



**COLORADO**

Department of Health Care  
Policy & Financing

## MINUTES

### Transitions Stakeholder Advisory Council

Google Hangout Weblink: [meet.google.com/emq-kfpb-aex](https://meet.google.com/emq-kfpb-aex)

Google Hangout Call-in: +1 470-268-2030

PIN: 614 405 288#

Thursday, October 1, 2020

2:30 – 4:30 p.m.

#### COUNCIL MEMBERS

- Clarice Ambler, DRCOG X
- Lisa Smith, Team Rubicon X
- Meghan Baker, Disability Law Colorado X
- Neal Waite, ADRC Region 3B X
- Anne Bartels, PASCO X
- Pauline Bonifazi, Michelle Breault, Allison Burns, Delaine Dunning, Tamara French, Tamara French, Peggy Garcia, Marina Gougoulian, Janna Hartman, Mary Jo Honitoes, Kelly Hulstrom, Sheryl Kessler, Mitchell Khoshdel, Stacey Larrabee, Raeann Laughlin, Amanda Lighthiser, Ryan McGee, Abigail Negley, Alyssa Pay, Rejan Ricottone, Frank Rivas, Luke Wheeland, Miriam White, Chad, Shanna
- Amy Dixon, CPWD X
- Paige Gallaher, Atlantis
- Jennifer Giurgila, Jefferson County X
- Fallon Gillespie, Rocky Mountain Human Services X
- Ashly Johnson, DRCOG
- State Staff: Katy Barnett, John Barry, Nora Brahe, Matt Bohanan, Heather Fladmark, Mary Mangelsen, Courtney Thomason, Michelle Topkoff, Ann Watts
- Jennifer Krulewich, Focus Cares X
- Tracy Martinez, Touch of Care
- Ed Milewski, Jr.
- Jenn Ochs X

Attendance Link: <https://forms.gle/EDaybu73WZAnPZH7>



## 1. Welcome and Introductions 2:30 p.m.

- Approval of the September Minutes – Minutes were approved.
- Purpose of Today’s Meeting – Katy provided an overview of the agenda noting that there was a slight change in format with the addition of the open forum and moving Council Updates to the end of the time. Katy clarified that the goal of today’s meeting was to finalize the agenda for the Council for 2020-2021.

## 2. Welcome New Council Member 2:35 p.m.

- Meghan Baker – Disability Law Colorado – Meghan shared her gratitude with the Council and her excitement to work with everyone in the coming year.

## 3. Program Updates 2:40 p.m.

- Matt with the Department shared that a new Money Follows the Person funding announcement was released by the Centers for Medicare and Medicaid Services (CMS) in October. The opportunity includes \$5 million in funding around six priorities identified by CMS. Matt noted that the Department is still assessing the opportunity but will provide additional opportunity for feedback and comment by the Council at the November meeting.
- Katy shared that the team updated the Transition Coordination Agency list on the Department website. The Department also published new Spanish translations of several key forms for Transition Services. The goal in translating materials was to create a more person-centered process for Spanish speaking Medicaid members and to ensure any form that requires a member’s signature was translated into Spanish to ensure informed choice.
- Katy shared that the Department is in the process of testing a new online options counseling referral tool in order to make referrals to options counseling more accessible. She shared that this form was currently being tested and more information would be coming out in the future regarding its launch.

## 4. Case Management Redesign 2:50 p.m.

- Heather Fladmark from the Department provided a high-level presentation to the Council on the Case Management Redesign process. Heather explained that HB17-3143 required the Department undertake changes to the case management system to ensure conflict free case management. Stakeholder engagement is underway for this change and Heather encouraged everyone to provide feedback and stay informed as the process moves forward. Heather stated the intention is to create a simpler system and walked the Council through what it would look like in future. Slides for Heather’s presentation were posted



on the Council's website. The Department is looking at house model which would mean the four key functions of case management would be housed under one agency. The agency would serve all waivers meaning that there would no longer be a division between the current Single Entry Point and Community Centered Board model. The Department identified five pillars in the process: ensure financial solvency, quality rooted measurable performance, simplicity and ease of access to efficient tools needed to navigate the system, consistency and reliability, transparency and accountability. The Department previously Had implementation plans but a new plan for is required to pivot to where Medicaid needs to be in 2024. Initially, these changes were required by CMS by 2022. CMS has verbally given the Department approval to extend the timeline and it will be added to the waivers as well.

- In addition, there will be a new assessment tool as part of case management redesign. Matt is a critical piece of this effort and explained that as part of the redesign process there will be a new tool to capture information for all Medicaid members similar to the 100.2 but also capturing needs of the IDD population.
- Frank Rivas shared that case managers at SEP, CCB, and TCA were all working for the same goals, doesn't matter if it's transitions or anything else. Heather clarified that these changes would impact case management functions of CCBs and SEPs but that transition services was not part of the "House" model. Heather encouraged the Council that if they felt differently, she would love to hear their thoughts. Frank added there seems like a lot of cross over between agencies, and if we can have same access without having five different people to get a response that might actually work well. Heather offered to bring that insight back to Department to have a conversation about the intersection of TCM-TC providers and SEPs/CCBs. Frank also shared his concern with the amount of assessments on multiple levels, asking if the Department could take the same assessment and apply it across the board. Heather said she would be happy to bring that issue back to the internal conversation as well.
- Delaine Dunning asked Heather to clarify if there will no longer be SEP's? – Heather explained that the Department is not sure what the final system will look like at this point, developing the contracting process are still concepts to be developed.
- Ryan McGee asked if Rocky Mountain Human Services is involved in this process. Heather clarified that they were.
- Matt clarified that TCM-TC services were not going way but they are also not part of case management services. As far as the care and case management assessment tool, as information comes in the Department would make the Council aware of all opportunities to join the conversation and provide comments.



## 5. Recap of Council Identified Priorities

3:20 p.m.

- Transition Services Priorities Survey
  - Clarice provided a high-level review of the four issues identified by the Council in their SWOT analysis last year and the solutions the Council had identified to address the issues. These were captured in a slide deck presented at the meeting and posted to the Council’s webpage.
  - Katy provided the final update on a survey sent to the Long-Term Services and Supports stakeholder email list requesting feedback on the Council’s identified priorities as well as other potential priorities for Transitions Services. There was a total of 125 responses to the survey.
  - Katy reviewed the results of the survey with the Council and stakeholders. This review is captured in a slide deck presented at the meeting and posted to the Council’s webpage.
- Finalized Priorities and 2020-2021 Calendar
  - The Council reviewed the proposed agenda that was presented at the August meeting. The Council decided to move the order of prioritization so that Housing and Zero Income issues would happen in January and February respectively. The Council also discussed combining COVID and Isolation issues in the same month as they overlap significantly. Additionally, the Council decided to add to the agenda Transportation in the same month as Program Education and Members in Community without Services to the same month as Grievance issues. With these changes the Council finalized the agenda and Department staff will post the agenda to the website to inform stakeholders.

## 6. Council Updates

4:10 p.m.

- No Council members had updates to provide.

## 7. Open Forum

4:20 p.m.

- Brad Taylor shared, after reflecting on the presentation from Heather, that there is not much training on person-centered care to inform what it means to be person-centered in case management. He sees it as being a difficult process and RFPs would need to target bigger agencies who have already done person-centered work unlike like a small agency. In addition, everything involved in billing and providing adequate services requires a bigger agency and that it would be an easy process to identify qualified agencies to do this work. Matt offered to pass along to Brad’s thoughts to Heather who left the conversation



after her presentation. Brad added that in Weld county it will be difficult to identify any new agency to pull together that comprehensive case management without it already being a big agency. Matt shared that his comment is very well taken, can take it back to the internal process.

## 8. Adjourn

4:30 p.m.

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify John Barry at [john.r.barry@state.co.us](mailto:john.r.barry@state.co.us) or the 504/ADA Coordinator at [hcpf504ada@state.co.us](mailto:hcpf504ada@state.co.us) at least one week prior to the meeting to make arrangements.

