



March 4, 2024

We want to acknowledge the eligibility and system challenges impacting Long-Term Services and Supports (LTSS) members. We continue to address, with urgency, reported delays in accessing case management and direct care services, and the impact these delays have on members, families, providers, advocates and case management agencies.

We are grateful for your partnership in identifying and communicating with us about these issues. Because of your swift notification, we have been able to work quickly to address impending challenges and respond to individual member issues.

To clarify, there are several challenges impacting our LTSS systems at the same time, including: increased county workload due to the end of the PHE combined with a record number of Medicaid and Supplemental Nutrition Assistance Program (SNAP) renewals; the implementation of the new Care and Case Management IT system with issues that have required additional work for case managers; and the transition of members to new case management agencies (CMAs) to achieve conflict-free case management. In the coming months, the IT innovations and case management redesign modernizations will create a better system for members, providers and CMAs. But the impact of all three occurring at once - which was not intended - is causing short term challenges to member program eligibility, provider reimbursement, CMA processing and member service response time.

Our first priority is to ensure continuity of services for members. We are exploring all options available to us but have implemented or will shortly be implementing the strategies below:

Implemented:

- Provisional provider payments - we have issued temporary payments for providers who demonstrate the greatest need, and are offering providers a second opportunity for payments, with that window open until March 8
- County funding provided through the supplemental/amendment budget process to support county capacity to navigate the increase in eligibility determinations due to the PHE Unwind
- Improvements to the process for assigning members to their new CMA as part of Case Management Redesign

- Escalation processes through our [escalations form](#) for members who are struggling to get through the eligibility renewal process
- Allowing members with long-term care waiver services and buy-in to have a 60-day extension to act on their renewals, with additional time available from county workers as needed to complete renewals in process

Coming Soon:

- Communications to help members, providers, CMAs and stakeholders understand the various challenges and the solutions to address them, including improvements to member letters

In addition to the immediate actions above to support continuity of services, there are several additional efforts in process, including:

- Explore additional funding to stabilize and support case management agencies
- Address the backlog of level of care entries as well as mitigating its impact on disenrollments
- Implement a system adjustment to pay providers, while simultaneously providing guidance to case management agencies and counties about how to mitigate inappropriate breaks in member eligibility
- New processes to create optics into emerging LTSS member disenrollments by county so that HCPF can proactively work with counties to mitigate them
- Increase resources to resolve issues in the care and case management IT system
- Work with CMAs to implement the flexibility needed to address the backlog of case management activities

With many intersecting and complex issues, we understand the need to improve our external communications - including content and frequency - to ensure clarity of strategies in process to address identified issues. This communication and others to come are being provided in that spirit.

We acknowledge the challenges facing our community and commit to overcoming them through actions, focus, partnership, transparency, and effective communication. We value your support as we work through these challenges in the days, weeks and months ahead. In the interim, please continue to communicate openly with my team and utilize and share [our escalations form](#) for individual cases, as needed, as this process has proven very effective.