COVID-19 Updates

Colorado Department of Health Care Policy & Financing

September 11, 2020

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Overview

Colorado Cross-Disability Coalition (CCDC) Update

- Julie Reiskin, Executive Director, CCDC

Colorado Department of Public Health & Environment (CDPHE) Update

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

Clinical Evidence Advisory Committee

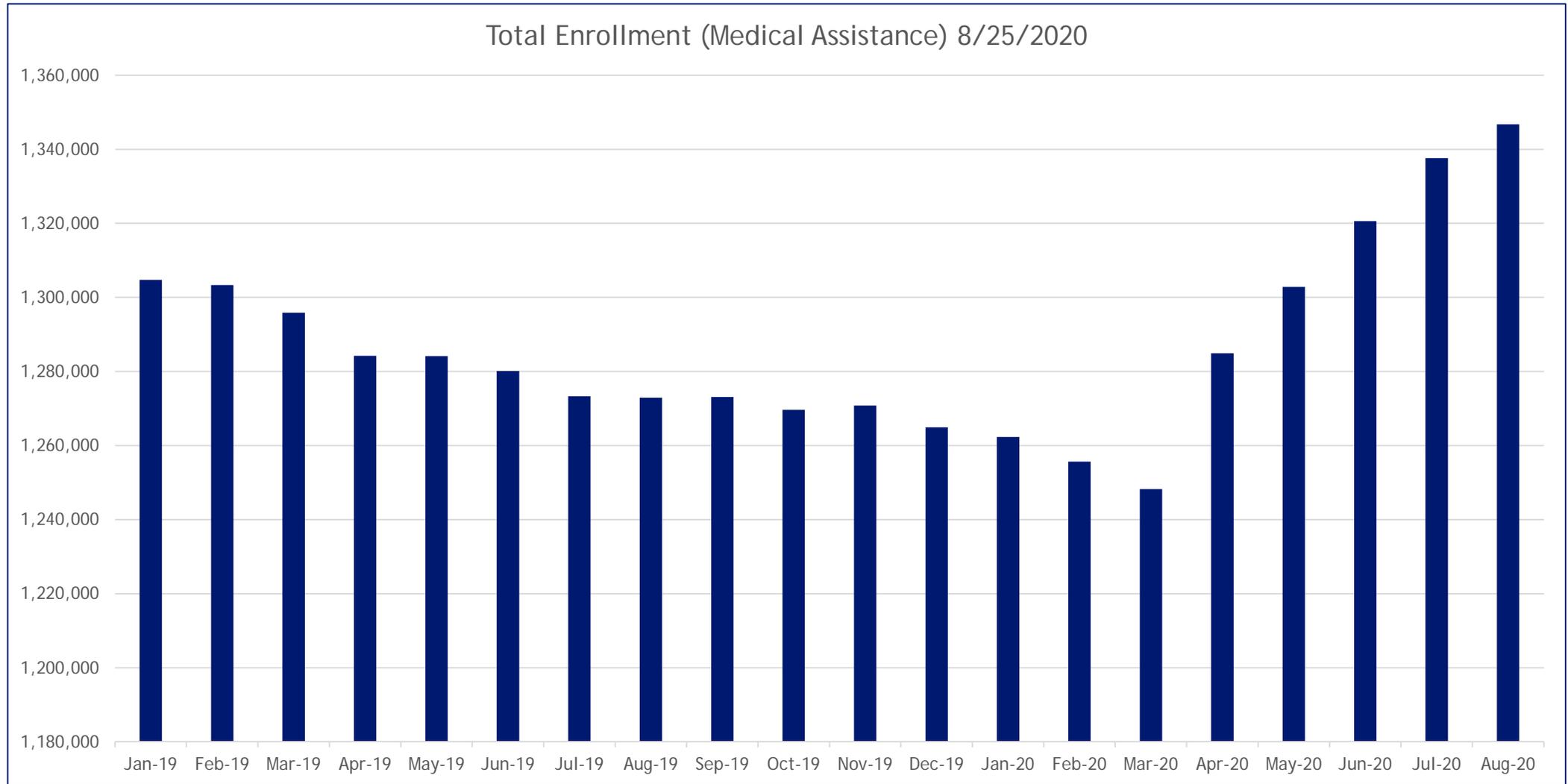- Dr. Lisa Latts, Chief Medical Officer, HCPF

Updates
New Guidance
Resources

- Bonnie Silva, Office of Community Living Director, HCPF

COVID-19 Impact on monthly Medicaid enrollment

Total Enrollment (Medical Assistance) 8/25/2020

Membership is up by about 100k since March, 2020

Addressing Critical Coverage Issues

- More than 200,000 members have been locked into Medicaid coverage due to the Continuous Coverage provision

- Counties will be taking steps to re-determine eligibility for about 300,000 members by the end of October, unless the Fed takes action

- Concurrently, CDLE-HCPF survey results indicate that almost 20% of those filing for unemployment insurance do not have coverage and almost 50% of those plan to remain without coverage – *during a pandemic*

- Addressing these critical issues will be the topics of a meeting hosted by Executive Director Kim Bimestefer on 9/24/20 from 1-2:30 pm

- If you did not receive that invitation, and would like to attend, please ask Jamie.Tidwell@state.co.us for a calendar invitation

- *This will be a working session to review current strategies and additional approaches to keep Coloradans covered*

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Colorado Cross-Disability Coalition

www.ccdconline.org
covid@ccdconline.org

Weekly Webinars and chat spaces

Opportunities for engagement

Individual Advocacy including appeals

Electronic Visit Verification

- Not something we chose in this state

- Many home health agencies using it for years

- Soft implementation until January

- What is and is not working?

Live-in Caregiver Exemption

- Up to each agency to decide if they want to do it but most are...

- All FMS vendors are exempting caregivers

- Must be live-in caregivers to qualify

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"Nothing About Us Without Us."

New Assessment Tool Process

What it is

- New comprehensive tool to assess people in ALL waivers

- Some parts mandatory for eligibility (level of care) and other parts optional (employment)

- Assess eligibility, then turn info into care plan

- Assign resources in transparent way

- Person-centered

Changes

- No more different tools for different waivers

- No more SIS

- No more secret scoring and processes that people do not understand

- Everyone gets opportunity to have full assessment and reassessment on person centered basis

- Not one size fits all

Change is scary…information is control
www.colorado.gov/hcpf/colorados-ltss-assessment-and-support-plan

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What Now?

- There are MANY stakeholder groups, committees, work groups, etc.

- You can be involved in reimaging a better system?

- If you are supporting someone who has lost a day program use this time to see if they can virtually do some job shadowing.

- Learn about Medicaid rules and help identify what we should push to change.

- Be a problem solver.

- Learn about the state budget process and how it works.

- We will need to figure out how to do some of what we wanted with no new money. If we want to shift money we will need to get legislative authority to do so.

- Read or listen to the book Being Heumann by Judith Heumann.

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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

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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

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Update

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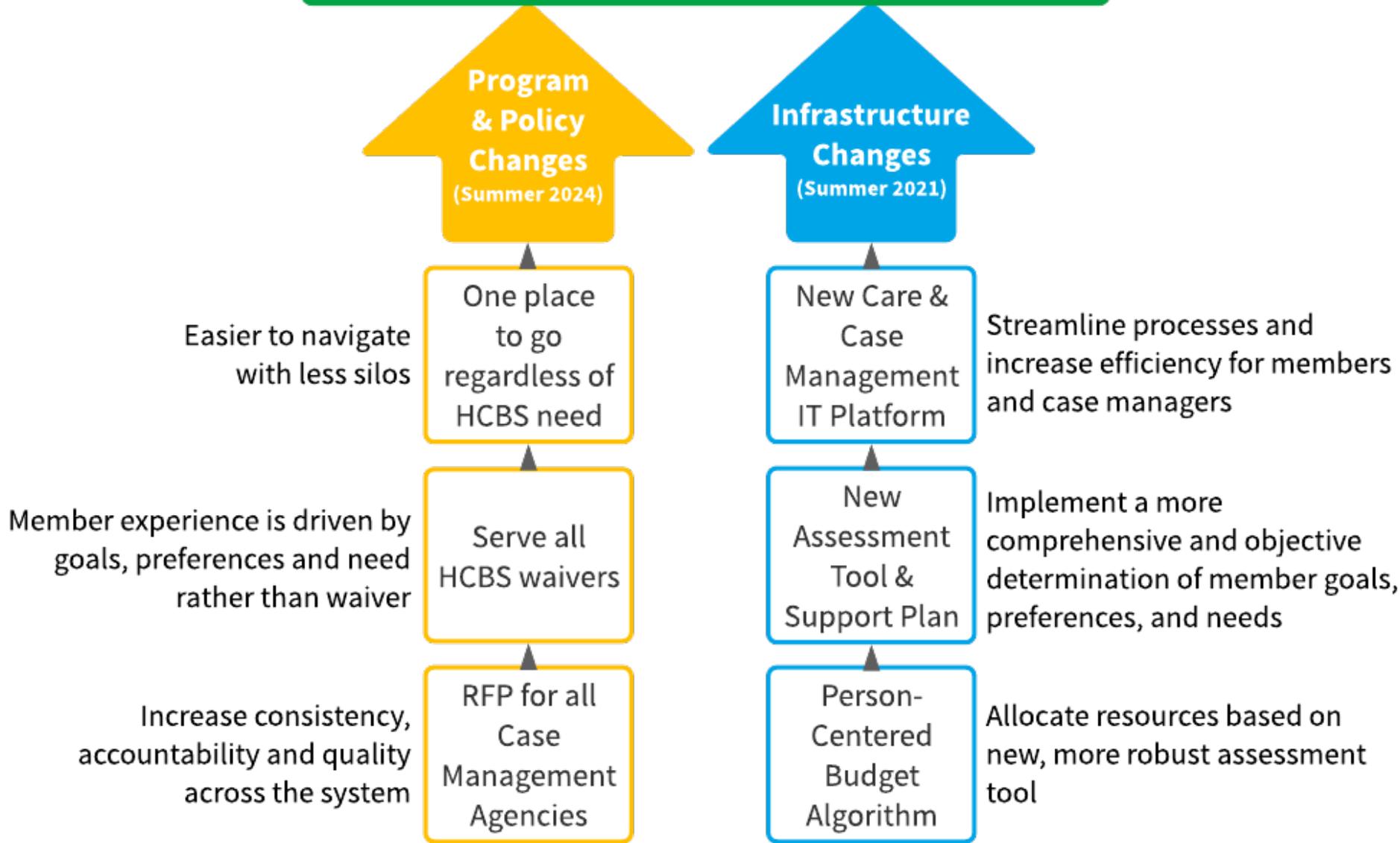 - ➢ Daily testing

- 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

Program & Policy Changes (Summer 2024)

Infrastructure Changes (Summer 2021)

Easier to navigate with less silos — One place to go regardless of HCBS need

New Care & Case Management IT Platform — Streamline processes and increase efficiency for members and case managers

Member experience is driven by goals, preferences and need rather than waiver — Serve all HCBS waivers

New Assessment Tool & Support Plan — Implement a more comprehensive and objective determination of member goals, preferences, and needs

Increase consistency, accountability and quality across the system — RFP for all Case Management Agencies

Person-Centered Budget Algorithm — Allocate resources based on new, more robust assessment tool

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

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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

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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

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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

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Long-Term Care Worker Appreciation Week

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

www.youtube.com/watch?v=B15IaxRpsFw

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

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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

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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

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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 implications for service delivery, case management, paymer

- ⊕ Upcoming Webinars
- ⊕ Webinar Recordings and Materials
- ⊕ COVID-19 Training for Frontline Staff
- ⊕ COVID-19 Toolkit
- ⊖ Other Resources

  - COVID-19 Resources for LTSS - August 2020

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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

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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

NEW — Residential Care Strike Team –
www.colorado.gov/cdphe/residential-care-strike-team — *NEW*

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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.

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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/rIzrh590rzxq/

Webinar Call-in Information:
Local: 720-279-0026
Toll Free: 1-877-820-7831
Participant Code: 303146#

Thank You!