COVID-19 Updates

Colorado Department of Health Care Policy & Financing

June 12, 2020
Overview

HCPF Executive Director Update
- Kim Bimestefer, Executive Director, HCPF

Reimagining Long-Term Services & Supports
Residential Strike Force Update
New Guidance
Rates Discussion
Resources
- Bonnie Silva, Office of Community Living Director, HCPF
Executive Director Update
Colorado’s Unemployment Rate Increase

February: 2.5%
March: 5.2%
April: 11.3%
- Doubled each of the last two months
- Highest since state began tracking in 1976
- Prior record was 8.9% during Great Recession in Fall 2010
- Compares to 14.7% nationally - highest since U.S began tracking in 1948

517,000 Coloradans filed initial unemployment claims since mid-March

Source: Colorado Department of Labor and Employment
Cumulative Monthly CBMS Applications for 2020 by Zip Code
Submitted Feb-May 2020 (through May 21)

Legend
- 1 - 15
- 16 - 30
- 31 - 100
- 101 - 200
- 201 - 500
- 501 - 2000
- > 2000

OIT GIS Coordination and Development Program
June 1, 2020
## Continuous Enrollment Impact through 6/9/2020

<table>
<thead>
<tr>
<th>New Members 2020</th>
<th>Disenrolled Members 2020</th>
<th>Locked-in (disenrolled)</th>
<th>Locked-in (lower category)</th>
<th>Net Change in enrollment</th>
<th>Total enrollment (MA) 2020</th>
<th>COVID-19 Testing Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>34,648</td>
<td>38,265</td>
<td>0</td>
<td>0</td>
<td>1,260,932</td>
<td></td>
</tr>
<tr>
<td>February</td>
<td>26,822</td>
<td>33,895</td>
<td>0</td>
<td>0</td>
<td>-7,130</td>
<td>1,253,802</td>
</tr>
<tr>
<td>March</td>
<td>31,422</td>
<td>41,377</td>
<td>0</td>
<td>0</td>
<td>-9,898</td>
<td>1,243,904</td>
</tr>
<tr>
<td>April</td>
<td>38,069</td>
<td>5,165</td>
<td>49,039</td>
<td>4,231</td>
<td>32,904</td>
<td>1,276,808</td>
</tr>
<tr>
<td>May</td>
<td>21,180</td>
<td>7,065</td>
<td>50,724</td>
<td>8,640</td>
<td>14,114</td>
<td>1,290,922</td>
</tr>
<tr>
<td>June</td>
<td>6,491</td>
<td>6,238</td>
<td>38,449</td>
<td>8,404</td>
<td>253</td>
<td>1,291,175</td>
</tr>
</tbody>
</table>

**New Member:** Members who started receiving MA benefits in that month, and who were not eligible the previous month

**Disenrolled:** Members who terminated *as of the end of previous month* (Members are locked in the first of the month after their benefits would have ended)

**Locked-in (disenrolled):** Members who would have been disenrolled at the end of the previous month, but were locked-in their MA benefit due to Maintenance of Effort (MOE)

**Locked-in (lower category):** Members who would have switched to a lower MA benefit, but were locked in due to Maintenance of Effort (MOE)

**Net Change:** Net change in Total Enrollment compared to previous month

**Total Enrollment (MA):** Total unique members eligible and receiving Medical Assistance benefits

**COVID-19 Testing Only:** Members eligible for COVID-19 testing benefit only. NOTE: April includes March numbers
Medicaid, CHP+ Membership Surge Forecast

• No change in the forecast, at this time
• **Membership surge of ~ 527,000+ Coloradans** btw April 1-Dec 31, reflecting a 40%+ increase to the 1.3M members covered in Medicaid and CHP+ as of March 2020.
• **Est disenrollment of 332,000 members** who do not meet eligibility criteria after MOE.
• **Net membership surge of an est 333,000** covered members (26% increase vs March)
• **HCPF will be covering ~ 28-32% of Coloradans (up to 1.8M)**
Snapshot of Application Processing

Eligibility workers are processing more applications than are being received resulting in a decrease in pending applications. Applications received have leveled off after a spike in April.

Value Definitions

- **Apps Received** - includes all applications received through PEAK and all applications started by an eligibility worker in CBMS
- **Apps Authorized** - Means a determination of eligible or denied has been made on the application
- **Total Pending** - all applications received that have not yet had a determination made
- **NOTE:** This includes both HCPF and CDHS Applications
Count of Clients enrolled by aid code. Chart shows total enrollments by time periods and the changes in its composition over time.

Medicaid & CHP+ Eligibility as of June 8, 2020

- Medicaid Children: (56.2% Federal Funds, 43.8% General Fund)
- Medicaid Expansion Adults: (90% Federal Funds, 10% Cash Funds)
- Medicaid Parents: (56.2% Federal Funds, 43.8% General Fund)
- Other Medicaid Categories: (56.2% Federal Funds, 43.8% General Fund)
- CHP+: (80.8% Federal Funds, 19.2% Cash Funds & General Fund)
HCPF-DXC Provider Call Center Statistics
5/30/2020

Average ASA (in seconds)

Average Abandon %

Week

March 16-20
March 23 - 27
March 30 - April 2
April 6 - 10
April 13 - 17
April 20 - 24
April 27 - May 1
May 4-8
May 11-15
May 18-22
May 25-29

March 16-20
March 23 - 27
March 30 - April 2
April 6 - 10
April 13 - 17
April 20 - 24
April 27 - May 1
May 4-8
May 11-15
May 18-22
May 25-29
HCPF Member Call Center Statistics - 5/30

HCPF New Medicaid Member Enrollment Line Statistics - 5/30
COVID-19 Lives Impacted Statewide
Some HCPF COVID-19 Specific Workstreams

- PPE
- Connect to Care
- Residential Care Strike Force
- Alternate Care Sites
- Outreach to Coloradans
- Outreach to providers
- Budgets, Financials
- New Normal
- Telehealth
Alternative Care Sites

Colorado Convention Center
- Denver Health Contract Signed
- Training this Week, Leadership Site Visit (6/4)

The Ranch
- UCHHealth Contract under final review

Tier 2.5 Facilities
- Veritas Contract under final review

- Staffing is a combination of Health Partners + Staffing Agencies
- All Sites will be ready to activate, then placed in a “Dormant Phase”
- Funding: Combination of FEMA & CARES Act Treasury Funding
Getting Health Care Coverage Through Health First Colorado and Child Health Plan Plus

The economic downturn caused by the COVID-19 pandemic is having a significant impact on many Coloradans. Many have lost their jobs -- and along with that -- their employer-sponsored health benefits. During this pandemic -- which is creating both health risk and increased stress and anxiety -- it is especially important for all Coloradans to have health care coverage. When it comes to health coverage, the State may be able to help. Specifically, you may be eligible for health coverage options available through the Colorado Department of Health Care Policy and Financing or Connect of Health Colorado, the State’s individual marketplace exchange.

Health First Colorado (Colorado’s Medicaid program) & Child Health Plan Plus (CHP+)

The Colorado Department of Health Care Policy and Financing offers Health First Colorado and Child Health Plan Plus. Both are public health insurance programs available to Coloradans who qualify. Below is some basic information on how you can find out if you qualify and what benefits are covered.

Resource available at Colorado.gov/hcpf/COVID
Help us reach Providers who need to enroll in Medicaid

Coloradans are losing jobs and therefore their employer sponsored coverage.

To retain their patients and revenue, care providers not currently enrolled in Medicaid need to do so.

Help us spread the word to providers please. Post, share, communicate this attachment.
State Budget 2020-21

• $3.5 billion revenue deficit ($4.9B in 2021-2022)
  ➢ Federal Funds to help the state: $1.3B
  ➢ FMAP: $239M GF relief

• Cuts from HCPF: $264M GF (compared to what was expected to be appropriated in FY 2020-21)

• Thank you for your partnership to find the least impactful means of budget cuts.

• Work for 2021-2022 will begin early

• Intense focus on driving the “new normal in health care” vs “cuts”
2020-2021 budget cuts were painful. 2021-2022 cuts will be worse.

COVID-19 has shown us that providers and Coloradans can behave differently.

This is an opportunity to change, thoughtfully.

It's an opportunity for more accountability.
Opportunity to Work Together

• Drive Telemedicine; study its efficiencies (staff, real estate, access, etc.)
• Increase use of eConsults; create best practices using eConsults
• Use tools to reduce potentially avoidable complications / costs (PACs)
• Implement prescriber tool components as they become available
• Reduce use of low-value and unnecessary care
• Reduce/reform free-standing EDs; discontinue any remaining ED marketing
• Help us frame Alternate Payment Models (APM) to drive value, alignment
• Other
Continue PROPER use of ER/ED
Hospital Emergency Department through 5/16/2020

Blue line is hospital incurred weekly service utilization trends IBNR adjusted through 5/16

Pink line is the actual non-IBNR adjusted paid amount

Vertical dotted line is the last week prior to social distancing

Horizontal dotted line is the weekly average paid before social distancing
Learning from COVID - Telemedicine
## Learning from COVID - Telemedicine

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Start of Social Distancing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federally Qualified Health Center</td>
<td></td>
</tr>
<tr>
<td>Indian Health Services</td>
<td>$46,867</td>
</tr>
<tr>
<td>PT/OT/ST Home Health</td>
<td>$89,484</td>
</tr>
<tr>
<td>Rural Health Clinic</td>
<td></td>
</tr>
</tbody>
</table>
THANK YOU for your partnership during this unprecedented time.

THANK YOU for your passion and contributions.

THANK YOU for taking care of and supporting Medicaid, CHP+ members.

Questions?
Reimagining LTSS

• Issued over 50 memos with substantial changes

• Hosted 33 webinars, with an average of 600 participants per week

• Responded to over 1,400 questions

• 8 waivers and waiver amendments with CMS

CAN YOU BELIEVE IT?!
The New “Normal”

Capitalize on unprecedented solutions that have made us more flexible and determined more 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, like Remote Supports
- Urgency to others, like Case Management Redesign and Electronic Visit Verification (EVV)
Impact of COVID-19 in Residential Care Settings

Older Adults and People with Disabilities living in high-density group living settings in Colorado

• 52% of Covid-19 related deaths
• 63% of Covid-19 confirmed AND probable deaths
• 2/3 of outbreaks are in these settings
<table>
<thead>
<tr>
<th>Strategy</th>
<th>Residential Care Strike Force Key Action Updates</th>
</tr>
</thead>
</table>
| Testing for Disease Presence      | • Surveillance testing being deployed into approx. 141 largest facilities over next 8 weeks to test all staff and residents and then ongoing weekly testing of staff + residents who leave  
• Total of ~129,000 surveillance tests over 8-week period  
• Rapid Response team deployed when a positive test is found within facility to test all staff & residents (and support staffing needs and cohorting) |
| Personal Protective Equipment     | • All 200+ NFs added to EMResource system used by hospitals for monitoring PPE needs real-time  
• All 700+ ALRs being added to EMResource and trained currently  
• Weekly survey sent to all 1000+ facilities and analyzed by HCPF for EOC to monitor needs |
| Cohorting & Facility Isolation    | • COVID-only facilities being stood up around the state and will be operational this month  
• Ongoing cohorting and isolation guidance being provided to facilities |
| Enforcement & Education           | • 1,000+ Infection Control surveys and Isolation Plan reviews completed by CDPHE  
• Driving infection control response and TA within facilities to mitigate spread and outbreaks |
| Staffing Implementation Plan      | • [ConnectToCareJobs.com](#)  
• Partnership with International Medical Relief (IMR) |
Testing Update

CSU:
40 total facilities assigned

• 3,740 swabs are being mailed out this week to those facilities that have been onboarded and approximately 740 swabs are expected to be returned back to the lab for testing

• Approximately 20 facilities onboarded

State Lab:
Approx. 80 facilities contacted thus far

• 46,245 swabs sent to LTC facilities total, 5,200 so far this week (as of 6.10 pm)

National Guard:
33 facilities

• 5,789 tests conducted
Personal Protective Equipment (PPE)

PPE Distribution

- Drafting communication to better direct residential care settings on how to access PPE

EM Resource

- Considering requiring completion
  - Provides facility bed capacity and staffing to inform the need for the Alternative Care Sites
New Guidance Issued

IM 20-024

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

• 7/1/2020 - "enhanced" COVID rates end

• Department understands a rate decrease of 1% is likely
  - Working with CMS to understand requirements needed to decrease rates (has not been done since 2010, many new CMS guidelines have gone into effect since then, etc.)
  - As soon as we know timeline, we will communicate

• Denver City and County Increase: Goes into effect 1/1/2021
  - Working on distinction. Understanding is it is for services provided within geographical area.
  - Department concerned about overall impact to Metro area
  - Continue to work on workforce related issues
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:

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)
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:
Stay Engaged

Memos, Webinar Info, and FAQs - Updated Regularly


Email us

HCPF_HCBS_Questions@state.co.us

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Click here to subscribe
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[Logo] CDC

[Logo] CMS

[Logo] CDPHE
covid19.colorado.gov

[Logo] HCPF
Local Public Health Agencies
www.colorado.gov/cdphe/find-your-local-public-health-agency

[Logo] HCPF
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
New Questions?
Next Steps
Thank You!