

Wellness Education Benefit (WEB) Training

April 2024

Department of Health Care Policy and Financing
(HCPF)



COLORADO

Department of Health Care
Policy & Financing

Objectives

- Learn what the Wellness Education Benefit (WEB) is and why it was created
- Understand the benefits of the WEB to members and the community
- Learn about the enrollment process and the role case managers will have
- Review talking points



What is the Wellness Education Benefit (WEB)?



What is the WEB?

- Monthly waiver service mailed to Children's Home and Community-Based Service (CHCBS) waiver members
 - Individualized educational materials:
 - Utilizing CHCBS member data to individualize
 - Simple and practical health and wellness practices
 - Assist in promoting community living for families and children
 - Multiple languages will be available (English, Spanish, Vietnamese, Russian, Korean, Nepali, Arabic, and Braille)

Article Standards

- Each article will follow these requirements:
 - Brief: 175-350 words per article
 - Person First
 - Plain Language
 - Solution Focused
 - Action Oriented

Each completed WEB will include a QR code that can be scanned and provide the member a digital version of their WEB.

Article Example #1

Introducing the HCBS Wellness Education Benefit!

Welcome to the wellness education benefit! It's created just for you, our Health First Colorado (Colorado's Medicaid program) members who receive Home and Community-Based Service (HCBS) benefits.

In these articles, you'll find tips on how to take care of you, no matter your age, ability, life situation or resources. Healthy eating? Yes. Ideas for exercise? Sure. Staying well during cold and flu (and COVID) season? Of course!

But there's more to life than whole grains and doctor visits. That's why we'll also talk about friendship and family, creativity and learning, school and work. We'll talk about gardening, cooking and making things. We'll talk about having fun and making a difference. We'll talk about good days and hard days. We'll offer



ideas to help you feel your best—and share support for the days you don't.

We hope you'll look forward to reading it every time it arrives. If you have ideas or suggestions for articles, please share them with us!

Health First Colorado
WEBC0001

Article Example #2

State plan and waiver services

What's the difference?

You may have heard the word *waiver* used to describe your benefits. How are these benefits different from regular Medicaid?

Members of Health First Colorado (Colorado's Medicaid program) may access benefits such as doctor visits, counseling/therapy, hospital care, lab services, dental care, physical therapy, prescriptions and medical equipment. These are "State Plan" benefits. For a full list, visit <https://www.healthfirstcolorado.com/benefits-services/>.

Some members also receive Home and Community-Based Services (HCBS), or "waiver" services. These extra benefits help people with a disability or other limitation live at home in the community. These

services include things not usually covered by health insurance, like personal care, home modifications, independent living skills training, homemaker

services, and respite care. If you're not sure what your waiver benefits are, visit <https://hcpf.colorado.gov/hcbs-waivers> or talk to your case manager.

You might wonder: why is it called a *waiver*? In short, it's because HCBS programs are allowed to "waive" (don't have to follow) some of the original federal rules about what Medicaid can and can't cover.



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WEBC0006



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Article Example #3



Wellness Education
Benefit



Share your worries about school

Do you get nervous about school? Lots of kids do. If you have a disability, you may also worry about fitting in and getting what you need at school.

But don't worry alone. It's easier to face worries when you tell them to someone who loves you.

- If you're worried you won't know what's happening at school, ask a parent or teacher to tell you what to expect.
- If you're worried about talking with kids, practice with a grownup you trust. If talking isn't your strength or ability, ask the teacher to show kids how to listen when you use paper or your device.
- If you're worried about learning, remember all the things you've already learned to do well. You can do it! Be patient with yourself.



- If you're worried about bullies, ask for help from a grownup.

When the sad or worried feelings come, take a breath. Then tell someone who loves you. If your special person isn't there, write or draw your feeling so you can share it later.

11 Back-to-School Tips for Parents of Disabled Children

WEBC0009

Member and Community Benefits



Key Member Benefits

- Monthly articles allow for continuous conversations on specific health and wellness issues
- WEB helps maintain waiver eligibility by providing a monthly service
- Improve members and their family's health literacy and ability to navigate Medicaid resources by providing health information and resource contact info
- Additional indirect benefits based on types of articles received, such as combating isolation by developing support networks



Key Member Benefits Continued

- Targeting factors such as age and member location will help determine what articles the member receives
 - Examples: How to make friends for younger children or how to become more involved in school for teens.
- Individualized educational materials will assist with:
 - Increasing healthy literacy
 - Managing health-related issues
 - Preventing hospitalizations
 - Promoting community living
 - Achieving goals identified in person-centered service plans



Key Member Benefits Continued

- The data transfer process is secure and HIPAA Compliant
 - Vendor named SmartSource
- Keeps a record of all articles sent to every member
 - Members will always receive new articles with new information

Community Benefits

- Dynamic communication tool for members
- Service can reach those socially isolated and help address other health equity gaps
- Improved mailing address accuracy
- Health education for members and their families



Case Management Redesign (CMRD)



Why was WEB Created?

- Case management is currently offered as a **service** in the CHCBS waiver.
- Under CMRD, case management will become an administrative payment for all Case Management Agencies (CMAs) to help achieve a goal of streamlining CMA functions.
- As a result, case management as a service will be removed from the CHCBS waiver July 1, 2024 (pending the Centers for Medicare and Medicaid (CMS) approval) and the WEB will replace it as a CHCBS waiver service.
- Members will continue to receive case management!



CMRD Impact on CHCBS

- CHCBS waiver members must receive at least one waiver service on a monthly basis to maintain waiver eligibility
- After Case Management is removed from the waiver on 7/1/24 only two waiver services will be available on the CHCBS waiver
 - IHSS - Health Maintenance Activities (HMA)
 - WEB
- If a member is not receiving HMA services and chooses to opt-out of the WEB, they will lose eligibility for the CHCBS waiver



CMRD Impact on CHCBS

- If a member is not receiving IHSS-HMA services but chooses to utilize the WEB, they will maintain their eligibility
- In May 2024, current CHCBS members will be automatically enrolled to receive the WEB
 - Case managers should inform members of the benefit
 - Members can opt out of the WEB, however, members will lose waiver eligibility if they do not have another active waiver service in place
 - Case managers should ensure the preferred mailing address is correct in the Care and Case Management System (CCM) at each member contact visit
 - Case managers should check to make sure that the WEB is on the members PAR



Enrollment



WEB Enrollment

- WEB will be available for enrollment in May 2024 for CHCBS members.
- Members only receiving Case Management through CHCBS will need to be enrolled in the WEB between May 2024 and June 30, 2024 to maintain waiver eligibility.
- The initial group of CHCBS members will be automatically enrolled to receive the WEB starting May 1, 2024. Effective May 1, 2024 and later, case managers will need add the WEB service to the PAR.
- After the WEB is entered in Bridge on the PAR, it is then transmitted to the Service Plan in CCM.



WEB in the Bridge

- Add the WEB service to the PAR in the Bridge, as shown in the example below:

Line	Status	Service Description	Units	Dollars	Eff Date	End Date	ADL	IADL
A	01	98960 - Wellness Education Benefit U5	12.000	\$42.36	05/01/2024	04/30/2025	N	N

Base Information
Line Item

Line	01	Activities Of	Instrumental Activities of	Frequency Calculator
Rendering Provider ID	<input type="text"/>	Daily Living :	Daily Living :	Unit Value <input type="text" value="Month"/>
Provider Name	<input type="text"/>	Bathing <input type="checkbox"/>	Hygiene <input type="checkbox"/>	No. Days/Hrs/Trips <input type="text" value="0"/>
Eff Date	5/1/2024	Dressing <input type="checkbox"/>	Medication Management <input type="checkbox"/>	Days/Wk <input type="text"/>
End Date	4/30/2025	Toileting <input type="checkbox"/>	Transportation <input type="checkbox"/>	No. of Weeks <input type="text"/>
Service	98960 - Wellness Education Benefit U5	Mobility <input type="checkbox"/>	Money Management <input type="checkbox"/>	No. of Months <input type="text"/>
Service Description	98960 - Wellness Education Benefit U5	Transferring <input type="checkbox"/>	Shopping <input type="checkbox"/>	Recommended Units <input type="text" value="0"/>
Additional Service Description	<input type="text"/>	Eating <input type="checkbox"/>	Meal Preparation <input type="checkbox"/>	Max Amount <input type="text" value="0"/>
Units	12.000	Supervision <input type="checkbox"/>	Laundry <input type="checkbox"/>	
Dollars	\$42.36	Memory/Cognition <input checked="" type="checkbox"/>	Accessing Resources <input type="checkbox"/>	
Balance Units	0		House Work <input type="checkbox"/>	
Balance Dollars	\$0.0			
Quantity Used Dollars	\$0.0			
Quantity Used Units	0			
Claims First Paid Date	N/A			
Claims Last Paid Date	N/A			
Receive Alert?	NO			
Alert Threshold	90%			
Status				
Payment Method	Pay Unit Limit			
Claims Activity	<input type="checkbox"/>			

WEB Enrollment

1. Confirm member's preferred mailing address
 - Must be a current address or member is at risk of not receiving the WEB
2. Confirm preferred written language

If a member chooses not to receive the WEB, please ensure they understand that they must receive at least one service on a monthly basis to maintain their CHCBS waiver eligibility.

Preferred Address

- The WEB will be mailed to the member's preferred mailing address where they receive their mail (home address, PO Box, etc.)
 - Name
 - Street Address
 - City and State
 - Zip Code
 - County

Preferred Address

- Streamline Eligibility allows for an interface from CCM and CBMS through PEAKPro transactions to communicate the “Preferred Mailing Address”.
- Below are the toggles in CCM that need to be switched on within the “Addresses” section for the updated address to be transmitted:

Primary Address?

No Yes

Preferred Mailing Address?

No Yes

- Please ensure the zip code is entered on the address, otherwise the address may not transmit

Returned Mail

- Health Care Policy and Finance (HCPF) receives lists of returned mail throughout the month
- HCPF will notify case management agencies as the lists come in
- CMAs conduct member outreach for updated addresses
- CMAs update member's preferred mailing address in the CCM
- The member is sent next month's WEB



Updating Addresses

- There will be two monthly mailings of the WEB to ensure new members receive their first WEB within 30 days.
- Case managers must update member's preferred mailing address in the CCM by the 1st Tuesday of each month for the initial mailing, then by the 3rd Tuesday for the second mailing.
- Any additional members added after the 3rd Tuesday will be captured for the next month's initial WEB mailing.



Roles

Member	HCPF	Case Managers	Provider
<ul style="list-style-type: none"> • Indicate to case manager they want the WEB • Ensure preferred address is current • Identify any accommodations needed • Identify preferred written language • Report issues to case manager • Respond to automated survey 	<ul style="list-style-type: none"> • Data reports to inform article selection • Contract management • Quality assurance • Production of articles • Inform CMAs of returned mail 	<ul style="list-style-type: none"> • Explain the benefit to members • Enroll members • Confirm autoenrollment • Update enrollment • Update preferred mailing addresses 	<ul style="list-style-type: none"> • Service delivery • Graphic design • Article translation • System operations • Production reports • Quality assurance reports • Annual member surveys



WEB Talking Points

- How the WEB is useful
 - Will provide educational materials regarding health and wellness
 - Will provide state resource information (food, housing, state contacts, etc.)
 - Acts as an ongoing monthly service, which helps maintain waiver eligibility
 - Explain that the member has the option to opt-out from the WEB and the implications
 - The member will need another monthly service to maintain waiver eligibility
 - The member could be at risk of losing waiver services if they do not have another service in place at least every month



Conclusion



Timeline

- March 2024 - WEB Code of Regulation effective
- May 1, 2024 - WEB live and accessible to CHCBS members only
- July 1, 2024 - Case Management benefit removed from CHCBS waiver (pending CMS approval)
- January 2025 - WEB Code of Regulation updated to include all HCBS waivers
- Winter/Spring 2025 - Case manager training begins to include the WEB in all HCBS waivers
- April 2025 - WEB benefit active for all HCBS waivers



Review and Key Take Aways

- The WEB is a monthly, mailed service that provides educational materials to members
- WEB utilization allows members to maintain waiver eligibility
- The WEB will begin for CHCBS members in May 2024, and will expand to all HCBS waivers in April 2025
- All current CHCBS members will be automatically enrolled for May 2024. All CHCBS members added after May 1, 2024 will need to have the WEB added by their case manager.
- There will be a new training around Winter or Spring 2025 to address the process for additional HCBS waiver members





Questions?



Resources and Contact

- WEB Website
 - hcpf.colorado.gov/wellness-education-benefit
- Submit questions, feedback, or comments about WEB:
 - The CFC team
 - Email: hcpf_web@state.co.us

Thank you!

