



MINUTES

Transitions Stakeholder Advisory Council

303 E. 17th Ave. Denver, CO 80203
Floor 7, Room 7B
Conference Call #: 1 877-820-7831
Participant Passcode: 869804#

Thursday, March 5, 2020
2:30 – 4:30 p.m.

COUNCIL MEMBERS

- Anne Bartels, PASCO X
 - Amy Dixon, CPWD
 - Paige Gallaher, Atlantis X
 - Jennifer Giurgila, Jefferson County
 - Fallon Gillespie, CO Access X
 - Emily Harvey, Disability Law
 - Ashly Johnson, DRCOG
 - Jennifer Krulewich, Focus Care X
 - Tracy Martinez, Touch of Care
 - Ed Milewski, Jr.
 - Jenn Ochs
 - Clarice Ambler, DRCOG X
 - Lisa Smith, Team Rubicon X
 - Neal Waite, ADRC Region 3B
- Ryan McGee, DRCOG, Jenny Mitchel, Focus Care, Anaya Robinson, Atlantis, Ann Watt, DOLA
- Department Staff: Katy Barnett

1. Welcome and Introductions

- Approval of the February Minutes – Minutes were approved.
- Purpose of Today's Meeting – Katy provided a brief overview of the agenda.

2. Welcome New Council Member and New Co-Chair

- Clarice Ambler, DRCOG – Clarice shared that she is excited to work with the Council and that members should feel free to approach her with any concerns.



3. Program Updates

- Katy shared that the Department was aware of an issue in the DXC system with TCA rate payments. Matt is working to address the issue with DXC so billing can resume.
- The Department spoke with the Data team after the last Council meeting and that team is onboard with providing quarterly data updates to the Council on the Transition Services program. After the first quarter of information is presented the Council can review and adjust data requests as they feel necessary.
- The Transitions team is also looking into concerns regarding the current complaints process, unfortunately staff have been out of the office for personal reasons which has made coordination hard. The Department is hopeful to have more to share on the subject at the next Council meeting.

4. Council Updates

- Fallon shared that Colorado Access did not receive the bid for Single Entry Point in Denver and the contract will be passing on to Rocky Mountain Health Care. The transition is currently in the works and in many cases, staff will be transitioning from Colorado Access to Rocky Mountain Health Care. Fallon wanted to clarify for that reason she may not be involved in the Council after July.
- Paige asked for clarification on why social security numbers were required for the board of directors in the provider application for TCAs and where that was specified in regulation. Katy will share that question with Matt and the provider enrollment team for clarification.
- Jenny M. of Focus Care asked for clarification regarding life skills training referrals. Focus Care has a number of pending referrals since last July. She requested clarification on the process specifically if an initiation form is necessary before a care plan can be approved. Previously, dummy PARs had been completed prior to a care plan being submitted but she's received conflicting information from case managers. Fallon offered to work with Jenny M. to clarify the process for Colorado Access and Katy offered to put Jenny M. in touch with the relevant staff at HCPF. Clarice made a recommendation to add a standing agenda item regarding Community to Community Transitions.

5. MDS Section Q Data

- Katy presented updated information on the Department's work around the Minimum Data Set Section S and Section Q. The Department tracks responses across the state to Section Q0500 which asks residents if they would like to speak to someone about returning to the community to live and receive services. The Department also tracks Section Q0600 which reflects whether a nursing



facility made a referral to a Local Contact Agency. A gap remains between the number of individuals who indicate they would like to speak with someone about returning to the community and the number of individuals who are referred to a Local Contact Agency. In Colorado, Local Contact Agencies are designated by the Department through contracts and are typically local Aging and Disability Resource Centers.

- In order to address this gap, Department staff have gained access to the CMS database for all MDS data to more effectively monitor compliance with MDS Section Q. The Department is developing processes and procedures to access the data. The current process involves a third-party contractor which will no longer be necessary. Once the new policies and procedures are finalized, the Department will conduct beta testing of reports from the database to ensure consistency of information. The Department hopes this new process will improve not only timely access to information for Medicaid members requesting options counseling but also identify nursing facilities who may need additional support on correctly completing Section Q0500 and Q0600.
- In addition to gaining more timely access to Section Q responses, the Department submitted a new Section S question in May of 2019. Section S is specific to state data collections efforts and is unique state to state. The Department submitted a question last year in an effort to better understand why referrals were not being made to Local Contact Agencies. This question has been approved by CMS and will appear on the MDS update in October 2020. At the same time, CMS has proposed a similar change to Section Q0600 that would ask for details on why a referral was not made. This change is currently in draft form and if approved would also go into effect October 2020. The Department is collaborating with CDPHE to ensure providers are educated on what these changes mean.

6. Council Ground Rules

- In an effort to create a collaborative and supportive environment, the Council discussed setting ground rules for meetings. An initial discussion was had in October 2019 about expectations of fellow Council members. Three key pieces were identified:
 - Speaking up for the people on the phone
 - Be respectful of one another and avoid generalizations of a provider type or agency
 - Come prepared with solutions to challenges
- Lisa suggested an additional ground rule:
 - Last 15 minutes of the meeting are reserved for brainstorming and solutions with action items focusing on one topic per meeting.



- The Council agreed to add the recommendation and will take some time to consider other ground rules before the next meeting.

7. Council Planning

- For the last several meetings the Council has been working to narrow priorities identified in their November 2019 SWOT analysis. Three key areas emerged from the initial conversation:
 - Improving general understanding of new services and new regulations for all stakeholders including TCAs, SNFs, Options Counselors, and other Transition Service.
 - Developing resource tools for providers and members after Transition Services end.
 - Helping eliminate rural barriers to providers including bringing more representation onto the Council from rural areas.
- In the previous meeting the Council identify a fourth issue:
 - Grievance process explanation including developing an FAQ and reasonable timelines/expectation sheet
- The Council broke out into groups based on these four issues to brainstorm what barriers exist and to identify potential solutions the Council can collaborate on. After discussing the issues in separate groups, the Council came back together and discussed the barriers and solutions identified in each of the issue areas with the majority of the time spent on the first two issues. Notes from the conversation will be shared with the Council after the meeting and Council members were asked to come prepared at the next meeting with their top two to three solutions then the Council will discuss which solutions they want to move forward with and take action on.
- For the issues of eliminating rural barriers, Council members were requested to bring a colleague involved in the program from outside the Denver-metro region to participate in the next Council meeting in April.

8. Adjourn

- Katy will send the Council a review of the barriers and solutions discussed during the breakout sessions.

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify the 504/ADA Coordinator hcpf504ada@state.co.us at least one week prior to the meeting to make arrangements.

