

COVID-19 Updates

Colorado Department of
Health Care Policy & Financing

September 11, 2020

Overview

Clinical Evidence Advisory Committee

- Dr. Lisa Latts, Chief Medical Officer, HCPF

Colorado Department of Public Health & Environment (CDPHE) Update

- Melanie Roth-Lawson, Trainer/Emergency Response Coordinator, CDPHE

Updates

New Guidance

Resources

- Bonnie Silva, Office of Community Living Director, HCPF

Clinical Evidence Advisory Committee

Lisa Latts, MD, MSPH, MBA, FACP

Clinical Evidence Advisory Committee (CEAC)

Purpose : CEAC will advise the Department on the clinical safety, efficacy, medical necessity, and utility of clinical services and medical supplies being considered by the Department

CEAC will be co-chaired by the Department's CMO and Medicaid Director, and consist of the following:

- 4 Primary Care Physicians
- 2 Pediatricians
- 2 Positions for sub-specialties
- Physical Medicine & Rehab. Specialist
- Chronic Pain Specialist
- Emergency Medicine Clinician
- Pharmacy Specialist (PharmD)
- Behavioral Health Specialist
- OB/GYN clinician
- RAE Chief Medical Officer

CEAC Logistics

- Members of CEAC must have a clinical license in good standing in the state of Colorado and must currently serve Medicaid members
- Meetings will be public, and the frequency is still to be determined
- Topic identification will be done by the Department's internal Clinical Operations Division and final decisions regarding topics reviewed will be made by the CMO and Medicaid Director
- As some selected topics may require expertise that is not readily available in the CEAC, SMEs may be recommended from CEAC members
- Recommendations by CEAC will become one component of policy development or determination



Update

- Surveyor Testing
 - 3 locations
 - Every two weeks
 - Survey staff, DFPC life safety code inspectors
- EM Resource (CDPHE_EMResource@state.co.us)
 - Daily testing

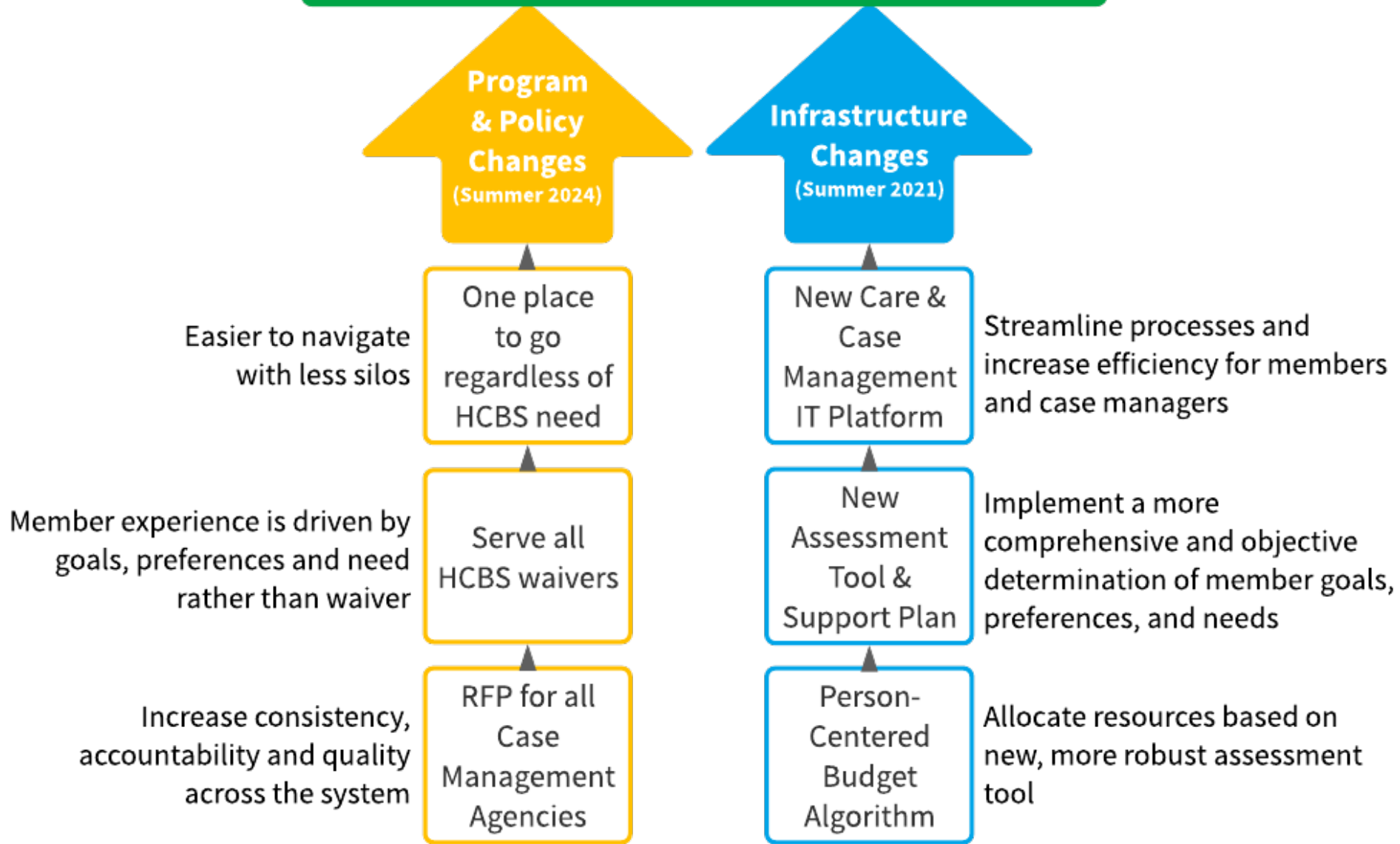


- EM Resource Participation Levels
 - 95% NHs
 - 49% ALR
 - 80% GHs/ICFs

- # Facilities W/out PPE for 7 Days
 - 6 NHs
 - 0 ALR
 - 0 GHs/ICFs

Case Management Redesign Update

Colorado Case Management Redesign



New LTSS Assessment and Person-Centered Support Plan

- After years of development with stakeholders, the new Long-Term Services and Supports (LTSS) Assessment and Support Plan are being finalized
- Provides more comprehensive assessment to inform eligibility and person-centered support planning
- Unified process for all programs and people accessing LTSS
- Eliminates need for most of the other existing tools
- Plan to implement new Assessment and Support Plan July 1, 2021

Why a Person-Centered Budget Algorithm (PCBA)?

- Important aspect of making sure people get the right services, at the right time, in the right place
- Objective method for assigning resources versus relying strictly on case manager's subjective judgement
- Based on new Long-Term Services and Supports Assessment, with much more information
- Department priority to get it right - working closely with stakeholders and staff on teams across the offices

Stay Engaged with Case Management Redesign

Visit the **web pages** for more resources

- [Long-Term Services and Supports Assessment and Support Plan](#)
- [Person-Centered Budget Algorithm](#)
- [OCL Stakeholder Engagement](#)

Sign up for [Constant Contact](#) emails

Other Updates

Electronic Visit Verification Update

8/3/2020 – EVV mandate, providers must use EVV

- EVV is now required for all [mandated services](#). Department is looking for good faith effort by providers, not perfection
- [Training](#) is available online and must be completed prior to EVV use
- Claims will continue to pay and EVV errors will appear on Remittance Advice (EOB 3054)
- Beginning 1/1/2021, claims for EVV required services without corresponding EVV records will deny
- Additional information for providers can be found on the [EVV Resources page](#)

Live-in Caregivers *may* be exempt from EVV

- Eligibility is outlined in the [Operational Memo](#)
- Those who qualify should complete the [Live-in Caregiver Attestation Form](#)

Please notify the Department of any unavoidable delays via email: EVV@state.co.us
If you need support with SANDATA training, EVV State Solution, or interfacing Provider Choice Systems, call or email the EVV Help Desk at 1-855-871-8780 / COCustomercare@sandata.com

New Normal Engagement

HCBS and Telehealth

- Telehealth in HCBS waivers is different than Telemedicine in Health First Colorado Program
- Looking for your feedback on the following Telehealth issues:
 - Ease of Access
 - Rate Development
 - Overall effectiveness of use with specific services
 - Barriers or gaps during current use
- Next meeting on September 15, 2020 at 1-3 p.m. Check [OCL Stakeholder Engagement webpage](#) for details (under “Telehealth Options Stakeholder Engagement”)

Day Programs Services

- Looking to permanently modify day program services, across all HCBS waivers, to better meet the needs of HCBS waiver members
- Day program stakeholder engagement opportunities are being divided into two groups, Adult Day Services (ADS) stakeholders and Day Habilitation stakeholders
- Each group will have two opportunities to provide comments, suggestions and asks questions, as well as review potential waiver application and regulation changes
- See [IM 20-039](#) for dates, times and meeting details

New Guidance Issued

PM 20-008
IM 20-039
IM 20-043
OM 20-084
OM 20-085
OM 20-086
OM 20-087
OM 20-088

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

PM 20-008

TITLE: DISCONTINUATION OF TRAVEL TIME BILLING FOR PERSONAL CARE AND HOMEMAKER SERVICES (NON-IDD WAIVERS)

- Policy change for travel time billing, adjustment of current rates, and other information related to travel time billing for Personal Care and Homemaker services.
- With EVV implementation, providers must bill duration of service only, not travel time.
 - As of January 1, 2021, travel time will no longer be permitted to be billed.
- CMAs will need to ensure all Prior Authorization Requests for impacted members are revised prior to the effective date to remove units allotted for travel time.
 - Further communication to CMAs regarding timelines for completing revisions and Department support available to identify and track the required work forthcoming
- The Department has increased rates to account for the discontinuation of this practice for Personal Care and Homemaker services for the HCBS BI, CMHS, EBD, and SCI waivers

Personal Care Rate	07/01/2020	01/01/2021
Members residing in the city and county of Denver	\$4.93	\$6.04
All other members	\$4.93	\$5.29
Homemaker Service Rate	07/01/2020	01/01/2021
Members residing in the city and county of Denver	\$4.93	\$6.04
All other members	\$4.93	\$5.29

[LINK: PM 20-008](#)

Support Level Review & Support Intensity Scale

New Forms

- Support Level Review and Supports Intensity Scale Reassessment now PDF format
- PDFs posted on the [Case Management Resource Page](#)
- Effective 9/1/2020 Support Level Review and Supports Intensity Scale Reassessment requests must be submitted on these new forms

New HCPF Email Contact Process

- sis_sl@state.co.us This email should be used **exclusively** for:
 - CCB submission of Support Level Review and SIS Re-Assessment requests
 - CCB submission of documents meant to supplement a Support Level Review or SIS Re-Assessment request
- hcpf_hcbs_casemanagement@state.co.us
 - This email should be used for all other SIS and Support Level related inquiries
 - Full list of examples in Memo

[LINK: OM 20-084](#)

[LINK: OM 20-088](#)

OM 20-087

TITLE: ADULT DAY SERVICES IN RESPONSE TO COVID-19

CMHS, EBD, SCI Waivers	Rate, Hours, Delivery Options	Overview
Tier 1 – 15-minute unit Adult Day Services	<ul style="list-style-type: none"> • \$2.54/15-minute unit • Up to 12 units or three (3) hours/day • 15-min unit = minimum of 8 minutes • Can be delivered virtually or in-person 	The 15-minute unit approach allows ADS providers to render services for up to 3 hours a day for members who may be vulnerable and do not want to be in a group setting or a facility site. The requirement to provide lunch and meet other food safety requirements are waived if services are not provided in person or over the lunch hour. Providers may utilize this tier to offer virtual classes, activities, and groups using telehealth to connect members to staff and other day program members.
Tier 2 – One (1) Unit of In-Person ADS	<ul style="list-style-type: none"> • \$31.31/unit • Unit = 3-5 hours • Must be delivered in-person 	Tier 2 allows larger day programs to serve more waiver members per day (essentially in two "shifts"), while still meeting all ADS requirements such as being in-person, as well as following all COVID related guidance, such as having masks, social distancing, frequent disinfecting of common areas, etc.
Tier 3 – Two (2) Units of In-Person ADS	<ul style="list-style-type: none"> • \$31.31/unit • 2 Units = 6-10 hours • Must be delivered in-person 	Tier 3 is a full, regular day of ADS. This tier may be best for waiver members who need and prefer a full day of in-person ADS. Under this tier, the provider can bill for the normal maximum amount of 2 units of ADS per day per member.

BI Waiver	Rate, Hours, Delivery Options	Overview
Tier 1 – 15-minute unit Adult Day Services	<ul style="list-style-type: none"> • \$6.28/15-minute unit • Up to 8 units or two (2) hours/day • 15-min unit = minimum of 8 minutes • Can be delivered virtually or in-person 	The 15-minute unit approach allows ADS providers to render services for up to 2 hours a day for members who may be vulnerable and do not want to be in a group setting or a facility site. The requirement to provide lunch and meet other food safety requirements are waived if services are not provided in person or over the lunch hour. Providers may utilize this tier to offer virtual classes, activities, and groups using telehealth to connect members to staff and other day program members.
Tier 2 – One (1) Unit of In-Person ADS	<ul style="list-style-type: none"> • \$77.30/unit • Unit = 2+ hours • Must be delivered in-person 	Tier 2 is a minimum 2 hours, or regular day of ADS. This tier may be best for waiver members who need and prefer a full day of in-person ADS. Under this tier, the provider can bill for the normal maximum amount of 1 unit of ADS per day per member.

[LINK: OM 20-087](#)

Provider Relief Fund

- Deadline extended again to **September 13, 2020** for Medicaid/CHIP/dental providers (includes ALRs)
 - Portal reopened as of August 10, 2020 for providers that were left out of any of these distributions, including providers that had a change of ownership and providers that are new (started billing Medicare/Medicaid after the prior cutoffs), can also go into the portal as of August 10 to apply for a distribution
- Visit the [Providers page](#) for Key Facts and steps for how to apply
- See the [Medicaid provider FAQs](#) for additional information

Long-Term Care Worker Appreciation Week

Gov. Polis announced
September 6-12, 2020
LTC Worker
Appreciation Week

www.youtube.com/watch?v=B15laxRpsFw



PDF of Proclamation available in files below chat box



New Questions?

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

Subscribe to Future Updates

[Click here to subscribe](#)

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 20-080](#)

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](#)

- [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 discussions about the implications for service delivery, case management, payment...

+ [Upcoming Webinars](#)

+ [Webinar Recordings and Materials](#)

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

+ [COVID-19 Toolkit](#)

- [Other Resources](#)

- [COVID-19 Resources for LTSS](#) - August 2020



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

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

NEW



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

NEW



Next Steps

Webinar Frequency

Reducing frequency for existing Department webinars in September

- **Disability Community - New Time**
 - September 11 and October 9, 2020 at 2 p.m. - 3 p.m.
- **All LTSS Providers and Case Management Agencies**
 - September 11 and October 9, 2020 at noon - 1 p.m.
- **HCBS and CMA Questions and Technical Assistance**
 - September 25 and October 23, 2020 at noon - 1 p.m.

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 2nd
10:30 a.m. - 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#

Thank You!