



INFORMATIONAL MEMO

INFORMATIONAL MEMO NUMBER: HCPF IM 19-036

TITLE: CASE MANAGEMENT QUARTERLY NEWSLETTER

SUPERSEDES NUMBER: N/A

ISSUE DATE: MAY 22, 2019

EFFECTIVE DATE: MAY 22, 2019

**DIVISION AND OFFICE: CASE MANAGEMENT AND QUALITY PERFORMANCE
DIVISION, OFFICE OF COMMUNITY LIVING**

PROGRAM AREA: CASE MANAGEMENT

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**KEY WORDS: CASE MANAGEMENT REDESIGN, CONFLICT-FREE CASE
MANAGEMENT, CFM, CASE MANAGEMENT AGENCY AND CASE MANAGER
QUALIFICATIONS, THIRD PARTY ENTITY**

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Purpose and Audience:

To provide an update on the Department of Health Care Policy & Financing's (the Department) progress in redesigning the delivery of case management for Home and Community Based Services (HCBS) waivers in Colorado.

Information:

<u>Conflict-Free Case Management</u>	<u>Case Management Agency and Case Manager Qualifications</u>	<u>What is next:</u>
<p>In 2017, the Colorado General Assembly passed HB17-1343 to implement Conflict-Free Case Management (CFCM) for individuals with intellectual and developmental disabilities in Colorado. Implementing CFCM per HB 17-1343 requires separation of case management from the provision of direct services from the same agency for the same individual.</p>	<p>The Department is working to redesign case management for individuals enrolled in a Home and Community Based Services waiver. Which includes developing new qualifications for Case Management Agencies and Case Managers. In May and June 2018, the Department presented proposed final qualifications at eight regional stakeholder meetings and two statewide webinars. The Department will finalize these qualifications in June and July before presenting to Medical Services Board.</p>	<ul style="list-style-type: none">• The Department will continue to send out Quarterly communications.• The Department expects to present the Case Management Agency and Case Manager qualifications to the Medical Services Board (MSB) on June 14, 2019• The Department is compiling feedback from stakeholder engagement to develop regulations around the third-party choice entity and the choice of provider process. These regulations will be brought to MSB on June 14, 2019
<p>Single Entry Point (SEP) Agencies HB 18-1288 did not pass the Senate committee therefore did not become legislation. However, there are four SEP agencies providing both case management and direct services to the same individual. The Department is working with those SEPs to come into compliance with federal regulation.</p>		

Conflict Free Case Management Updates

Rural Exception: The Department received rural exception requests from 10 Community Centered Boards (CCB) on July 1, 2017. Upon review the Department submitted rural exception requests via waiver amendments to CMS for the 10 CCBs requesting the exception. The Department received approval from CMS on August 22, 2018.

Third Party Entity: HB 17-1343 requires the Department to establish a process for an individual to select the case management agency of his or her choice. The Department held 10 stakeholder engagement meetings around the state to gather feedback regarding the third-party choice process. The Department will present the third-party choice process to MSB June 14, 2019.

Redesign Updates

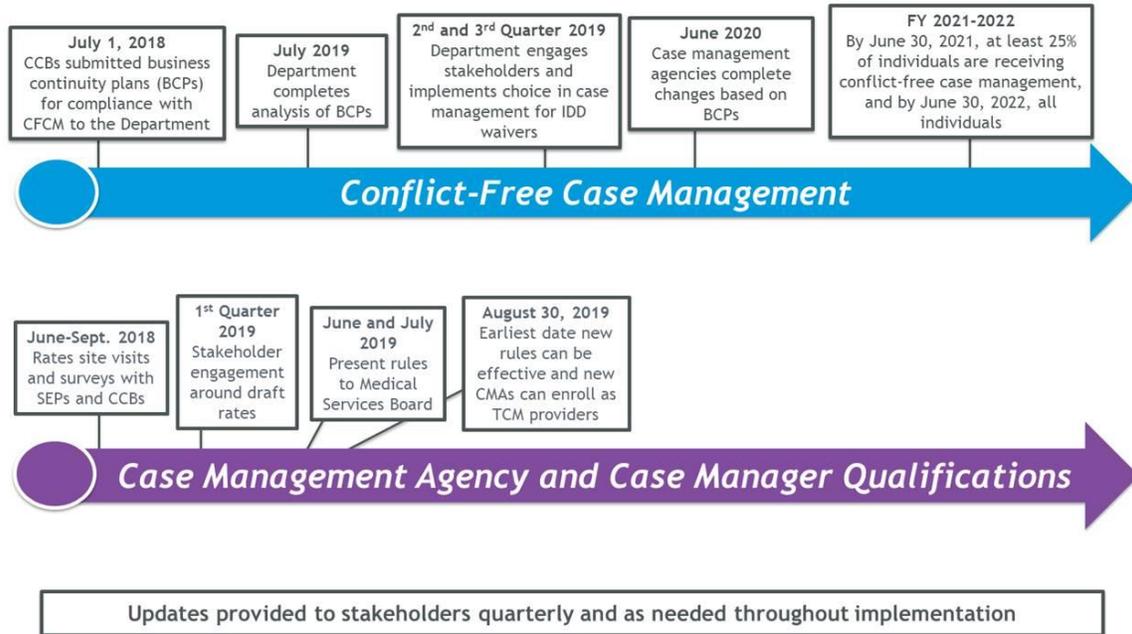
While HB 17-1343 is specific to case management for individuals with intellectual and developmental disabilities through CCBs, the Department is working to remediate conflict of interest in case management for all individuals enrolled in a HCBS waiver.

Case Manager and Case Management Agency Qualifications: In November 2017, the Department conducted stakeholder engagement meetings throughout the state to present the proposed Case Management Agency and Case Manager Qualifications. Proposed qualifications were developed based on feedback from stakeholders. Additionally, the Department gathered feedback through an informal public comment period of the proposed final draft qualifications. The final qualifications developed with public comment will be used to amend the HCBS waiver agreements, the State Plan, and Department regulations. The Department completed another round of stakeholder meetings (four in-person and two webinars) to finalize CMA and CM qualifications. The Department presented these regulations to MSB in October 2018. The regulations did not pass at that time due to outdated language.

The Department has taken the feedback from the MSB and implemented necessary changes. These changes and regulations will be presented to MSB on June 14, 2019.

Provider choice process: The Department has received feedback over the years about the current provider choice process for the three I/DD waivers. In order to address the concerns brought forth, the Department conducted ten (10) stakeholder meetings to present a draft process. At these stakeholder meetings participants provided feedback, recommendations, and concerns. With the information gathered at the stakeholder meetings the Department is able to create a process that meets the individuals in services where they are at in selecting providers while aligning the process for all waivers.

Implementation Timeline



Attachments:

None

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