

FREQUENTLY ASKED QUESTIONS:

Q: I heard something about TRE taking over Rocky Mountain Options for Long Term Care?

A: The Resource Exchange (TRE), in close collaboration with Rocky Mountain Options for Long Term Care (RMOLTC) and the Colorado Department of Health Care Policy and Financing (HCPF), has developed and is executing a transition strategy to assume single entry point responsibilities from RMOLTC on July 1, 2019. Services currently provided by RMOLTC will be provided by TRE starting on that date.

Q: Why is TRE assuming the RMOLTC contract?

A: By combining the single entry point and Community Centered Board in our region, we will simplify the process families go through to receive support. Instead of needing to figure out which organization to contact for which services, or have to contact both organizations to see which of Colorado's 11 Medicaid waivers may best serve their needs, there will be just one entry point—The Resource Exchange—and a much simpler path to getting the support individuals and families need.

Q: What happens to the RMOLTC employees?

A: RMOLTC has 55 employees who serve over 3,400 families in El Paso, Teller and Park counties. TRE has invited all RMOLTC employees to consider becoming part of the TRE family. The individuals and families currently supported by TRE will continue working with the same Service Coordinator they do now and their day-to-day relationship with TRE will not change.

Q: What new services will TRE be providing?

A: RMOLTC serves individuals across the lifespan who require long-term care services in order to maintain as independent a life as possible, with a focus on older adults, those who live with a physical disability or a mental health issue or have sustained a traumatic brain injury. TRE and RMOLTC have worked together for years and often find themselves partnering with the same individuals.

Q: Are these services all Medicaid Waivers in Colorado?

A: RMOLTC provides supports to Coloradoans enrolled in Medicaid Waiver programs. These programs, in addition to the waiver programs already supported by TRE, can be found by clicking this link or copying it into your browser.

<https://www.colorado.gov/pacific/hcpf/long-term-services-and-supports-programs>

By bringing *all* Colorado Medicaid Waiver programs to TRE, we believe we can achieve greater efficiencies at the level of quality for which TRE is known across the state.

Q: How will this change affect current TRE families?

A: The individuals and families supported by TRE will continue working with the same Service Coordinator they do now and their day-to-day relationship with TRE will not change. This transition will simplify the processes for many of the individuals and families we serve. Both TRE and RMOLTC are committed to the following priorities during this transition:

- To provide outstanding support for the people we serve and ensure continuity of services.
- To communicate openly with our families and communities, and be available to answer any and all questions.
- To improve the quality of life for the people we serve by learning best practices from each other to achieve an even greater level of service to our current and new families.

Q: How will this change affect current RMOLTC families?

A: Our goal is to minimize impact, while nurturing critical relationships and providing services and support of the highest quality. People supported by RMOLTC will in most instances continue working with the same Case Manager they do now and their relationships and their service providers will not change. This transition will simplify the processes for many of the individuals and families RMOLTC serves.

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