

# Welcome

We will start promptly at 2:00 p.m.

## We are Recording



Webinar recordings can be found on our [website](#)

## Use the Chat Box



We are managing questions through the chat box

## Get the Slides



Download materials in the **Files Panel** below the chat

## Listening by Phone



Press \*6 to unmute your line to ask a verbal question

## Listening by Computer



Music will play at the 5 minute mark to help you test your computer sound

## Online Resources



<https://www.colorado.gov/pacific/hcpf/COVID>

# Telehealth Options in Home and Community-Based Services (HCBS) Waivers

## General Stakeholder Engagement #1

September 9, 2020

Presented by: The Office of Community  
Living



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# Purpose

**To provide information about sustaining Telehealth options in Home and Community-Based Services (HCBS) and receive feedback from our stakeholder community**



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# Agenda

- Housekeeping
- HCPF's approach to Telehealth in HCBS and Telemedicine in Health First Colorado programs
- History and current status of Telehealth in HCBS waivers
- HCPF's plan to sustain Telehealth in HCBS waivers
- Gather and respond to your questions, comments, and concerns



# Housekeeping

## Live Webinar:

- Mics are muted
- Polling Questions
- Use the Chat Box to enter Questions, Comments, or Suggestions
- The team will answer questions and concerns as we are able, but will need to take back some for deliberation. Thank you for your patience!

## Post Webinar:

- Send further Questions, Comments, and Suggestions to:  
[hcpf\\_HCBSWaivers@state.co.us](mailto:hcpf_HCBSWaivers@state.co.us)
- Look for the webinar recording and other posted materials here:  
<https://www.colorado.gov/pacific/hcpf/OCL-stakeholder-engagement> under “Telehealth Options Stakeholder Engagement”



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**POLL**

What type of  
Stakeholder are  
you?



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# HCPF's Approach to Telehealth in HCBS and Telemedicine in Health First Colorado Programs

- **Telemedicine** is the delivery of medical services and any diagnosis, consultation, treatment, transfer of medical data or education related health care services using interactive audio or interactive video communication instead of in person contact.
- **Telehealth** includes a broad range of technologies and services to provide patient care...telehealth can refer to remote non-clinical services.



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# HCPF's Approach to Telehealth in HCBS and Telemedicine in Health First Colorado Programs Continued

## Telemedicine in Health First Colorado:

- In the process of making changes found in legislation (SB 20-212) permanent, which includes:
  - Clarifies the method of communication allowed (audio-visual, telephone, live chat and other electronic communication that is HIPAA compliant)
  - Requires payment parity
  - Adds new provider types
  - Requires HCPF to post telemedicine utilization data



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# Telemedicine Resources

- For more information or ways to engage with the Telemedicine implementation process please visit:

<https://www.colorado.gov/pacific/hcpf/stakeholder-telemedicine>



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# HCPF's Approach to Telehealth in HCBS and Telemedicine in Health First Colorado Programs Continued

## Telehealth in HCBS:

- Is not under the purview of SB 20-212
- Can be provided using varying technologies, based on the service being provided
- Allowed for services the Department has determined are appropriately provided through Telehealth while maintaining service integrity
- Does not require payment parity
- Will be monitored by reviewing utilization and other data to identify gaps and opportunities for improvement



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If a provider, do you provide HCBS in addition to Health First Colorado (State Plan) Services?



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# History and Current Status of Telehealth in HCBS Waivers

**Pre Covid –  
19 Public  
Health  
Emergency  
(PHE)**

- Telehealth options generally NOT allowed in HCBS waivers
- Code of Colorado Regulations (CCR) do not provide regulatory guidance on use
- Federal contract with CMS does not allow for provision



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# History and Current Status of Telehealth in HCBS Waivers During Covid - 19 PHE

- HCPF requested Telehealth options for waiver services through Appendix K, which was approved by the Centers for Medicare and Medicaid (CMS)
- Appendix K is set to expire Winter/early Spring 2021
- HCPF produced Memos to keep providers, members and stakeholders apprised of changes, including options for Telehealth
- [OM 20 - 077](#)
- [OM 20 - 046](#)





Have you  
utilized  
Telehealth to  
receive HCBS  
during the  
COVID - 19 PHE?

Please send additional feedback to [HCPF\\_HCBSwaivers@state.co.us](mailto:HCPF_HCBSwaivers@state.co.us)





Would you  
continue to use  
Telehealth for  
HCBS post  
COVID-19 PHE?

Please send additional feedback to [HCPF\\_HCBSWaivers@state.co.us](mailto:HCPF_HCBSWaivers@state.co.us)



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# Sustaining Telehealth in HCBS Waivers

Centers for Medicare and Medicaid Services (CMS) approval

Addition of rules to the Colorado Code of Regulations (CCR)

Telehealth Options in HCBS

Stakeholder Engagement

Rates Development and System Integration





# CMS Approval

- Currently working with our partners at CMS to determine the type of waiver action required to add Telehealth options to services in waivers
- HCPF wants to include assurances surrounding Telehealth in services:
  - The provider meets provider qualifications including any additional qualifications or training requirements for the operation of required technology,
  - The member must provide consent for use, as it **MUST** be the member's **CHOICE**,
  - And the member receives on-site support to engage



# Rule Regulation Development and Promulgation

- HCPF will develop and promulgate regulation for Telehealth options in HCBS
  - Includes Provider Qualifications;
  - Requirements for technology use;
  - Obtaining and maintaining consent from members to use Telehealth;
  - Case Management authorization process;
  - Billing process;
  - And other areas as identified in the development process.
- Medical Services Board (MSB) process followed



# Rates and System Integration

- The HCBS Rates team is developing rates for Telehealth used for identified services
- The rate methodology is much like the methodology used for developing the base rates for all HCBS
- The HCBS Rates team will be presenting the actual rates and methodology for select services at our upcoming Stakeholder Engagement Opportunities
- Currently taking feedback at [HCPF\\_HCBSWaivers@state.co.us](mailto:HCPF_HCBSWaivers@state.co.us)



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# Stakeholder Engagement

- HCPF needs the feedback of our community to assist with implementation of Telehealth Options in HCBS  
<https://www.colorado.gov/pacific/hcpf/OCL-stakeholder-engagement>
- HCPF is looking for your feedback on the following Telehealth issues:
  - Ease of Access
  - Rate Development
  - Overall effectiveness of use with specific services
  - Barriers or gaps during current use



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# Stakeholder Engagement

Tuesday September 15  
1:00 - 3:00 pm

- Review Behavioral, Counseling, Expressive, Palliative and Supportive Care Services
- See complete service list here: <https://www.colorado.gov/pacific/hcpf/OCL-stakeholder-engagement>

Tuesday September 22  
1:00 – 3:00 pm

- Review Mentorship, Prevocational and Supported Employment, Day Treatment, ILST, Specialized Habilitation
- See complete service list here: <https://www.colorado.gov/pacific/hcpf/OCL-stakeholder-engagement>



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# Stakeholder Engagement

Tuesday October 20

1:00 – 3:00 pm

- General Stakeholder meeting to summarize feedback and present draft regulations
- See meeting details here: <https://www.colorado.gov/pacific/hcpf/OCL-stakeholder-engagement>

Tuesday October 27

1:00 – 3:00 pm

- Final Stakeholder meeting to review final rates, draft waiver application changes, and draft regulations that incorporate gathered feedback
- See meeting details here: <https://www.colorado.gov/pacific/hcpf/OCL-stakeholder-engagement>



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# Questions?



# Contact Info

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Please send feedback and comments regarding  
Telehealth Options in HCBS to:

[HCPF\\_HCBSWaivers@state.co.us](mailto:HCPF_HCBSWaivers@state.co.us)



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# Thank you!

