



Alliance State Forum Agenda and Notes

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Thank you for participating in the [Alliance State Forum](#)! This Forum is an opportunity for the state departments and Alliance members to share updates, ask questions, provide feedback and discuss issues related to the IDD system. All participants are encouraged to send in agenda items and questions at least one week prior to the meeting.

Please contact Kylie Kampbell for more information. kkampbell@alliancecolorado.org

<https://us02web.zoom.us/j/88156202376?pwd=V0pMaXlwTFJJQzI3N3FISEBqTWV1Zz09>

Meeting ID: 881 5620 2376

Passcode: 993954

One tap mobile

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Dial by your location

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April 18, 2024

10:00 am

Agenda/Notes:

- **Alliance Updates for the Departments**
 - **June 19 - 20: [Alliance on the Road](#)** in Greeley
 - RSVP and book your room by May 31
 - You don't want to miss out!
 - **August 20-22: [Alliance Summit](#)** in Breckenridge
 - Registration will open in early May!
 - **State Forum Meeting schedule through August 2025!**
 - Added at end of this document and on the [Alliance State Forum](#) webpage.
 - **State Partners: ADD TO YOUR CALENDARS!**
- **Colorado Department of Early Childhood (CDEC)**
 - From CDEC
 - Lenita Hartmen, the Deputy Program Manager from Early Intervention Colorado at CDEC shared updates below.
 - From Alliance Members
 - EI Workforce Investment Committee Recommendations and Updates (Mileage)
 - Met yesterday to discuss solutions. Hoping to provide budget projections at the next meeting (May 15) and the group will be prepared to make a final recommendation.
 - EI Contract Updates (Timing, new contracts outside of the budget issues, any other changes)
 - Discussions are complete. Documents are going through the procurement process. Anticipate all will be submitted no later

than next week and will be ready in plenty of time to be in place by July 1.

- If budget negotiations are not completed yet, we're hopeful they will be by the end of next week.
- When we can expect for negotiations of Admin Rates to occur and who will be arranging that discussion with each of us involved?
 - For EI Brokers that requested a negotiated rate, the next step will be for CDEC to send documents to be completed with necessary info to justify the requested rate. Then the CDEC Fiscal Unit will review and follow up individually with the EI Broker.
- **HCPF: Office of Community Living (OCL)**
 - From OCL - [OCL Slide Deck](#)
 - **LTSS stabilization efforts**
 - Current challenges with this (listed below) are due to the “perfect storm” of the ending of the PHE, coming into compliance with CFCM, and the launch of the new Care and Case Management system:
 - Inappropriate terminations during the LTSS renewal process caused by procedural reasons such as missing or delayed processing of Level of Care
 - Strategy: Mitigate LTSS terminations while system issues are resolved
 - A system change in CBMS went into effect on 4/13 to prevent financial eligibility terminations for missing Level of Care (LOC) while LOC is processed by the CMAs
 - When eligibility is being determined, CBMS will apply a 12 month extension to the current LOC end date and will not terminate eligibility with that extension
 - This does not mean that members no longer need to meet LOC criteria
 - When a new LOC is submitted by the CMA in the CCM Tool, CBMS will update the case with the new LOC
 - Instituted ‘pend’ status for all LTSS members still working through eligibility to ensure they will not be inappropriately terminated.
 - Submitted business requirement to pause all LTSS Terminations for all reasons for an additional 60 days to allow time for the CCM system updates and for CMAs/Counties to work through the backlog.
 - Working through operations to verify that members have resumed the correct coverage to include outreach to terminated members.
 - Missing PARs resulting in providers being unable to get paid
 - Strategy: Ensure providers are able to receive payment for services rendered to LTSS members

- When there is not a waiver benefit plan in claims payment system from the CCM tool, HCPF is manually extending the member's current benefit plan (e.g., HCBS BI - Brain Injury Waiver) for up to one year from the last benefit plan to allow payment to providers to process.
 - 6,368 benefit plans added since 4/8 [Missing benefit plans reduced from 8,330 to 1,409].
 - Evaluating remaining 1,409 members eligible for HCBS, missing benefit plan, & have no historic benefit plan and no PAR so the iC is unable to create the benefit plan.
- Implemented a system fix to allow providers to bill even if an active PAR is not in the system.
- Working on requirements to implement a longer term solution that will automatically generate a PAR based on prior PAR in the iC system, until the CMA uploads a new PAR
- Claims editing and claims reprocessing have resulted in additional HCBS provider payments of \$10.4M since 4/12 [apx. 45% of the total paid now have an active PAR]
- Provisional Provider Payments
 - 132 Provider Recipients
 - \$17m Distributed Across 2 Periods
- CCM system known issues
 - Strategy: Resolve priority CCM system issues
 - Working on a short term solution to retrigger unprocessed 100.2 LOC certifications from CCM to CBMS
 - Created a final data clean-up action plan
 - Implementing key stabilization system and operational changes into production on a bi-weekly release schedule
 - Post streamlined eligibility known issues are being worked
 - Error codes being investigated & additional communication is forthcoming
 - Working on regular, ongoing communication on CCM stabilization
- Partner capacity issues including CMA & County Backlog
 - Strategy: Provide Case Management Agencies (CMAs) & Counties with resources to be able to address current challenges
 - Case Management Agencies:
 - Developing & implementing CMA backlog reduction plans
 - Initiated monthly quality performance data reviews with CMAs

- Allowed for virtual Level of Care assessments that are delayed or untimely due to impacts caused by CCM
- Stabilization funding for CMAs to minimize impacts of CCM workload increases- Funds for FY24 & FY25
- Pursuing ARPA HCBS grants for phase 3 outgoing agencies
- Counties:
 - Finishing onsite visits and finalizing details for county renewal backlog reduction plans for the five large counties.
 - Target due date for plans is 4/30.
 - Two EAP contractors are providing support to some counties (ex. processing cases).
- Internal capacity to manage escalation & appeals
 - Strategy: Resolve internal capacity and process concerns to expedite the escalation and appeals process.
 - Disability determination delays/challenges getting medical records
 - UCHHealth waived prepayment requirement- 200 records released
 - Streamlined payment between disability vendor & hospitals
 - ARG is meeting weekly with HCPF on the backlog
 - Work on-hand decreased 10% last week; 90+ day requests decreased by 44%
 - Recent county challenges with delays in submitting applications to ARG and entering completed determination into CBMS
 - Escalations:
 - Operationalizing a small HCPF Back Office Team to assist with entering completed determinations into CBMS and to support escalated LTSS case work
 - Preparing to add text to the escalation form automated responses informing submitters that PHI can't be shared with anyone who isn't an Authorized Representative and/or has a HCPF Third Party Release Form.
 - Spanish version of the form is in progress.
- Communications and Resources
 - [LTSS Stabilization Webpage](#)
 - [Quick Guide - Benefit Plan & Program Aid Code](#)
 - [Member Complaints Page - Escalation Form](#)
 - Provider webinar on April 25.

- **CMRD Transition Process Updates**
 - Case Management Redesign (CMRD) creates one Case Management Agency (CMA) for each of the 20 Defined Service Areas (DSA) and bases member affiliation to a CMA on a member's county of residence, regardless of disability/waiver.
 - Member transitions are phased.
 - Phase 1: November 1, 2023
 - Phase 2: March 1, 2024
 - In process Phase 3: July 1, 2024
 - All Private Case Management Agencies will transition their work to the Case Management Agencies serving the Defined Service Areas on July 1, 2024.
 - On July 1, 2024, all members across the LTSS care continuum will be served by 15 agencies covering 20 Defined Service Areas.
 - [View which agencies are transitioning in each phase](#)
 - [View the current list of agencies](#)
- **Information on Rates**
 - 129 New DD Enrollment Resources
 - HCPF is currently updating guidance on per capita allocations to reflect CMAs and number of enrollments for each Defined Service Area (DSA).
 - This will also include capacity building funding for each enrollment.
 - Base Wage Increases
 - \$1.25/hr Statewide Base Wage Increase
 - Asked for \$0.80 and got \$1.25.
 - Brings new base wage to \$17
 - \$1.00/hr Denver Base Wage Increase
 - Brings new base wage up to \$18.29
 - 2% Across The Board Increase
 - This is on top of the base wage increases.
 - **NOTE:** Complete Rate Sheet to come out in May/June
- **From Alliance Members**
 - Feedback/concerns with MPRRAC rate review process
 - Alliance was surprised that out of the 10 benchmark states that were identified as comparable to CO, about 50% of the data they reported did not reflect the service categories CO has. This leaves holes in what info will be used to establish a benchmark for certain services. For example, Music Therapy was not offered the other 10 states waivers, so how will that benchmark be set?
- **HCPF State Forum Questions in Chat**
 - Tara Kiene (she/her) Community Connections 10:37 AM
Quick question from our team: We just wanted to confirm that along with providers being able to bill without an active PAR, can we also bill TCM when the PAR is not active due to system errors?
 - Colin Laughlin 10:52 AM
Tara: going back to your TCM question, the answer is yes!
 - shari repinski 10:40 AM
Thanks for all the work to stabilize the system. What is the visibility to case

managers with the automated processes e.g., LOC and PAR extensions, etc. Will they be able to know or see the changes in the system? As we are trouble shooting with members, just want to be sure we have visibility to any changes that positively impact their services.

- Colin Laughlin 10:54 AM

Shari: some of those changes will be visible. The CCM email updates will outline which will be able to be seen.

- Sara Sims 10:45 AM

Bonnie and all: thanks for your efforts in fixing the issues. We really do appreciate it. I have some concerns we are hearing from current CMAs regarding the level of support or lack thereof for members who need support filling out paperwork for Medicaid Applications, Redeterminations, etc. We are being told that case managers will not be helping/assisting members with filling out the paperwork or submitting it. Instead, members will be expected to fill it out themselves, have their families fill it out, or have an advocate fill it out for them. Our concerns are that there are areas of the state that don't have advocates; in areas that do have advocates, many aren't interested or skilled in doing this; and there are members who don't have anyone in their lives except paid staff. What are members in these situations expected to do?

- Bonnie – Don't know what guidance we are giving to CMs on this, so we need to circle back on this issue and how we provide guidance.

- Tara – follow-up – this somewhat points to culture clash between CCBs/SEPs coming together to figure out how to serve all. CMs don't have capacity for more guidance on this right now.

- Bonnie – the state needs to provide some guidance for when there's a culture clash.
- Sara Sims 10:55 AM
Thanks Bonnie. This isn't something that can wait until there is capacity by CMs
- Alik – we had to dedicate staff to help people do this by default b/c we had no other choice.

NO UPDATES AT THIS TIME FROM:

- Colorado Office of Employment First (COEF)
- CDPHE: Health Facilities & Emergency Medical Services Division, Home and Community Facilities Branch
- CDHS: Office of Adult, Aging and Disability Services
- CDLE: Division of Vocational Rehabilitation
- CDHS: Adult Protective Services Policy Unit
- CDHS: Division of Regional Centers

Alliance Members & State Partners - please let Kylie know if you'd like to add an agenda item for any of these Departments

Next Meeting Dates and Alliance Events through August 2025
(subject to change; starting at 10:00am and ending by 11:30am unless otherwise noted)

- **May 16, 2024: ft. CDEC & CDPHE (Zoom)**
- **June 19, 2024 in the afternoon: All State Partners**
 - Alliance on the Road IN-PERSON (Greeley, CO) happy hour reception (approx 4pm)
- **June 20, 2024: All State Partners**
 - Alliance on the Road IN-PERSON (Greeley, CO)
- **August 20 - 22, 2024: All State Partners**
 - Alliance Summit in Breckenridge, CO
- **Sept 19, 2024: ft. CDEC & CDPHE (Zoom)**
- **Oct 17, 2024: ft. OCL (Zoom)**
- **Dec 4, 2024 @ 4:00 - 6:30pm**
 - Alliance Holiday Social
- **Jan 16, 2025: ft. OCL (Zoom)**
- **Feb 20, 2025: ft. CDEC (Zoom)**
- **March 20, 2025: ft. CDEC & CDPHE (Zoom)**
- **April 17, 2025: ft. CDEC & OCL (Zoom)**
- **May 22, 2025: ft. CDEC & CDPHE (Zoom)**
- **June 17, 2025 in the afternoon: All State Partners**
 - Alliance on the Road IN-PERSON (Colorado location TBA) happy hour reception (approx 4pm)
- **June 18, 2025: All State Partners**
 - Alliance on the Road IN-PERSON (Colorado location TBA)
- **August 26 - 28, 2025: All State Partners**
 - Alliance Summit in Breckenridge, CO