

# COVID-19 Updates

## Colorado Department of Health Care Policy & Financing

April 17, 2020

# Overview

## Executive Director Update

- Kim Bimestefer, Executive Director, HCPF

## Colorado Department of Public Health & Environment (CDPHE) Update

- Greg Schlosser, Branch Chief, CDPHE

## Update on Eligibility Changes During COVID-19

- Marivel Klueckman, Eligibility Division Director, HCPF

## New Department Guidance Issued

- Bonnie Silva, Office of Community Living Director, HCPF

# THANK YOU!

- Thank you for your service and passion
- Thank you for caring for our members
- Thank you for engaging through unchartered waters
- Thank you for your partnership with HCPF!!

# Executive Director Update

- Re-examining new member messaging- clarity, PEAK, etc.
- Service Center Capacity- Members, Providers
- Helping with PPE & Alternative Care Sites
- Influencing 4<sup>th</sup> stimulus bill in the works- states/FMAP\$\$
- HCPF modeling to forecast membership, utilization, impact to budgets, staff, etc.
- Application Turnaround Time and MOE Implementation
- Operationalizing approved changes
- Managing to a 3.2B revenue shortfall

# HCPF ED Update: Group Setting Focus

State Agency COVID-19 Action Team

Co-leads: Bonnie Silva & Randy Kuykendall

Goal: Reduce COVID-19 spread & save lives- rapid action plan execution

Initial Areas of Focus:

- *Additional Funding*
- *PPE*
- *Compliance Issued Guidance (Op Memo/Public Health Order)*
- *Education*
- *Testing*
- *Staffing Capacity*
- *Provider Capacity*



# Update

- PPE
- State Emergency Operations Center (SEOC)
- Survey priorities - Immediate jeopardy complaints, infection control related concerns
- [Facility Outbreak Data](#)
- State and federal waivers
- [HEMSD COVID-19 Blog](#)

# COVID-19 Eligibility System Changes

# Continuous Enrollment for Members

- Families First Coronavirus Response Act mandates state agencies maintain coverage for all members
  - Exceptions are voluntary termination, not a Colorado resident, or death
- System changes were implemented to "lock-in" members
  - Impacts anyone who was eligible on 3/18/2020
  - Impacts anyone who becomes eligible during the emergency period
  - Members who were terminated with an end date of 3/31/2020 or 4/30/2020 were reopened



# Continuous Enrollment for Members

- Effective 3/18/2020 until end of month of when the public health emergency ends
- Processing of renewals and changes will continue
  - If a member is determined to be ineligible through this process, they will remain "locked-in" during the emergency

# Waived Requirements

- Premiums
  - Annual enrollment fees for existing CHP+ members
  - Monthly Health First Colorado Buy-in Program Premiums
- Work Requirements
  - Working requirements for current members have been temporarily waived
- Self-Attestation
  - Seeking flexibility, awaiting guidance from CMS

# CBMS/iC Mismatch



Considered part of the continuous enrollment group

Termination date of 3/31/2020 delayed until end of Public Health Emergency

# COVID Uninsured Population

Uninsured individuals

Not eligible for Medicaid or CHP+

Impacted by COVID-19

# COVID Uninsured Population

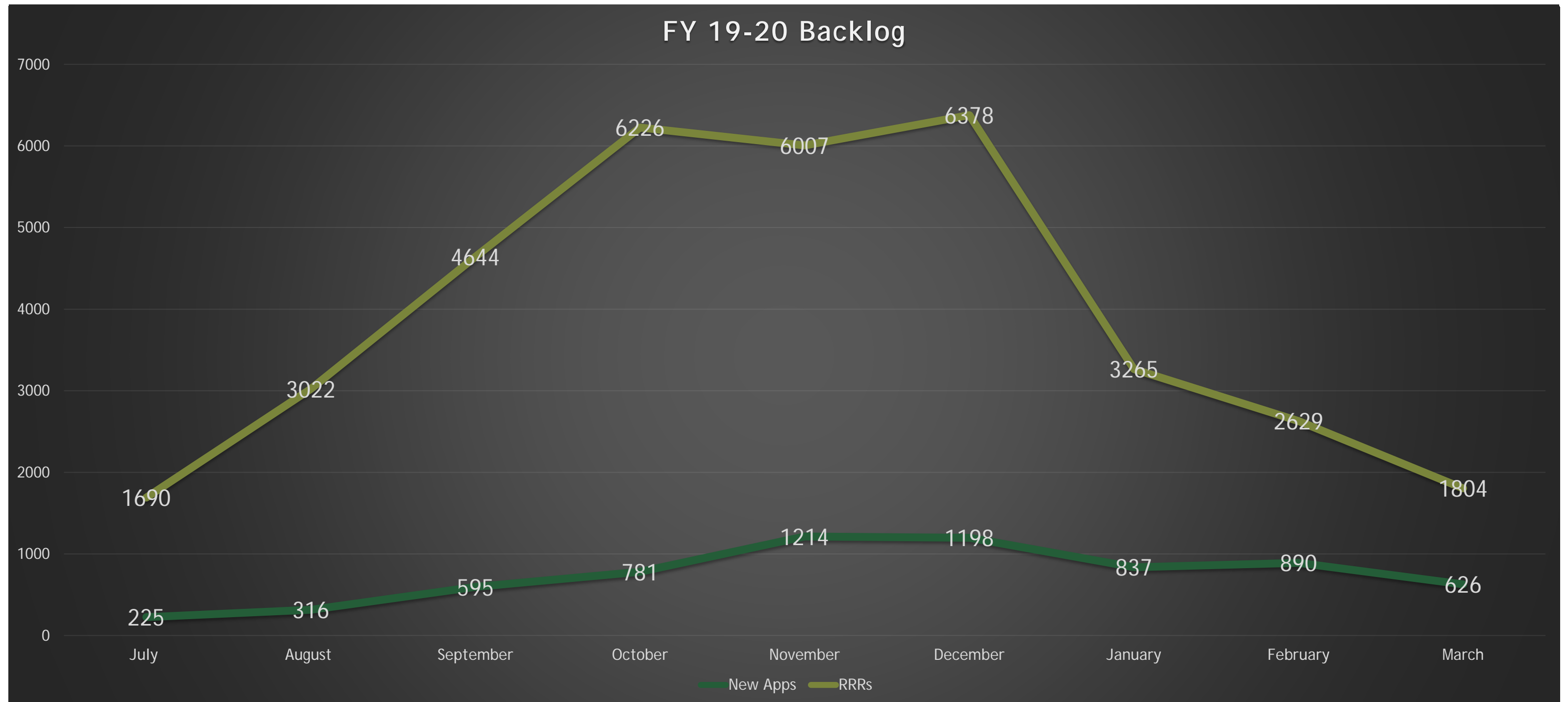
Limited Benefits

Covered under MAGI Adult category

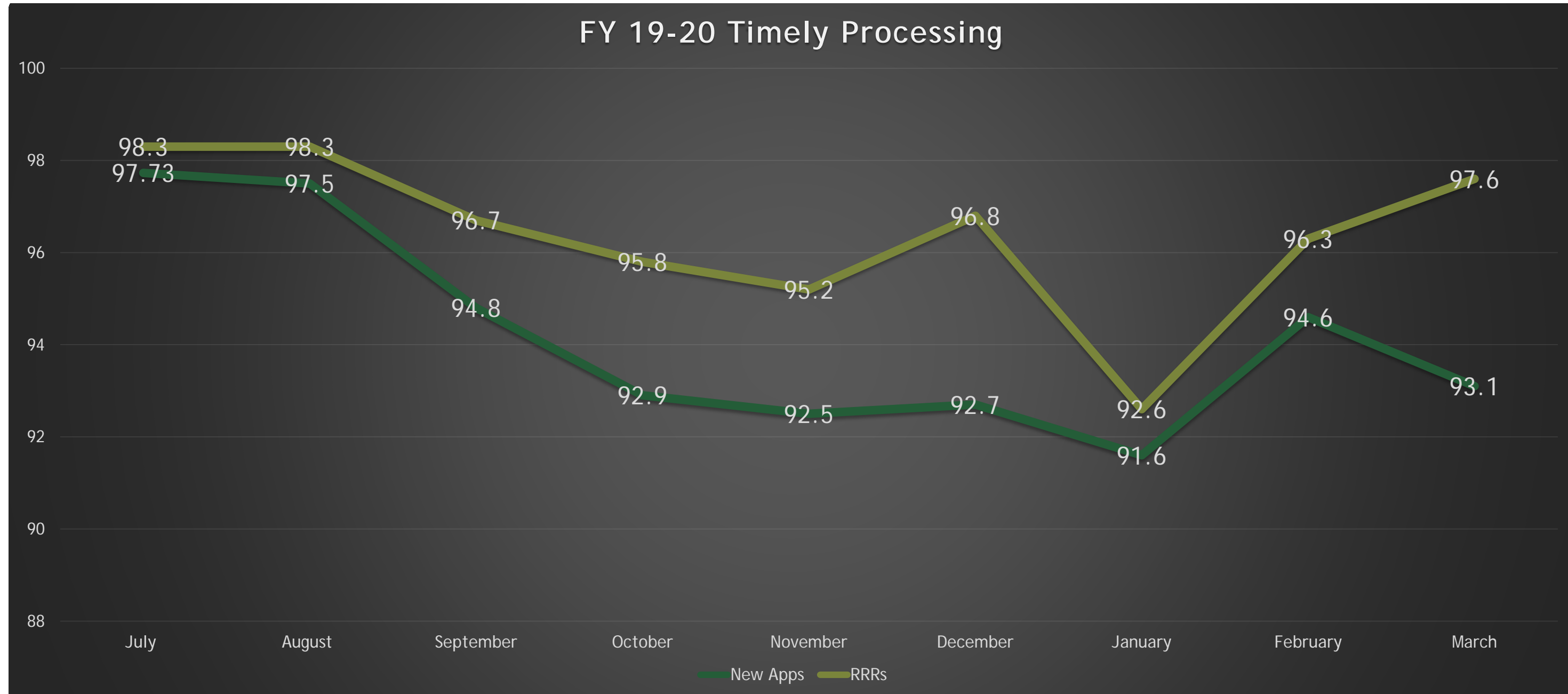
Special identifier in CBMS and Interchange

# Application Processing and Timeliness

# FY19-20 Application Backlog



# FY19-20 Application Timeliness



Timely processing standards at 95%



# Authorized Apps - # Days Pending to Authorization

The table below captures the counts of total days pending from App Received Date to intake Authorization Date over the past 30 days (3/12 - 4/10).

# Days Pending to Authorization (Apps)									
	0 - 1 Day Pending	2 - 5 Days Pending	6 - 10 Days Pending	11 - 15 Days Pending	16 - 30 Days Pending	31 - 45 Days Pending	46 - 59 Days Pending	60 + Days Pending	Total
MA	11,433	4,005	4,367	2,008	4,708	2,885	1,469	2,697	33,572

- 34% of medical assistance applications are approved within 1 day
- 46% of medical assistance applications are approved within 5 days
- 79% of medical assistance applications are approved within 30 days

# Guidance

# Previous Guidance

## Case Management Agencies

### Operational Changes

- [OM 20-019](#)
- [OM 20-027](#)
- [OM 20-034](#)
- [OM 20-037](#)

### PASRR Changes

- [IM 20-015](#)
- [OM 20-030](#)

### Critical Incident Reporting for COVID-19

- [OM 20-022](#)

## 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](#)

## 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 20-024](#)

### 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](#)

All COVID-19 and LTSS related memos can be found here:

<https://www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response>

# New Guidance Issued (NF)



OM 20-038

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

# OM 20-038

## TITLE: TEMPORARY TRAINING AND CERTIFICATION OF NURSE AIDES

The Department of Health Care Policy and Financing (HCPF), in collaboration with the Colorado Department of Public Health and Environment (CDPHE), is authorizing temporary changes in the training and certification for nurse aides in nursing facilities per the [COVID-19 Emergency Declaration Blanket Waivers for Health Care Providers](#) (retroactive effective date of 3/1/2020).

- “CMS is waiving the requirements at 42 CFR 483.35(d) (with the exception of 42 CFR 483.35(d)(1)(i)), which require that a SNF and NF may not employ anyone for longer than four months unless they met the training and certification requirements under §483.35(d)...”

[Link: OM 20-038](#)

# Nursing Facility Guidance



# Nursing Facility Guidance

*Must (should already have these in place)*

- Have staff use PPE as available, especially if COVID-19 is suspected or confirmed in the facility
- Have residents wear masks where possible (can be cloth or even tissue unless they are suspected or confirmed positive for COVID-19)
- Restrict visitors
- Screen everyone—residents, staff, and visitors of all kinds—every day, no exceptions (other than EMS workers)
  - Keep in mind that people can be infected and infectious without showing symptoms
- Cancel group activities, including communal dining and outings
- Support residents and families to stay in touch and be informed

[CMS QSO-20-14-NH](#)

# Nursing Facility Guidance

*Should (work on these now, if not already in place)*

- ❑ Complete the [Infection Control Checklist/Survey Tool](#) and remedy any identified gaps
- ❑ Use telehealth/telemedicine where feasible (see [Tool Kit](#)), including for certain PASRR-related assessments, [as instructed by OCL](#)
- ❑ Avoid non-emergent, elective services and treatments (see [Recommendations](#))
- ❑ Cohort residents into groups—(1) suspected/confirmed positives, (2) believed/confirmed negatives, (3) observation status—within the facility and/or by transferring residents among facilities, including:
  - Spaces within the facility not normally used as resident rooms
  - Other licensed, certified NFs (new NF is paid)
  - Unlicensed/uncertified locations where your staff provide care—if the new location is state-approved (you are paid)
  - Federal and state emergency/temporary locations—if ordered by a government authority (you are not paid)
- ❑ Divide staff into teams serving the same residents/units every day, to minimize mixing
- ❑ Stay up to date on [CDC](#) and [CDPHE](#) guidance as it develops



# Nursing Facility Guidance

*May (can elect to implement as needed)*

- ❑ Suspend PASRR Level I and Level II assessments for 30 days ([OM 20-030](#))
- ❑ Enhance workforce capacity and efficiency by:
  - Having physicians delegate tasks and visits to physician assistants, nurse practitioners, or clinical nurse specialists - to the extent allowed by law (subject to supervision)
  - Allowing nurse aides to work beyond four months without meeting the ordinary training and certification requirements (if competent) ([OM 20-038](#))
- ❑ Make use of [HIPAA flexibilities](#)
  - Good-faith use of telehealth/telemedicine methods
  - Disclosures to coordinate treatment, support public health activities, consult with a person's family/friends about their care, and prevent or lessen a serious and imminent threat to the health and safety of a person or the public

# Other Updates

# The National COVID-Ready Caregiver Certificate Training Program for Frontline Staff

- Provides practical guidance to staff about how to keep themselves and those they care for safe
- Topics include: infection control practices, personal protective equipment, changes to health and safety practices, and tips for managing stress and anxiety
- Draws on current CDC and WHO recommendations and guidance
- Features key experts in healthcare and long-term care

<https://covidcert.nextstep.careers/>

Available for free if registered\* by April 17th with code:  
COCOVIDCERT (enter at checkout)

\* Do not need to participate in training by the April 17th, just register by then

# Workforce Shortage Surveys

- HCPF has heard anecdotally that providers are experiencing workforce shortages, but we need data to quantify the problem
- Our goal is to support you in recruiting more staff to fill open positions
- Please **complete the survey by 4/20** to share current workforce needs:

Facility/Residential Providers: <https://bit.ly/facilitystaffing>

Home Care Providers: <https://bit.ly/homecarestaffing>



# New Questions?

# Stay Engaged

*\*NEW\* FAQ*

[www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response](http://www.colorado.gov/hcpf/long-term-services-and-supports-covid-19-response)

*Email us*

[HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)

*Subscribe to Future Updates*

[Click here to subscribe](#)

# 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](mailto:sadie.martinez@state.co.us)

# More Information



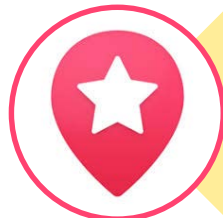
[www.cdc.gov/coronavirus/2019-ncov/](https://www.cdc.gov/coronavirus/2019-ncov/)



[www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page](https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page)



[covid19.colorado.gov](https://covid19.colorado.gov)



Local Public Health Agencies

[www.colorado.gov/cdphe/find-your-local-public-health-agency](https://www.colorado.gov/cdphe/find-your-local-public-health-agency)



[www.colorado.gov/hcpf/COVID](https://www.colorado.gov/hcpf/COVID)



# Next Steps

# Thank You!