

Wellness Education Benefit Rule and article updates

Department of Health Care Policy and Financing



COLORADO

Department of Health Care
Policy & Financing

Benefit Transitions CHCBS/CLLI Waivers

2023-2024

2024-2025

2025-2026

2026

Current Status

CHCBS

- Case Management
- In Home Support Services (HMA only)

CLLI

- All current services

Case Management moves 7/1/2024

CHCBS

- In Home Support Services (HMA only)
- Wellness Education Benefit

CLLI

- All current services

Members transition from CHCBS to new waiver
CFC launches

CHCBS

- In Home Support Services (HMA only)
- Wellness Education Benefit

New Waiver

- All current CLLI services
- Wellness Education Benefit

CFC

- In-Home Support Services

All members transitioned to new waiver
CHCBS concludes

New Waiver

- All current CLLI services
- Wellness Education Benefit

CFC

- In-Home Support Services



Wellness Education Benefit



Wellness Education Benefit System

- Data transfer process is secure and HIPAA Compliant (including mailing)
- Keeps record of articles sent to every member
- Always sends new articles



Enrollment

- Children's Home and Community Based Services Waiver (CHCBS) kids in 2024:
 - WEB should be available for enrollment in March 2024 for CHCBS members
 - Members only receiving Case Management through CHCBS will need to be enrolled in the WEB between March 2024 and June 30, 2025 to maintain waiver eligibility
- For all other waivers:
 - Service will be available in March 2025*

*(Pending CMS and MSB approval)



Questions?



Following Washington's Example

- Washington has had this benefit in place for several years
- We have been working with their WEB Program Manager on article development tips, lessons learned, and distribution

Article Example from Washington

What Does Wellness Mean To You?

Wellness is how much you experience emotional health, physical health, positive emotions, engagement in life, positive relationships, meaning, and accomplishment.

When it comes to your wellness, small changes can have big results. What is one small change you could make for your wellness?

Here are a few ideas:

- Make a list of healthy things you already do. Congratulate yourself! These are ways you are already supporting your wellness.
- Increase one healthy thing you currently do. If you exercise one time a week, try exercising two times a week.
- At the end of each day, write down three things that went well.
- Eat one more vegetable serving a day.



- Spend some enjoyable time with a neighbor, friend, pet, or family member.
- Do an activity that you enjoy.

Each day is a new opportunity for doing something that supports your wellness. When repeated over time, small actions make a big difference. What action will you take for your wellness today?

WAMD0018

Results from Washington

- In 2018, Washington conducted a study on how the benefit was working in their state. They received the following data:
 - 96% of respondents found the articles easy to understand
 - 76% found the newsletters were helpful to them
 - 44% said they made changes in their life because of what the article told them to do
- One member noted that the advice in the wellness benefit article led them to move their rugs around so they wouldn't trip and fall
- Another member stated they started eating healthier and quit smoking!

Benefits for Members in Colorado and the State

- Monthly articles allow for continuous conversations on specific health and well-being issues
- Reaching people that are socially isolated
- Quick delivery of information
- Low cost/low staffing needs for development and distribution of the service

Questions?



Colorado Article Example: COMM3 - How to Prepare for a Job Interview

A job interview is your chance to tell an employer why they need you on their team. Here are some tips to help you get ready:

- Learn about the place you are applying to. Look at their values and how they practice inclusion.
- Read the job description to know the position.
- Write down your questions to ask the person interviewing you.
- Bring an extra copy of your resume.
- Be ready to talk about your skills and strengths.
- Practice answers to common interview questions.
- Plan what you are going to wear.
- Decide how you will get to your interview. Leave early, especially if you will use Access-a-Ride.

Know your rights! Interviewers cannot ask you about your disability. YOU choose if you will share about your disability and ask for accommodations.

If you want help getting ready for your interview, ask your job coach, a family member, or a friend for support. The best thing you can do in an interview is be yourself. You got this!



Article Development

- Want to hear from stakeholders about topics they think would be most helpful to members
 - Complete short survey
- Topics recommended to focus on:
 - Increasing health literacy
 - Improving member's ability to navigate Department resources
 - Promoting community living

Wellness Education Benefit Rule



Wellness Education Benefit Rule Draft

- Find the draft here: [Wellness Education Benefit Rule Draft](#)
 - Sections are as follows:
 - Definitions
 - Eligibility
 - Inclusions
 - Exclusions
 - Provider Requirements
 - Provider Reimbursement
 - Case Management Agency Responsibilities

Wellness Education Benefit Rule Draft

Highlights: Definitions

- B. Article Topic means a health and wellness topic that relates to helping a member manage health-related issues, achieve goals on their service plan, and address topics of community living.

- D. Plain language means friendly and clear, with a direct, conversational tone and active voice. The information is organized in logical order for the reader. Paragraphs are one-topic and brief, and sentences are simple and short. Plain language includes using common, everyday vocabulary consistently across correspondence, with few multi-syllable words and few technical or bureaucratic words.

- F. Provider means the entity contracted with the Department to deliver the Wellness Education Benefit.

Highlights: Eligibility

- A. Children's Home and Community-Based Services (CHCBS) Waiver members.

Wellness Education Benefit Rule Draft

- **Highlights: Inclusions**

- A. The Wellness Education Benefit is a mailed newsletter that provides individualized educational materials written in plain language designed to prevent hospitalization or movement into an institutional setting by assisting Home and Community Based Services (HCBS) waiver members in obtaining, processing, and understanding information that assists with managing health-related issues, promoting community living, and achieving goals identified in their person-centered service plans. The Wellness Education Benefit also provides HCBS waiver members with actionable tools and information for informed decision-making and preparation for conversations with medical and social service professionals.
- B. The Educational materials of the Wellness Education Benefit mailer:
 1. Wellness Education Benefit shall be delivered to the member's mailing address in a printed format.
 2. **Article topics will be determined based on member data such as the member's person-centered support plan goals, diagnoses, health status, age, and/or other identified needs**
 3. Article topics shall be written in plain language.
 4. The Wellness Education Benefit mailer is delivered no less than once every 30 days, with a maximum of 12 mailers per year.
 5. Wellness Education Benefit mailer shall be provided in a format that is most accessible to the member including, but not limited to, preferred written language.



Wellness Education Benefit Rule Draft

- **Highlights: Benefit Restrictions and Exclusions**
 - A. Additional wellness reading materials, software, or subscriptions are excluded from the Wellness Education Benefit.
 - B. Article topics that do not address community living, Medicaid navigation, health-related issues, health care needs, mental health-related issues, or service plan shall be excluded from this benefit.

Wellness Education Benefit Rule Draft

- **Highlights: Provider Requirements**
 - A. Article topics that do not address community living, Medicaid navigation, health-related issues, health care needs, mental health-related issues, or service plan shall be excluded from this benefit.
 - Article topics that do not address community living, Medicaid navigation, health-related issues, health care needs, mental health-related issues, or service plan shall be excluded from this benefit.
 - Translate materials into select languages as directed by the Department.
 - Ensure that materials are person-centered and targeted to the member's needs.
 - Verify member addresses data files through the United States Postal Service (USPS) "National Change of Address" (NCOA) database and identify any addresses that are undeliverable by USPS.



Wellness Education Benefit Rule Draft

- Highlights: Provider Requirements Cont...

Undeliverable Mail Process:

9. The Department will be informed by the Wellness Education Benefit Provider of the mailers that are undeliverable or returned to sender. A second attempt to deliver the service will take place using the following procedure:

- a) The Department will notify the member's Case Management Agencies or their Case Managers within 3 business days of any returned or undeliverable mail.
- b) Case Managers shall perform the necessary outreach, obtain the correct address for the member, and update the address within the Care and Case Management (CCM) System within 7 business days.
- c) The Wellness Education Benefit mailer will be resent to the updated address by Provider on the 20th of the month.



Wellness Education Benefit Rule Draft

- **Highlights: Reimbursement**

B. The WEB will be delivered once every 30 days equaling 12 units which will be initially approved on the PAR. The Case Manager may authorize up to 12 additional units per service plan year for the following:

1. The WEB was returned to sender as a non-deliverable, and the address is updated in time for the second round of monthly delivery,
2. Anyone that needs an alternative format of the WEB, (not to include language translation) and will follow the Department process for requesting accommodations, or
3. A member that requests that a representative of theirs receives a copy, to support the member with better engagement with and utilization of the WEB.

Wellness Education Benefit Rule Draft

- Highlights: CMA responsibilities
 - A. **Wellness Education Benefit Introduction and Education:**
 1. The case manager shall provide member information on the benefits of the mailer, the types of articles included, and the frequency of delivery.
 2. Through the person-centered planning process, the case manager will determine a format that is most accessible to the member including, but not limited to, preferred written language.
 - B. Case Managers shall perform the necessary outreach, obtain a verified address for the member, and update the address in the Department prescribed Information Management System within 7 business days of the returned mail notice.
 - C. **Enrollment**
 1. When a member is enrolled in the CHCBS Waiver, the Department prescribed Information Management System will automatically create a Prior Authorization Request (PAR) line for the Wellness Education Benefit for the duration of the active certification period.
 - D. **Disenrollment**
 1. If a member wants to opt out of the service, the case manager shall inform the member of the possible implications of disenrollment. If a member disenrolls, the case manager must revise the PAR to end-date the WEB service.
 2. If services are decreased without the member's agreement, the case manager shall notify the member of the adverse action and of appeal rights, according to Long-Term Care Waiver Program Notice of Action.



Wellness Education Benefit Rule Feedback

- Review feedback on our [listening log](#)
- To provide additional feedback, email hcpf_cfc@state.co.us

Next Steps...

- Medical Services Board (MSB):
 - Aim for the Public Review Meeting in October 2023 for an effective date of January 2024
 - Will review our draft of Code of Regulation in the July Council Meeting
- Waiver Actions:
 - 1915 (b)(4) - Selective contract with WEB provider
 - 1915(c) waiver amendment to add the new benefit.
 - Proposed effective dates: January 1, 2024 for CHCBS and January 1, 2025 for other waivers

Thank you!

