

## Frequently Asked Questions

This FAQ is intended to predict and answer questions as regards The Resource Exchange (TRE) decision to discontinue using Vendors (LLCs with Business Agreements) in fiscal year 2018 (July through June) and beyond. This will be updated as new questions are posed.

### 1. Why is TRE discontinuing its use of Vendors?

TRE uses Vendors, in virtually all cases, for the delivery of certain Medicaid waiver and other, State General Fund services. The State Department of Health Care Policy and Financing is working on a plan, which is required by law (HB17-1343), to address what is called Conflict Free Case Management. Most simply put, conflict free case management (CFCM) requires that any entity that provides case management *cannot* also provide services. This separation of case management and services must occur under Federal requirement, and is driving TRE's decision to discontinue using vendors.

*Please note that vendors providing Early Childhood Services, State General Fund services, Home/Vehicle Modifications, Assistive Technology, Dental or Vision services exclusively are not being impacted at this time.*

### 2. Why did TRE begin using vendors in the first place?

Back in 2008, out of the financial challenges that faced the State, rates for certain Supported Living Services (SLS) were cut significantly. Agencies other than TRE made decisions to discontinue providing those services. Facing the dramatic loss of service capacity for people in SLS at that time, TRE made the decision to become, in essence, the "provider of last resort" in an effort to preserve as much capacity as possible and to maintain continuity of those services for the people we serve. We believe this was the right decision.

### 3. How does TRE's decision impact Vendors?

You will have received a notice that TRE will not continue billing after 12/31/2017. This does not mean that you must discontinue service. It does, however, mean that you will have to have a different relationships within the Colorado system to deliver those services. TRE is committed to continuity of services as a core priority, and we will work with our Vendors and our customers and their families as we navigate this work to reach our common objectives.

### 4. What options do Vendors have?

Options may vary depending on the types of services and the funding sources covering those services provided through TRE. There are certain vendors who, at their choosing entirely, may simply continue their business and seek other contracts from other markets.

There may be vendors who provide services under one of the Medicaid waivers who want to transition their business models to become a Program Approved Service Agency (PASA). This process can take several months so we encourage you to send the Letter of Intent as soon as possible. The Letter of Intent will get you an application so you can be fully informed about expectations but is not a formal commitment to complete this process.

The PASA application process begins by submitting a Letter of Intent to the Colorado Department of Public Health and Environment (CDPHE) here: [CDPHE Letter of Intent](#). Once CDPHE receives the letter of intent, you will be sent a formal PASA Application. Once that application has been submitted to CDPHE, and has been deemed complete, you will be contacted by CDPHE to schedule an initial on-site survey (Timing will depend on many variables but as a reference, those are currently scheduled 8 weeks out). Prior to the survey, please refer to the documents in the application packet to ensure you are prepared, and have all the required documents, policies, and procedures in place. Once the CDPHE survey is completed with zero deficiencies, CDPHE will send a form (C&T) to Health Care Policy and Finance (HCPF) recommending approval of the services which were surveyed.

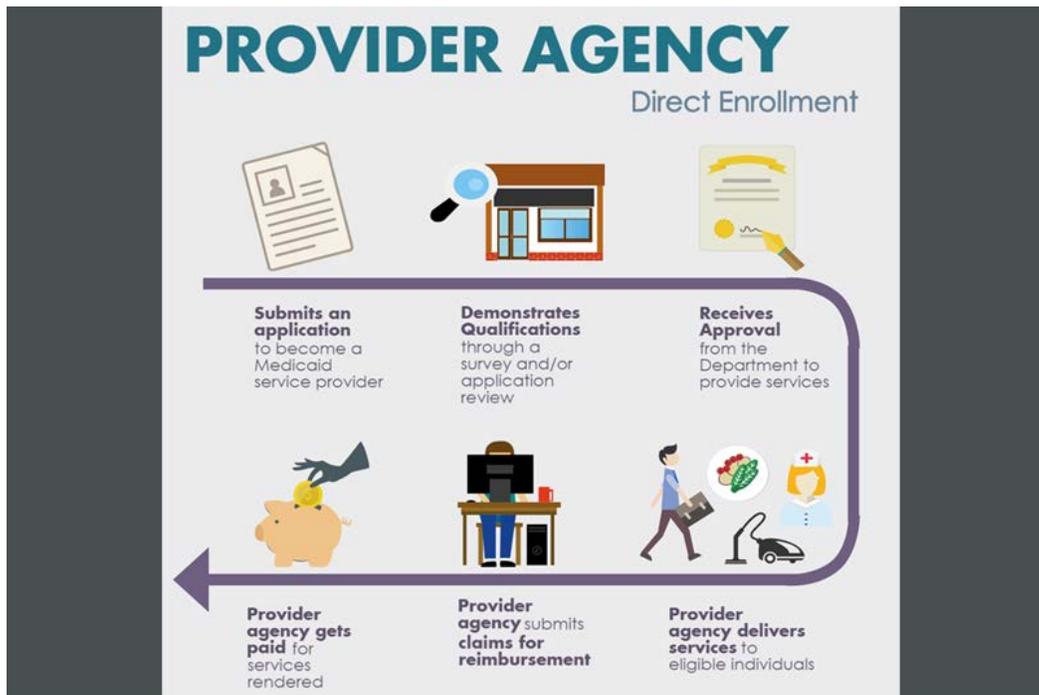
It is recommended that you begin your HCPF Medicaid Provider Enrollment Application anytime between submitting the PASA Application, and the CDPHE On-Site Survey.

HCPF Provider Enrollment: <https://www.colorado.gov/pacific/hcpf/provider-enrollment>

HCPF also recommends that all providers obtain a National Provider Identifier (NPI) number (<https://nppes.cms.hhs.gov/#/>). They also strongly suggest reading through and completing ALL provider training opportunities prior to starting the Provider Enrollment Application. While completing the Provider Enrollment Application, be very careful to select the correct specialties, and ensure that everything on the Provider Enrollment Application matches the information which was on the PASA Application. Hewlett Packard Enterprises (HPE), now known as DXC will also complete a site visit that is separate from the survey done by CDPHE.

When ALL processes are completed, HCPF will issue a Program Approval Form to the provider via email. They will also copy CDPHE and the requested CCBs (like TRE) on that email.

Only when this Program Approval Form is received can the CCB start sending you referral and service can only be delivered when they are pre-authorized and in the individuals Service Plan.



There may be others who will seek employment from a service agency in the area who supports people with IDD. (See the list of service agencies who provide services in the region at [https://docs.google.com/spreadsheets/d/1H6wku9Zgoxov\\_MoX7qDORMu2glFYy3T4b5Z2-\\_JOmsg/pubhtml](https://docs.google.com/spreadsheets/d/1H6wku9Zgoxov_MoX7qDORMu2glFYy3T4b5Z2-_JOmsg/pubhtml).)

**5. I'm a person who receives support from a vendor through TRE—what happens to my services?**

Our hope is for continuity of services for you with providers of your choice. Your service coordinators/case managers will support you every step of the way in making decisions on how to best continue being supported.

**6. Does this change impact my Case Management/Service Coordination in any way?**

No. If anything, your Service Coordinator may be more in touch and more connected with the people we serve and their families to support this transition.

**7. How is TRE notifying stakeholders of this change?**

In multiple ways, from letters to personal communication. In addition, we have posted this FAQ and an Issue Brief to our website. In addition, we will keep people posted personally and via electronic media (e.g., e-mail).

**8. We want to hear from you. Please give us a call with any questions you may have.**