COLORADO
Department of Health Care
Policy & Financing

Wellness Education Benefit (WEB)
Enrollment Guide for Case Managers

Talking to your member about the WEB:

- The WEB provides educational materials regarding health and wellness
- The WEB provides state resource information (food, housing, state contacts, etc.)
- The WEB acts as an ongoing monthly service, helping to maintain waiver eligibility
- Members have the option to opt-out from the WEB, however members will need another monthly service to maintain waiver eligibility
- Members can be at risk of losing waiver eligibility if they do not have another service in place at least every month
- The WEB does not replace Case Management monitoring activities or responsibilities
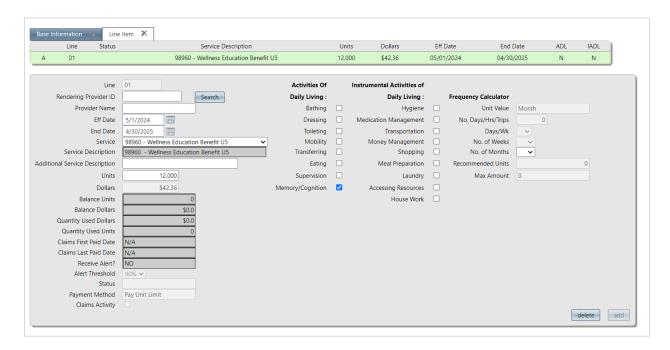
Enrollment:

- The WEB will be available as a service in May 2024 for Children's Home and Community Based Services (CHCBS) waiver members only
- Case Management is scheduled, pending Centers for Medicare and Medicaid Services (CMS) approval, to transition off of the CHCBS waiver and will be provided by Case Management Agencies (CMA) as a Targeted Case Management Service in July 2024. CHCBS members only receiving Case Management through CHCBS currently will need to start receiving the WEB service between May 1, 2024 and June 30, 2024 and need to continue receiving the WEB service ongoing to maintain waiver eligibility
- **The Department of Health Care Policy and Financing (HCPF) automatically added the WEB service to CHCBS PARs with certification start dates prior to May 1, 2024. The WEB service effective date is May 1, 2024 with one unit added per month.**
  - When revising a CHCBS Prior Authorization Request (PAR) with a certification start date prior to May 1, 2024, please select at least one Activitiy of Daily Living (ADL) or add a goal to the WEB PAR line prior to submission of the PAR. This will prevent the error below from occurring.
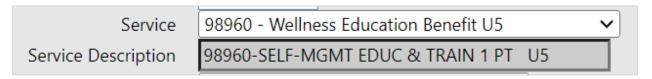
Message Description	Panel	Field	Row
❌ At least one ADL or one IADL or one Goal is required.	Line Item		3

- **For newly enrolling CHCBS members or members with PARs starting May 1, 2024 and later, case managers will need to add the WEB service to their member's PAR.**
  - Case managers should add the WEB service to the Bridge PAR by selecting the Wellness Education Benefit, 98960 U5 in the "Service" dropdown and adding one

unit per month in the "Units" field on the Line Item, as shown in the screenshot below.
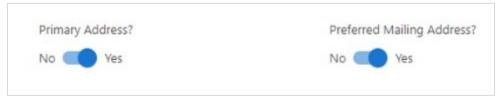

- The WEB service may have either of the following service descriptions on the PAR, as shown below, and it can be identified by the 98960 U5 code.

- Once the WEB service has been added to the PAR, it will be transmitted to the Service Plan in CCM following the submission of the PAR.

Updating your member's address in the CCM:

- The WEB will be sent to the member's "Preferred Mailing Address" that is listed in Care and Case Management (CCM) system.
- Streamline Eligibility allows for an interface from CCM and CBMS through PEAKPro transactions to communicate the "Preferred Mailing Address" field.
- The "Preferred Mailing Address" toggle in CCM needs to be switched on within the "Addresses" section for the updated address to be transmitted, as shown below:

- Please ensure the following items are completed, otherwise the address will not transmit:
  - The zip code must be entered on the address
  - The member must have a ULTC 100.2 assessment in "Completed" status in CCM
  - The member must have a program card associated to the ULTC 100.2 assessment in any status other than "Closed"
  - Please also **update your member's "Preferred Written Language" in the CCM**
- For more information on updating addresses in CCM, please refer to the Entering and Modifying Address CCM Desk Aid.

Returned Mail:

- HCPF will organize lists detailing which members did not receive their WEB and will communicate those lists to the appropriate CMAs.
- The CMA is responsible for updating the member's Preferred Mailing Address by either the first or third Tuesday of the month, whichever is reasonable, to ensure the member receives their next WEB.

Provider Billing

- Case managers do not need to contact the provider directly to inform them of a member enrollment into the WEB.
- Case managers do not need to send the PAR to the WEB provider, and HCPF will notify the WEB provider of CHCBS members who have the service on their PAR.
- These members will receive the WEB service monthly.
- The WEB provider will bill for WEB services in the MMIS.

If there is an issue adding the service to a PAR in the Bridge, case managers should contact ccmhelpdesk@gainwelltechnologies.com.