federal Medicaid financing (HB 20-1385) and Healthcare Affordability and Sustainability cash funds to create General Fund relief (HB 20-1386)

Additional Bills Passed

- **HB20-1426** includes mission critical renewal of HCPF's overexpenditure and transfer authority
- **SB20-212:** Makes permanent HCPF emergency telemedicine policy changes
- **SB20-033:** Extends the Medicaid Buy-in Program for Working Adults with Disabilities to eligible members 65+ starting in 2022
- **HB20-1236:** Creates a new “easy enrollment” program adding the option to be evaluated for eligibility for health coverage to tax filings
- **HB20-1232:** Codifies HCPF policies on coverage of routine costs for clinical trials
- **HB20-1237:** Codifies HCPF policy assigning a child in an out-of-home placement to the same managed care entity that covers the county with jurisdiction over the placement action

The New Normal

- *2020-2021 budget cuts were painful. 2021-2022 cuts will be worse.*
- *COVID-19 has shown us that providers and Coloradans can behave differently.*
- *This is an opportunity to change, thoughtfully.*
- *This is an opportunity for increased collaboration and accountability.*



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Department of Health Care
Policy & Financing

Care Management Focus

- Health Score and Risk Adjustment capabilities to support robust and consistent condition management activities
- Constant requirements across RAEs and PCMPs despite geographic differences: 1st focus areas are Diabetes, Maternity, Complex care management
- Delegated PCMP accountability (impact to FQHCs & other large practices)
- New RAE contract (FY 20-21)
- Anthem-Beacon merger requirements

“Driving a New Normal in Healthcare”

Opportunity to Work Together

Examples:

- Drive Telemedicine; study its efficiencies (staff, real estate, access, etc.) and appropriateness
- Increase use of eConsults; create best practices
- Implement prescriber tool components as they become available
- Reduce use of low-value and unnecessary care
- Reduce/repurpose free-standing EDs; discontinue any remaining ED marketing
- Frame Alternate Payment Models (APM) to drive value, alignment
- Health Equities - disparities in care, gaps in care

Hospital Transformation Program Goals

01

Improve patient outcomes through care redesign and integration of care across settings

02

Improve patient experience in the delivery system by ensuring appropriate care in appropriate settings

03

Lower Medicaid costs through reductions in avoidable hospital utilization and increased effectiveness and efficiency in care delivery

04

Accelerate hospitals' organizational, operational and systems readiness for value-based payment

05

Increase collaboration between hospitals and other providers, particularly Regional Accountable Entities (RAEs)

HTP PRIORITIES & FOCUS

1. Avoidable hospital utilization
2. Core populations
3. Behavioral health and substance use disorder (SUD)
4. Clinical and operational efficiencies
5. Community development efforts to address population health and total cost of care

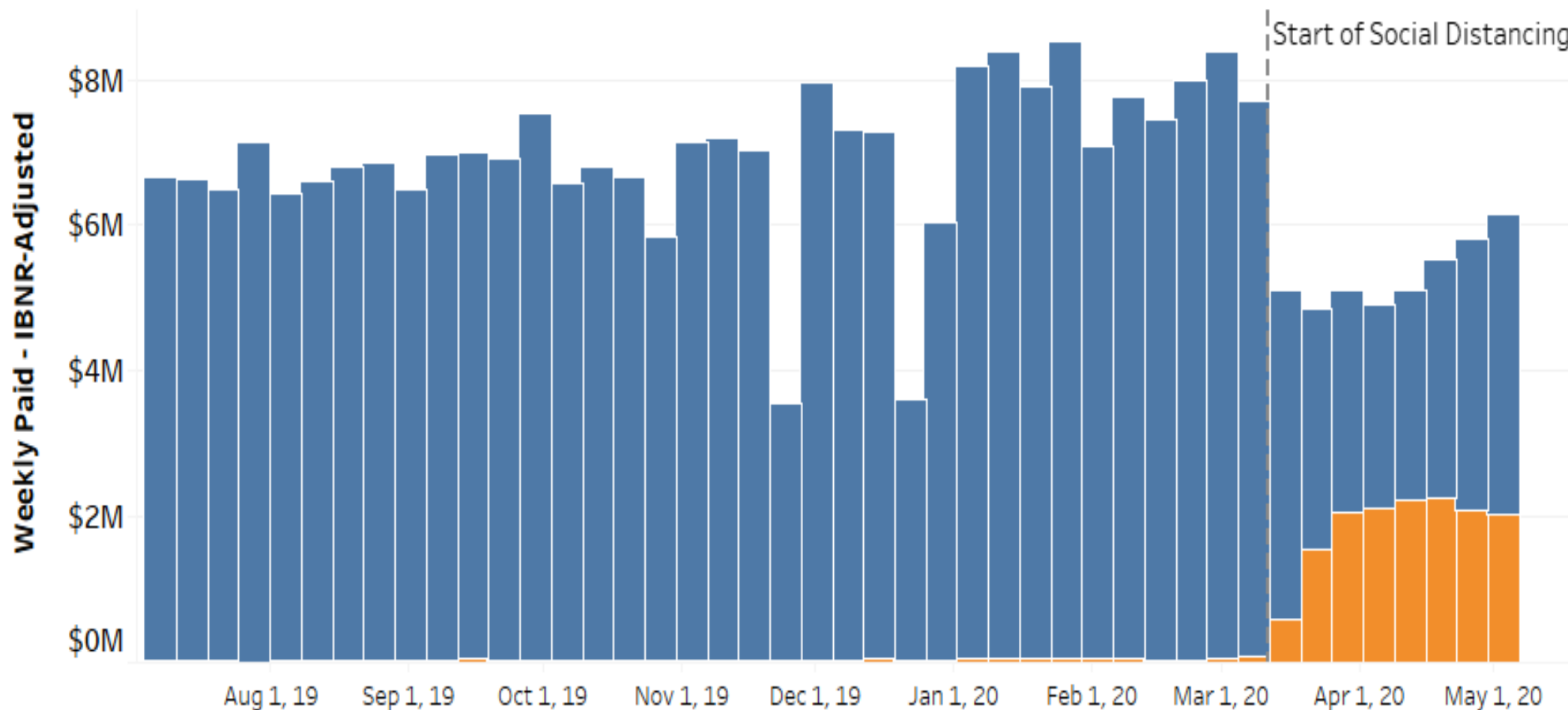


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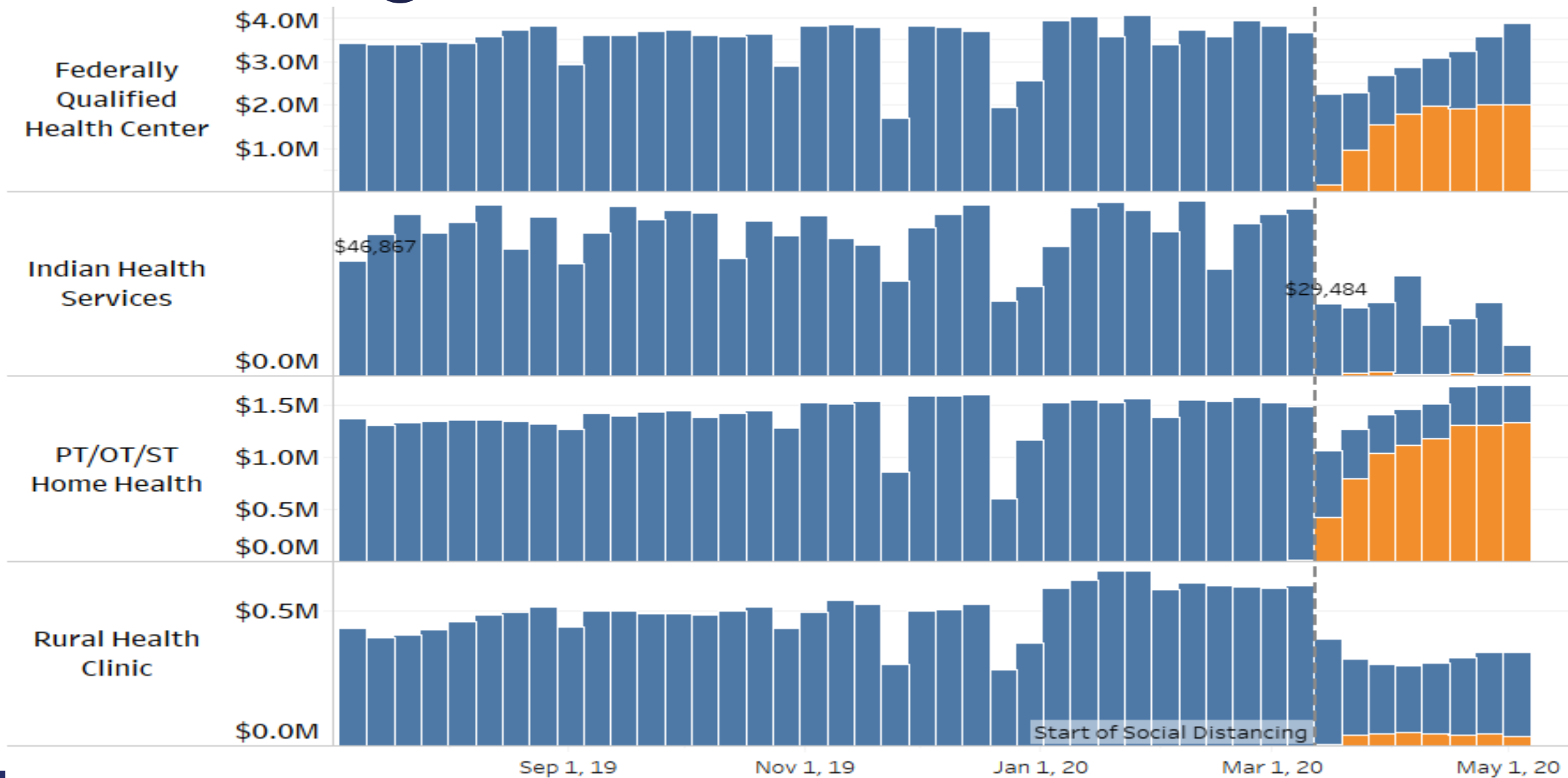
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Learning from COVID - Telemedicine

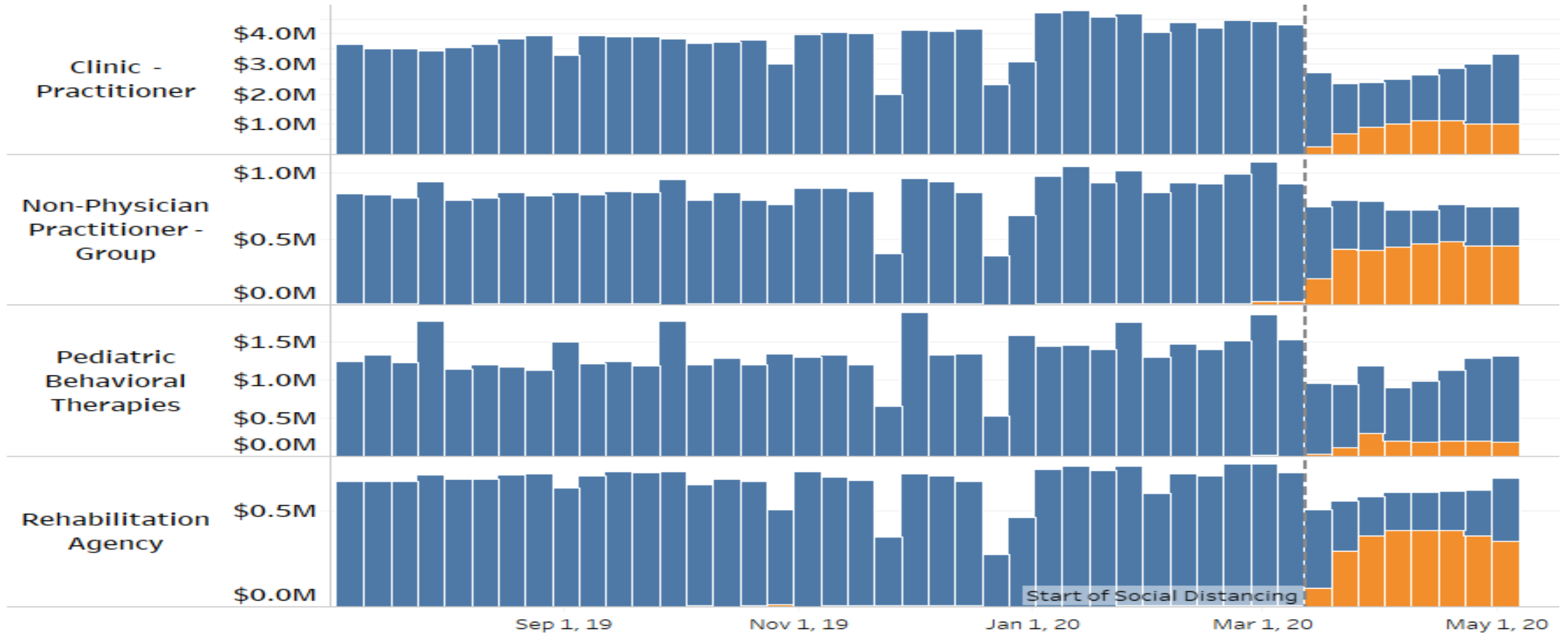
Professional Services Eligible for Telemedicine



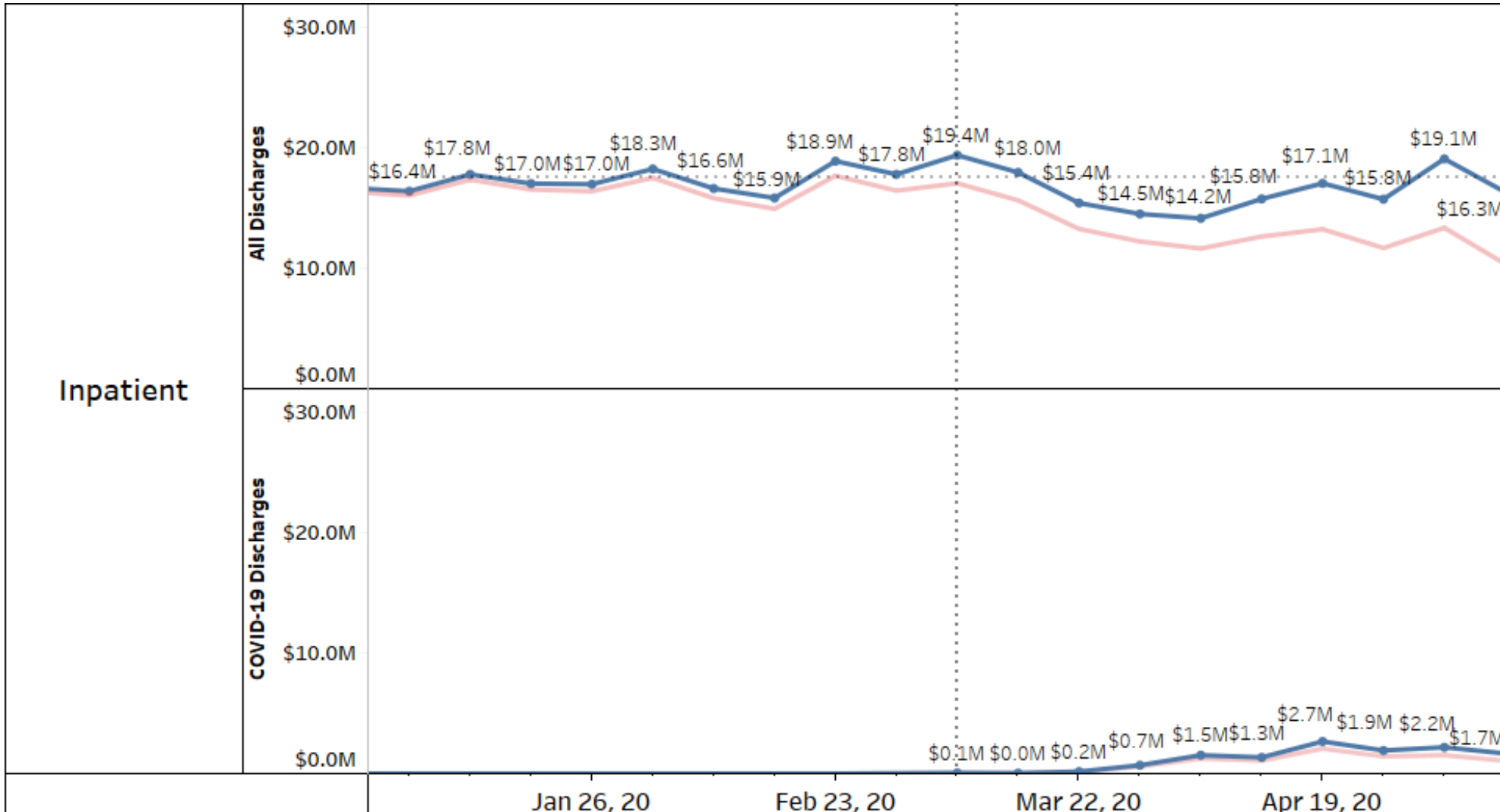
Learning from COVID - Telemedicine



Learning from COVID - Telemedicine

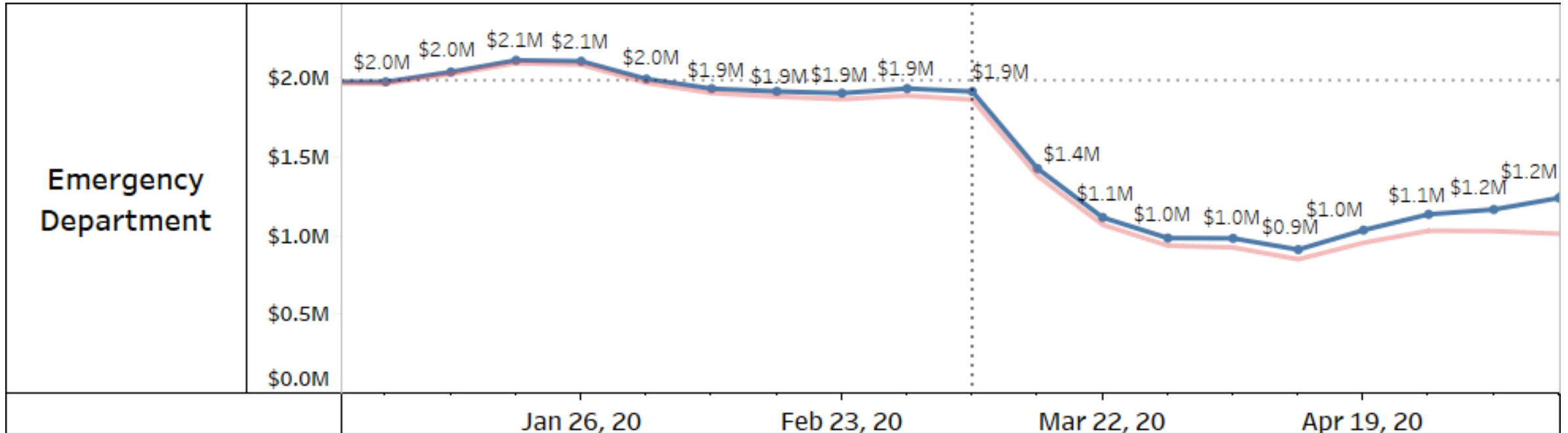


Inpatient IBNR through 5/16/2020



- Blue line is hospital incurred weekly service utilization trends IBNR adjusted through 5/16
- Pink line is the actual non-IBNR adjusted paid amount
- Vertical dotted line is the last week prior to social distancing
- Horizontal dotted line is the weekly average paid before social distancing
- Inpatient does NOT include interim billing where the Member has not yet been discharged

Emergency Dept Through 5/16/2020



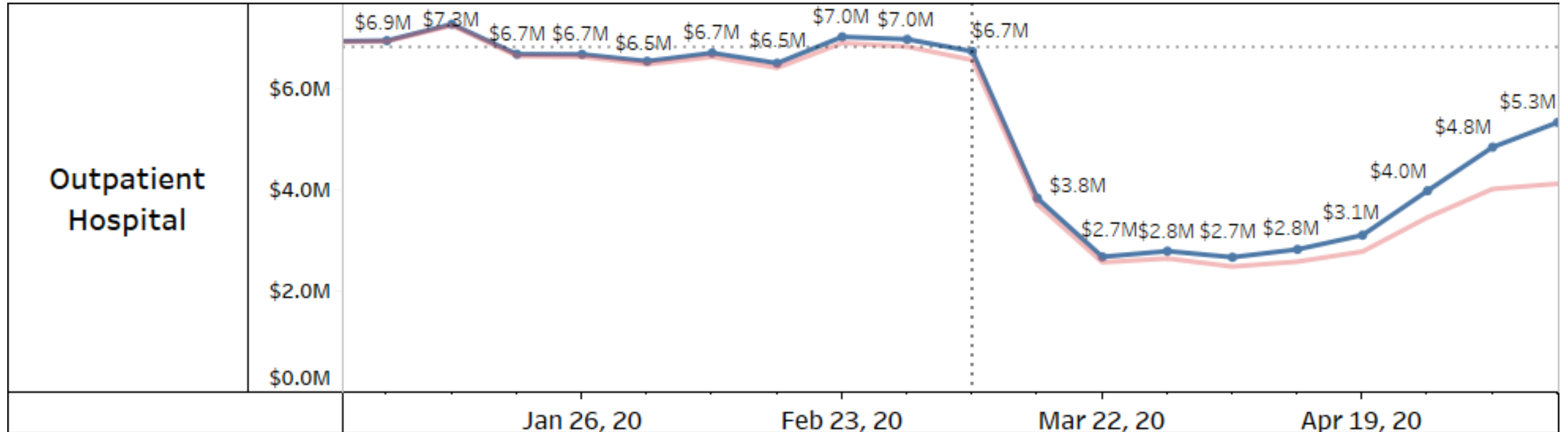
Blue line is hospital incurred weekly service utilization trends IBNR adjusted through 5/16

Pink line is the actual non-IBNR adjusted paid amount

Vertical dotted line is the last week prior to social distancing

Horizontal dotted line is the weekly average paid before social distancing

Outpatient Hospital Through 5/16/2020



Blue line is hospital incurred weekly service utilization trends IBNR adjusted through 5/16

Pink line is the actual non-IBNR adjusted paid amount

Vertical dotted line is the last week prior to social distancing

Horizontal dotted line is the weekly average paid before social distancing

Ongoing Discussions

- We'll send you a follow up survey - Does 4:30-5:30PM or 6-7PM work better for your members?
- Save the Dates for our Virtual Monthly Discussions 3rd Thursdays: July 16, August 20, September 17, October 15, November 19, December 17
- We want to hear from you - what do your members want to hear about?

HCPF is Here for YOU, Colorado!



Thank You!