

COVID-19 FAQ and Technical Assistance for LTSS


Colorado Department of
Health Care Policy & Financing

October 23, 2020

Overview for Today

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



[IM 20-052](#)

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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IM 20-052

TITLE: MEDICAID CLIENT TRANSPORT (MCT) PERMIT FREQUENTLY ASKED QUESTIONS

The Department has posted Frequently Asked Questions (FAQs) regarding [IM 20-048](#): Non-Medical Transportation (NMT), Medicaid Client Transport (MCT) Permit Requirements

- [Medicaid Client Transport FAQ](#)
- [Colorado Public Utilities Commission \(PUC\)-Issued Fingerprint-Based Criminal History Record Checks FAQ](#)
- [PUC Permit Application Information](#)

- Per IM 20-048, all NMT providers must obtain an MCT permit through the Public Utilities Commission (PUC)
- To obtain the MCT permit and vehicle stamps, NMT providers will be subject to new safety measures which include fingerprint-based background checks for all drivers and vehicle inspections
 - **New NMT Providers:** Must obtain the MCT permit as a condition of their Medicaid approval
 - **Existing NMT Providers:** Must obtain the MCT permit no later than June 30, 2021 (strongly encouraged to do so ASAP)
- The stamp is valid only for the calendar year for which it is purchased. Annual fee of \$50 must be paid to the Commission by January 1st of each year

LINK: [IM 20-052](#)

Top Questions and Topics

- Non-Medical Transportation
- Adult Day Services
- Day Habilitation Services
- CDPHE Surveys Resuming

Top NMT Questions

Do providers who transport members as part of another waiver service need an MCT permit?

An MCT permit would only be required if the provider is rendering and billing for NMT services. This does not apply to a direct service provider transporting a member as part of the residential habilitation service.

Top NMT Questions Cont.

Do the MCT permit requirements apply to provider agency employees and subcontractors who utilize their personal vehicles for providing NMT?

Yes, any employee or subcontractor of a provider agency that uses their personal vehicle for reimbursable NMT services must submit to the fingerprint-based background check as well as obtain a Motor Vehicle Identification stamp for any vehicle they use to transport members.

Top NMT Questions Cont.

My provider agency already conducts background checks on my employees and subcontractors. Do I still need to submit the fingerprint background check for each driver?

Yes. Most agencies only complete a name-based background check. The background check required for the MCT permit researches the individual based on their fingerprint instead of their name only. Additionally, the PUC checks the fingerprints against both the Colorado Bureau of Investigation and the Federal Bureau of Investigation (FBI). A provider agency may substitute the background check used for the MCT permit for other purposes or requirements.

Adult Day Services

- Due to the limitations COVID has placed on group services, the Department worked on providing flexible options for the delivery of Adult Day Services.
- On September 14, 2020 the Department implemented a new 15-minute unit option for those members that may not want a full 3 hours of services or are not yet able to return to a group setting.
- [OM 20-091](#) outlines the new allowances and requirements for both providers and case managers.
- The Department is currently working on amending the BI, CMHS, EBD, and SCI, waivers to allow this new 15-minute unit option to remain after the pandemic.

Adult Day Service Changes

3-Tier Structure for EBD, CMHS, SCI

- Members have choice in how they would like to receive ADS based on needs and preferences
- A member can receive all 3 tiers of ADS within the same week on alternating days
- ADS providers can provide all 3 tiers of ADS
- Tier 3 cannot be combined with Tier 1 or 2
- Tier 1 and 2 can be provided in the same day
- Tier 1 via telehealth - Place of Service - 02
- Providers must document services rendered

Adult Day Service Changes, cont.

2-Tier Structure for BI

- Members have choice in how they would like to receive BI ADS based on needs and preferences
- A member can receive both tiers of BI ADS within the same week on alternating days
- ADS providers can provide both tiers of BI ADS
- Tier 1 and 2 cannot be provided in the same day
- Tier 1 via telehealth - Place of Service - 02
- Providers must document services rendered

Adult Day Service Changes, cont.

Specialized Adult Day Services

- Provided under EBD, SCI & CMHS waivers
- Can continue to be provided either in-person or using telehealth during the public health emergency (PHE)
- Not included in the 3-tiered structure to ADS
- More intensive service with additional requirements beyond Basic ADS

Day Habilitation

- Due to the limitations COVID has placed on group services, the Department is working on providing flexible options for the delivery of Day Habilitation Services.
- These flexibilities include virtual services and services provided on an individual basis.
- The Department held stakeholder meetings on September 10, October 1, and October 21, 2020 to discuss the options and the necessary limitations that will be needed for an individual delivery option in order to remain budget neutral.

Day Habilitation, cont.

- The Department is proposing a 3-tier structure for Day Habilitation Services to allow members to receive services in the way that best fits their individual needs.
 - Tier 1 - Virtual/Telehealth
 - Tier 2 - Current Practice
 - Tier 3 - Individual 1 on 1
- The Department must maintain budget neutrality for any changes and thus is looking at a combined Day Habilitation spending limit.

CDPHE Surveys Resuming

Survey Workload Has Resumed

- CDPHE has resumed normal survey work, and has outlined the priority of survey types, cited in a [recently released memo](#).
- Resumption of normal workload was contingent on ensuring infectious control practices were in place, to include:
 - Regularly occurring testing of all CDPHE survey staff entering facilities. To date 328 COVID-19 tests have occurred for survey staff, with all resulting in a "green light" for survey work
 - Adequate supplies of Personal Protective Equipment

CDPHE Surveys Resuming, cont.

- Survey staff have been fit tested for PPE, and have been trained in proper donning and doffing techniques
- When staff are on-site, they will be practicing proper social distancing
- With the above-mentioned safeguards in place, facilities can expect surveys to occur in the same fashion they have in the past

Reminder! Telehealth Meetings Rescheduled

- **Regulations**

- Monday November 2, 2020: 1 - 3 p.m.
- Meeting ID - meet.google.com/zgo-xadz-bft
- Phone Number - +1 530-517-7023 PIN: 676 844 261#

- **Rates Review**

- Tuesday November 10, 2020: 1 - 3 p.m.
- Meeting ID - meet.google.com/vox-smub-xwu
- Phone Number - +1 401-646-2011 PIN: 334 543 927#

Previous COVID-19 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](#)

Level of Care Changes

- [OM 20-053](#)

Transition Coordination

- [OM 20-056](#)

In-Person & Travel Add-On

- [OM 20-076](#)

Critical Incident Reporting for COVID-19

- [OM 20-080](#)

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](#)

Telehealth Billing Requirements

- [OM 20-077](#)

Day Hab Svcs in Response to COVID-19

- [OM 20-083](#)

Reporting COVID-19 Supplemental Payments on the MED-13

- [OM 20-086](#)

Billing Guidance for HCBS Providers When Using Telehealth

- [OM 20-090](#)

Adult Day Svcs in Response to COVID-19

- [OM 20-091](#)

Non-Medical Transportation MCT Req

- [IM 20-048](#)

Other Resources

Added a “COVID-19 Resources for LTSS” document to our webpage:
www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response

LTSS COVID-19 Webinars and Training

LTSS stakeholders and providers are invited to participate in an information session to discuss the implications for service delivery, case management, payment, operational

+ [Upcoming Webinars](#)

+ [Webinar Recordings and Materials](#)

+ [COVID-19 Training for Frontline Staff](#)

+ [COVID-19 Toolkit](#)

- [Other Resources](#)

- [COVID-19 Resources for LTSS](#) - Updated September 11, 2020
- [Supporting you, Supporting Us Poster](#) - September 2020
- [Have You Changed Poster](#) - September 2020
- [Your Guide to Wearing PPE Video](#) - September 2020



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



Residential Care Strike Team -
www.colorado.gov/cdphe/residential-care-strike-team

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

Next Steps

Upcoming Webinars

- **Disability Community**

- November 13, 2020 at 2 - 3 p.m.

- **All LTSS Providers and Case Management Agencies**

- November 13, 2020 at noon - 1 p.m.

**Break for Joint Budget Committee and Holidays
After November 13, SEE YOU IN 2021!**

Stay up to date on meeting times at:

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

Strike Team Webinar

- Cross-state agency bi-weekly webinar on the work carried out by the COVID-19 Residential Care Strike Team
- During these informational webinars the Strike Team will:
 - Provide updates on key progress made to-date, including data metrics
 - Share upcoming initiatives and areas of focus
 - Solicit feedback and answer questions from Stakeholders

Friday, October 30, 2020
10:30 - 11:30 a.m. MDT
Repeating Every Other Friday

Webinar Link:

<https://cohcpf.adobeconnect.com/rlzrh590rzxq/>

Webinar Call-in Information:

Local: 720-279-0026

Toll Free: 1-877-820-7831

Participant Code: 303146#

Direct Care Workforce Summit

Wednesday, October 28, 2020 9:00 am - Noon

This summit aims to raise awareness about the value and impact of direct care workers, as well as the growing need for these essential workers in Colorado communities.

Featured Speakers:

Lt. Governor Diane Primavera, HCPF Executive Director Kim Bimstefer, and Robyn Stone, LeadingAge LTSS Center @UMass Boston

Advanced Registration Required:

www.colorado.gov/hcpf/direct-care-workforce-collaborative



Questions?

Thank You!