

COVID-19 FAQ and Technical Assistance for LTSS

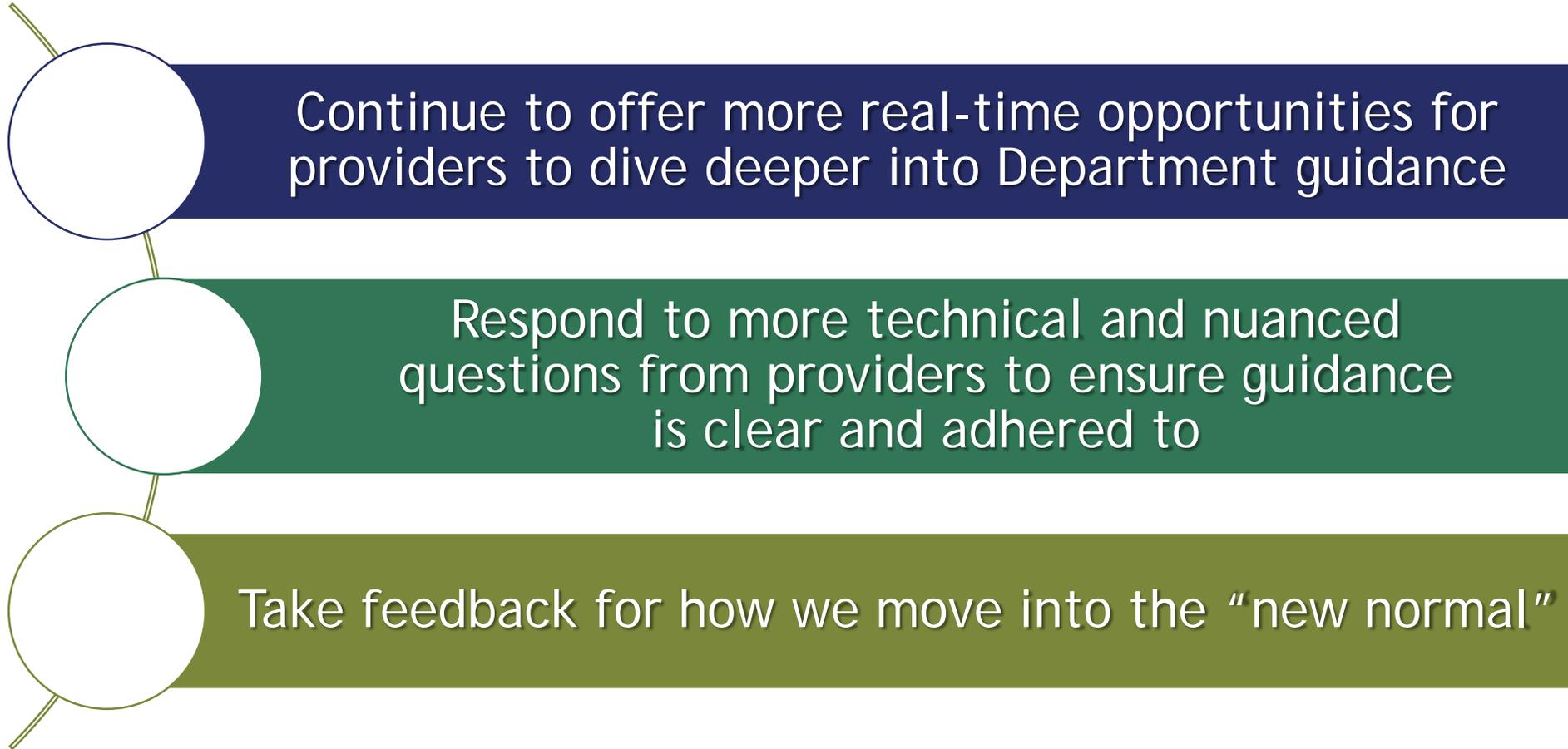
Colorado Department of
Health Care Policy & Financing

July 31, 2020

Overview for Today

- Purpose of COVID-19 FAQ and TA for LTSS Webinars
- New Guidance
- Top Questions and Topics
- Resources

Purpose of COVID-19 FAQ and TA for LTSS Webinars



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Policy & Financing

New Guidance Issued



[OM 20-077](#)

All COVID-19 related Memos can be found here: www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response



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Department of Health Care
Policy & Financing

OM 20-077

TITLE: BILLING GUIDANCE FOR HCBS PROVIDERS WHEN USING TELEHEALTH

Effective immediately, where appropriate to the delivery mechanism, the Department is instructing all HCBS providers providing HCBS via telehealth to enter “02” in the “Place of Service” field on either the 1500 Claim Form or the 837P. If referencing an HCBS Billing Manual, this is field 24B.

The Department issued guidance to providers regarding the HCBS benefits that can be provided via telehealth (listed above). There are no changes to the service types that are eligible for telehealth options; however, the Department initially indicated no changes to billing processes. This memo notifies providers of a change to the provider billing process for telehealth for HCBS. For a list of HCBS benefits that permit the use of telehealth during the COVID-19 PHE response, see the original memo [OM 20-046](#) or also included in the new memo [OM 20-077](#).

[Link: OM 20-077](#)

Top Questions and Topics

1. Day Program
2. Masks
3. Non-Medical Transportation (NMT)
4. Revalidation
5. Online QMAP Training

Day Program

- Are we able to provide remote services to our members who are not able to attend Day Program in person, while also providing in person services to others?
- Yes, you can provide base site day services to some members, virtual services to other members, and possibly 1:1 in-person services to others. Day program services should vary from member to member, based on individual needs and preferences.

Masks

- If we have a member that is not able to wear a mask, may they still attend Day Program?
- The Department understands that not everyone may be able to wear a mask or face covering for the duration of day program. In these cases, day program providers are encouraged to work with the member individually, including in the member's own home, or outdoors in the community. The Executive Order does allow for exceptions to the mask order, therefore if a member is unable to wear a mask or face covering and wants to attend group or base site day program, he/she must have a doctor's note stating that the member is unable to wear a mask.

Non-Medical Transportation

- The Department is aware providers are being asked to obtain a Medicaid Client Transport (MCT) permit through the Public Utilities Commission (PUC) as part of the revalidation process.
- While this is not new for many providers, it is for some and the Office of Community Living is looking into this requirement further.
- We anticipate additional information and guidance soon.

Revalidation

- All Providers must revalidate at least every five years to continue as a provider.
- Revalidation begins October 2020.
- Providers who originally enrolled in 2015 and will need to revalidate in 2020 began receiving letters on or after June 1, 2020, notifications are rolling based on when providers enrolled for the interChange.
- Refer to the [Department's Revalidation web page](#) for more information.

Online QMAP Training

Below is a list of Approved Training Entities (ATE) approved to provide fully online QMAP training/practicum/testing experience during COVID-19:

- Colorado QMAP Training
- Colorado QMAP Solutions
- Aspen Leaf Senior Solutions
- Southwestern Colorado Area Health Education Center
- Spectrum

(contact information for these entities and other can be found at:

https://docs.google.com/document/d/1LdZr12VPR0833LgA7AYVF8LEAn_PsKUBIfiY-xCn2Wo/pub)

Other ATEs wishing to provide a fully online experience during COVID-19 may complete the waiver found at:

www.colorado.gov/cdphe/health-facilities-policies-guidelines-and-publications

- The submitted information should specifically detail how the normally in-person components of hands-on practicum as well as testing will be facilitated/monitored.
- Waivers can be submitted directly to gregory.schlosser@state.co.us

EM Resource Reporting Now Required

Per [Public Health Order 20-20](#) (amended July 30), regular reporting to CDPHE is now required for Residential Care Settings

Reporting will be done through EMResource, a web-based tool used to assist the State with situational awareness and identification of providers' resource needs

- The State monitors the data that providers enter into EM Resource several times each week to create critical needs reports that go to the state's emergency healthcare lead

Timeline:

- Nursing Homes must begin reporting by August 5, 2020
- Assisted Living Residences must begin reporting by August 12, 2020
- Group Homes and ICFs must begin reporting by August 19, 2020

Watch for a message coming through the portal with more information!

Provider Relief Funds

- On June 9, 2020, the U.S. Department of Health and Human Services (HHS) [announced additional funding](#) (approximately \$15 billion) available through the Provider Relief Fund to eligible Medicaid and Children's Health Insurance Program (CHIP) providers
- More information about eligibility and the application process is available at www.hhs.gov/coronavirus/cares-act-provider-relief-fund/general-information/index.html
- To be eligible for this funding, health care providers must not have received payments from the \$50 billion Provider Relief Fund General Distribution and either have directly billed their state Medicaid/CHIP programs or Medicaid managed care plans for healthcare-related services between January 1, 2018 to May 31, 2020

Examples of providers serving Medicaid and/or CHIP beneficiaries who may be eligible for this funding include:

- Pediatricians
- Obstetrician-Gynecologists
- Dentists
- Opioid Treatment and Behavioral Health Providers
- Assisted Living Facilities
- Other Home and Community-Based Services Providers

[Link: IM 20-024](#)

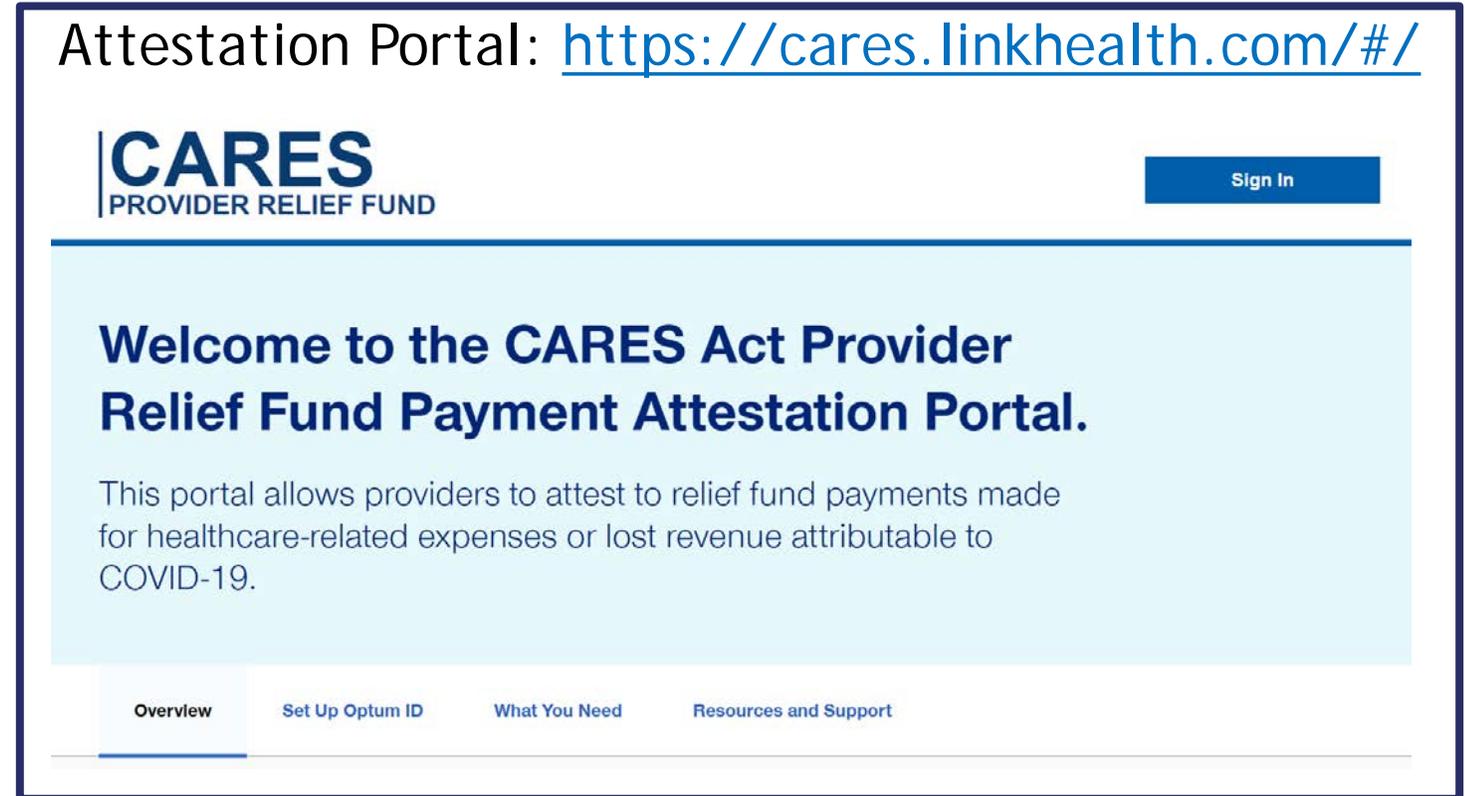
Provider Relief Funds

Providers must submit their data by July 20, 2020 (likely extended to August 3)

HRSA issued a fact sheet with more information about the fund distribution and application process:

www.hhs.gov/sites/default/files/provider-relief-fund-medicaid-chip-factsheet.pdf

Attestation Portal: <https://cares.linkhealth.com/#/>



CARES
PROVIDER RELIEF FUND

Sign In

Welcome to the CARES Act Provider Relief Fund Payment Attestation Portal.

This portal allows providers to attest to relief fund payments made for healthcare-related expenses or lost revenue attributable to COVID-19.

Overview Set Up Optum ID What You Need Resources and Support

Next Steps

All HCBS Provider and CMA Webinar

Friday, August 7, 2020

12-1 p.m.

Webinar: <https://cohcpf.adobeconnect.com/rfjznsuoinn7/>

Phone: 1-877-820-7831

Participant code: 303146

Previous Guidance

Case Management Agencies

Operational Changes

- [OM 20-049](#)
- [OM 20-027](#)
- [OM 20-037](#)
- [OM 20-045](#)
- [OM 20-075](#)

PASRR Changes

- [OM 20-043](#)

Critical Incident Reporting for COVID-19

- [OM 20-044](#)

Level of Care Changes

- [OM 20-053](#)

Transition Coordination

- [OM 20-056](#)

In-Person & Travel Add-On

- [OM 20-076](#)

Facilities and PACE

Infection Control And Prevention in NHs (CMS)

- [CMS QSO-20-14-NH](#)

Telemedicine in Nursing Facilities

- [OM 20-032](#)

Training & Certification

- [OM 20-038](#)

Rate Increase

- [OM 20-050](#)

Options Counseling

- [OM 20-054](#)

Stimulus Payments

- [OM 20-059](#)

Civil Money Penalty (CMP)

- [IM 20-021](#)

HCBS Providers

HCBS Therapy Services

- [OM 20-020](#)

Guidance for Class B Providers

- [OM 20-023](#)

Changes to Benefits & Services (Table)

- [OM 20-046](#)

Telemedicine

- [Temporary Policy](#)

Host Home Inspections

- [OM 20-036](#)

CDASS Sick Time

- [OM 20-047](#)

Changes to Benefits & Services Rates (Table)

- [OM 20-048](#)

Flexibility in Hiring

- [IM 20-019](#)

CC & SCC Clarifications

- [OM 20-060](#)

Additional Provider Relief Funds

- [IM 20-024](#)

Non-Medical Transportation

- [OM 20-063](#)

Retainer Payments Ending

- [OM 20-069](#)

Guidance for Reopening or Expanding Day Programs

- [OM 20-070](#)

CDPHE TA for IRSS

- [IM 20-031](#)

Updated Residential Guidance

- [OM 20-072](#)

All COVID-19 and LTSS related memos and FAQs can be found here:

www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response

Stay Engaged

Memos, Webinar Info, and FAQs - Updated Regularly

www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response

Email us

HCPF_HCBS_Questions@state.co.us

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More Information



www.cdc.gov/coronavirus/2019-ncov/



www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page



covid19.colorado.gov



Local Public Health Agencies

www.colorado.gov/cdphe/find-your-local-public-health-agency



www.colorado.gov/hcpf/COVID

Reminder: Personal Protective Equipment

If you or your organization are experiencing a shortage or outage of personal protective equipment (masks, gloves, gowns, etc.) to conduct essential or life saving functions during this crisis, please reach out to your **local emergency manager** or **local public health department**.

[Find Your Local Community Emergency Manager](#)
[Find Your Local Public Health Department](#)

To report issues in
obtaining PPE please
notify:

Sadie Martinez
Access and Functional Needs
Coordinator
Office of Emergency Management
720.610.1691
sadie.martinez@state.co.us

Thank You!