

COVID-19 FAQ and Technical Assistance for LTSS

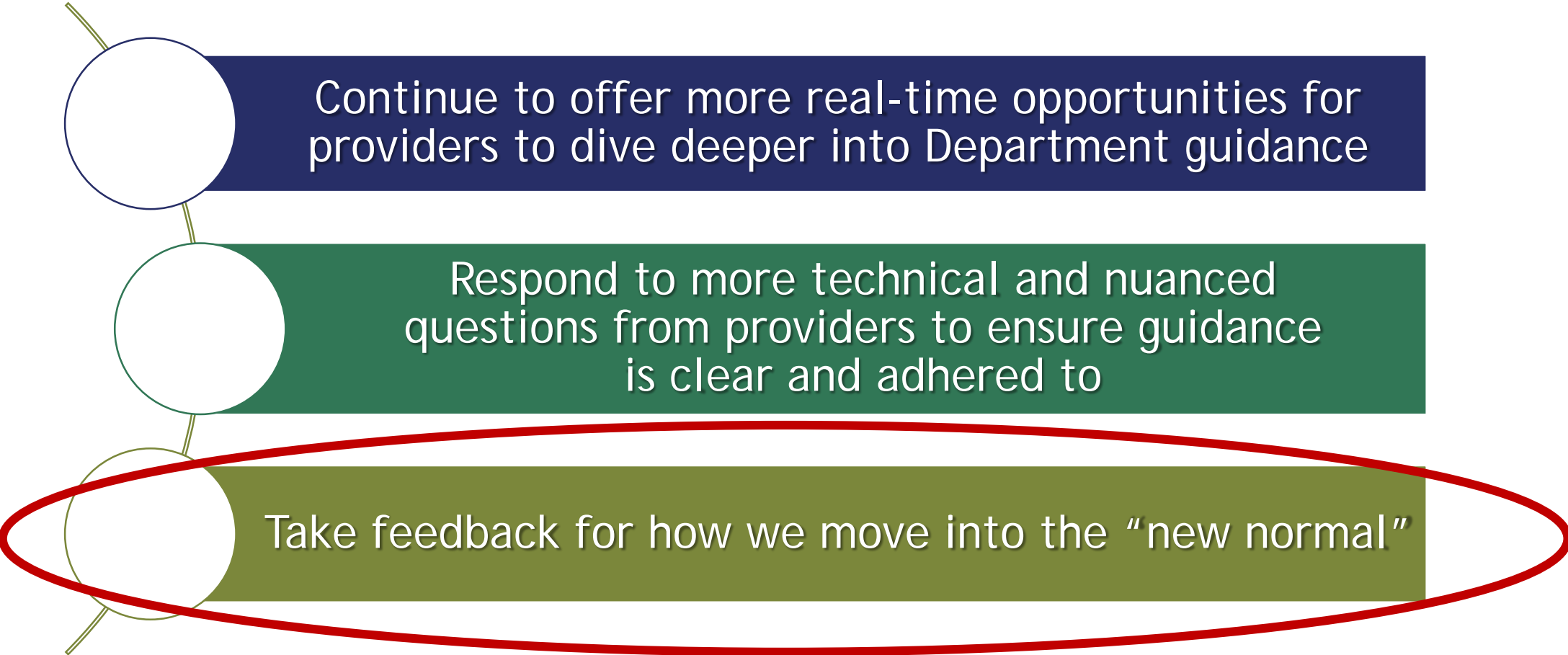
Colorado Department of
Health Care Policy & Financing

June 19, 2020

Overview for Today

- Purpose of COVID-19 FAQ and TA for LTSS Webinars
- The New “Normal”
- Top 4 Questions
- Resources

Purpose of COVID-19 FAQ and TA for LTSS Webinars



Continue to offer more real-time opportunities for providers to dive deeper into Department guidance

Respond to more technical and nuanced questions from providers to ensure guidance is clear and adhered to

Take feedback for how we move into the “new normal”



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Top Questions

1. Could we take residents from a **Group Home**, in an effort to offer a change of scenery and some day program activities, to one of our **day program facilities**? Even if some of the individuals in those homes are considered a part of the vulnerable population.
2. Are HCBS waiver services approved for **Telehealth** through September 2020?
3. Has HCPF set an end date for **retainer payments**?
4. When is the State going to consider updating/alleviating restrictions related to **non-medical transportation**?

The New “Normal”

Capitalize on unprecedented solutions that have made us more flexible and determined than ever to ensure members can more easily access robust services in a way that best suits them

Incorporating lessons learned into strategic plan, adding:

- New strategies
- Urgency to others

Case Management New Normal



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What changes do we want to keep for Case Management?

- We've made several temporary changes for COVID-19.
- Write in the chat box:
 - What is one change that stands out that you think is awesome?
 - Why do you like it?

What COVID-19 changes do we NOT want to keep for Case Management?

- What new practices are burdensome and should not be included in a new normal?
- Why?
- Is there a better way to do it?

Case Management

COVID-19 changes that make things better for members and CMAs?

- Professional Medical Information Page [OM 20-049](#)
- Electronic Signatures [OM 20-027](#)
- Streamline Nursing Facility Transfers [OM 20-053](#)
- Opportunities for Virtual Face-to-Face [OM 20-034](#)
- Others????

Case Management

Changes made due to COVID-19 that we should begin **planning to rollback?**

- 60-day extension to sign forms [OM 20-049](#)
- Preadmission Screening and Resident Review (PASRR) [OM 20-043](#)
- Others???

Benefits and Services New Normal

What changes do we want to keep for Benefits and Services?

- We've made several temporary changes for COVID-19.
- Write in the chat box:
 - What is one change that stands out that you think is awesome?
 - Why do you like it?

What COVID-19 changes do we NOT want to keep for Benefits and Services?

- What new practices are burdensome and should not be included in new normal?
- Why?
- Is there a better way to do it?

Benefits and Services

COVID-19 changes that make things better for members and providers?

- Flexibility
- Service Delivery and Technology

“You never want a serious crisis to go to waste. And what I mean by that is **an opportunity to do things that you think you could not do before.**”

Top Questions

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Question 1

Could we take residents from a Group Home, in an effort to offer a change of scenery and some day program activities, to one of our day program facilities? Even if some of the individuals in those homes are considered a part of the vulnerable population.

Yes. If the facility limits this to provide day program services to one Group Home at a time, and adheres to all cleaning and disinfecting protocols in between groups, a provider could take all residents of a group home that would like to participate, to a day program setting. The setting must be limited to those from one group home and no other outside members in attendance at the time.

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

Question 2

Are HCBS waiver services approved for Telehealth through September 2020?

HCPF is exploring both Remote Supports and the use of tele-methods to provide certain HCBS services beyond retainer payments and the pandemic. The Centers for Medicare & Medicaid Services (CMS) must approve extending changes beyond the limited time period allowed through the Appendix K authority, however HCPF requested and was just granted an extension of the Appendix K authority through January 26, 2021 this week!

Question 3

Has HCPF set an end date for retainer payments?

HCPF does not yet have a specific timeline for retainer payments. We are working with CMS, who should be publishing guidance for states soon. In the meantime, we are also working on a potential timeline for retainer payments over the next several weeks and months. We do not have any more information as to when retainer payments will end at this time.

Question 4

When is the State going to consider updating/alleviating restrictions related to non-medical transportation?

New guidance forthcoming states that NMT rides shall be limited to:

- One member per 5-passenger vehicle
- Two members per 7-passenger vehicle
- Five members per 15-passenger van or bus
- If members reside in the same household, Group Home, or Assisted Living of 20 residents or less, they may ride in the same vehicle to activities or day programs without restriction

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

Pre-register for HHS webcasts about the application process by clicking on preferred date:

- [Tuesday, June 23, 2020 at 2 PM ET](#)
- [Thursday, June 25, 2020 at 2 PM ET](#)

The screenshot shows the homepage of the CARES Act Provider Relief Fund Payment Attestation Portal. At the top, the URL <https://cares.linkhealth.com/#/> is displayed. The logo for CARES PROVIDER RELIEF FUND is on the left, and a blue "Sign In" button is on the right. The main heading reads "Welcome to the CARES Act Provider Relief Fund Payment Attestation Portal." Below this, a paragraph states: "This portal allows providers to attest to relief fund payments made for healthcare-related expenses or lost revenue attributable to COVID-19." At the bottom, there is a navigation menu with four items: "Overview" (which is underlined), "Set Up Optum ID", "What You Need", and "Resources and Support".

Previous Guidance

Case Management Agencies

Operational Changes

- [OM 20-049](#)
- [OM 20-027](#)
- [OM 20-034](#)
- [OM 20-037](#)
- [OM 20-045](#)

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](#)

Facilities and PACE

Infection Control And Prevention of COVID-19 in Nursing Homes (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

Long-term Care and Congregate Settings

- [OM 20-017](#)

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](#)

Non-medical Transportation

- [OM 20-031](#)

Residential Guidance

- [OM 20-035](#)

Host Home Inspections

- [OM 20-036](#)

Retainer Payments

- [OM 20-039](#)

CDASS Sick Time

- [OM 20-047](#)

Changes to Benefits & Services Rates (Table)

- [OM 20-048](#)

Flexibility in Hiring

- [IM 20-019](#)

Safer at Home for Day Programs

- [OM 20-057](#)

CC & SCC Clarifications

- [OM 20-060](#)

Additional Provider Relief Funds

- [IM 20-024](#)

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

Resources from Others

- Institute for Community Inclusion (ICI) released a [series of publications](#) on providing day and employment services during the COVID-19 pandemic
- Multicultural Council (MCC) released [COVID-19 Culturally and Linguistically Diverse Resources](#)
- [Video: Supporting Grayson's Family](#), includes key themes that are relevant to home visiting during the COVID-19 pandemic
- [Video: Una visita en el hogar con la familia de Liam \(A Home Visit with Liam's Family\)](#), Ohio occupational therapist Marta Gonzalez delivers an early intervention home visit during the COVID-19 pandemic, illustrating how home visits using video conferencing can continue to support children and their families (in Spanish with English sub-titles)

CDC Guidance for People with IDD

The Centers for Disease Control (CDC) has released COVID-19 guidance, with a primary focus on family members and caregivers who support people with developmental disabilities.

- [Guidance for Direct Service Providers](#)
- [Guidance for Group Homes for Individuals with Disabilities](#)
- [Guidance for Direct Service Providers, Caregivers, Parents, and People with Developmental and Behavioral Disorders](#)
- [People with Developmental and Behavioral Disorders](#)

Here is a link to the CDC website:

www.cdc.gov/coronavirus/2019-ncov/hcp/developmental-behavioral-disorders.html

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!