

COVID-19 FAQ and Technical Assistance for LTSS

Colorado Department of
Health Care Policy & Financing

September 25, 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”



COLORADO

Department of Health Care
Policy & Financing

New! Mobile App for Members

Please help us get the word out to our partners that the Health First Colorado app (formerly *PeakHealth*) is the best way for members to manage their coverage. With the [Health First Colorado app](#), members can:

- See if their coverage is active
- View their member ID card
- Tell us about changes to their household
- Upload documents like paystubs
- Keep track of deadlines
- Learn about their benefits

Members need to make an account at CO.gov/PEAK, and then they can download the free [Health First Colorado app](#).

New Guidance Issued



[OM 20-091: Adult Day Services
in Response to COVID-19](#)

[OM 20-092: Updated
Statement of Agreement](#)

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

OM 20-091

TITLE: ADULT DAY SERVICES (ADS) IN RESPONSE TO COVID-19 (Supersedes OM 20-087)

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

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

Specialized ADS

- 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
 - Nursing services
- Cannot be provided under a Tier 1 structure (15-min unit)

LINK: [OM 20-091](#)

Clarifying Guidance for ADS

- 2 units of ADS = more than 5 hours of service
- ADS Settings considered “Limited Health Care Settings” under [Safer at Home](#) Executive Order
 - Base site day services can reopen at 50% capacity or up to 50 people
- Activities, such as workbooks or packets, completed without the virtual presence or assistance of a staff member cannot be billed

Clarifying Guidance for ADS cont.

- Non-Medical Transportation (NMT) cannot be billed for if ADS is provided via telehealth
 - NMT can only be billed for if the member is present in the vehicle
 - PARs should end NMT if ADS is received only via telehealth
- Home delivered meals are not part of ADS service

ADS Stakeholder Engagement

Next Adult Day Services (ADS) Stakeholder Meeting:

Thursday, October 8, 2020 from 9:00 - 11:00 a.m.

Webinar Link: <https://cohcpf.adobeconnect.com/ads/>

Call-in Information:

1-877-820-7831

Participant Code: 706065#

Previous engagements around ADS and Day Habilitation Programs have been held
See [OM 20-039](#) for more information

OM 20-092

TITLE: UPDATED STATEMENT OF AGREEMENT

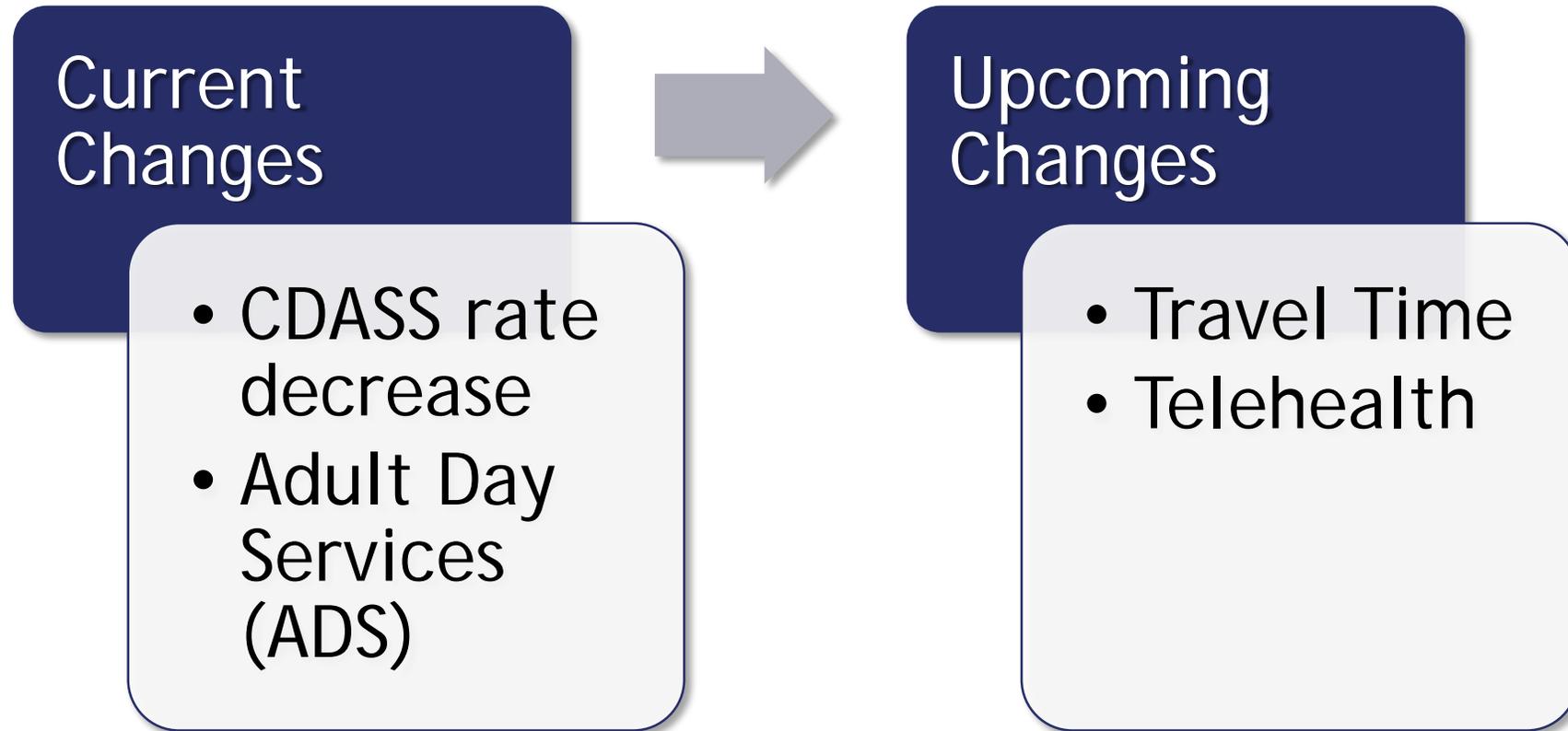
- CMS requires the Service Plan to be signed by the Member, case manager and **all individuals and providers responsible for the implementation**
- Service Plan signature page has been updated and is available on the Department website at [Long-Term Services and Supports Case Management Tools Web Page](#)
 - *Annual Service Plans*: Member, case manager and **all providers** must sign the form
 - *Service Plan Revisions*: Member, case manager and **provider responsible for implementing the revised portion of the plan** must sign the form
- Utilize the updated form starting October 1, 2020 and going forward
- [OM 20-049](#) is still in place allowing 60-day extension to receive signed forms

LINK: [OM 20-092](#)

Top Questions and Topics

- Prior Authorization Request (PAR) Changes
- Denver Minimum Wage
- Behavioral Services Allowed in Group Homes
- Where to Send Strike Team Questions about Residential Care Settings

Prior Authorization Request (PAR) Changes



Denver Minimum Wage

Why are some Denver providers getting a rate increase?

The Colorado General Assembly approved an increase to provider rates in the Long Bill (HB20-1360) for some HCBS providers effective January 1, 2020.

The Denver Minimum Wage Rate Increase is approved for members residing in the City and County of Denver. This is determined by address records in CBMS. For more information, see [Operational Memo 20-089](#)

Non-IDD Services

Personal Care
Homemaker
CDASS
IHSS

IDD Services

Personal Care	GRSS
Homemaker	IRSS
Homemaker Enhanced	IRSS/HH
CDASS	

Behavior Staff in Group Homes

Can behavior specialists and/or behavior line staff meet with individuals, face to face, in the group homes?

Residential facilities that meet criteria b-f in Section I.1 of the [Public Health Order](#) may allow for entry of visitors and customary ancillary service providers, such as beauticians, barbers, podiatrists, dentists, and physical, speech, and occupational therapists, in accordance with the screening and current indoor visitation guidance published by CDPHE. Behavioral specialists would be in this category, unless there is a physician order (or other type of order) directing this is essential and necessary for an individual resident's health and wellbeing.

Strike Team Questions about Residential Care Settings

- Submit questions through the [form](#) on [Strike Team page](#)
 - Responses will be posted on the FAQ page
 - Resources are frequently updated
- Any questions that come to HCPF, will either be answered directly or sent to the Strike Team for a response

Upcoming COVID-19 Webinars

- **Disability Community**
 - October 9, 2020 at 2 - 3 p.m.
- **All LTSS Providers and Case Management Agencies**
 - October 9, 2020 at noon - 1 p.m.
- **HCBS and CMA Questions and Technical Assistance**
 - October 23, 2020 at noon - 1 p.m.

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

October 2, 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#

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](#)

- [OM 20-044](#)

Level of Care Changes

- [OM 20-053](#)

Transition Coordination

- [OM 20-056](#)

In-Person & Travel Add-On

- [OM 20-076](#)

CIR 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](#)

- [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](#)

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

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



Questions?

Thank You!