

All Providers and Community Partners:

We wanted to check-in with you during these uncertain times to give you some important updates about TRE. First of all TRE WILL CONTINUE TO DO BUSINESS. We are modifying the way we interact with you to comply with orders and recommendations from HCPF related to COVID-19. You should know that Service Coordinators will still be available through phone calls and video sessions until we are able to resume in-person visits.

TRE's Leadership Team has also decided to take extra precautions, and as of Thursday, March 19, 2020, we will be closing our four offices to visitors in an effort to slow down the spread of Coronavirus. This includes our corporate office in Colorado Springs, as well as our offices in Pueblo, Woodland Park and Bailey.

Today, Wednesday, March 18 will be the last day any of our offices will be open to visitors for 30 days. Our plan will be to reopen the offices to visitors on April 20, 2020 unless the virus is not sufficiently contained by that time. Should there be any changes to this timeframe, we will be posting that update on our TRE website (tre.org) and all social media platforms, so please check those regularly if possible.

While this might seem inconvenient, the health and safety of the people we support, our employees and the general public, has to be our number one priority during this time. Our intention is to do everything we can to slow down the transmission of the virus so we can return to normal service delivery as soon as possible.

As a Case Management Agency, TRE is responsible for assisting individuals to access services with intake, eligibility determination, service plan development, service and support coordination, monitoring the delivery of services authorized, any safeguards necessary to prevent conflicts of interest between case management and direct service provision, and termination/discharge from services. TRE does not provide direct Medicaid services for any of Colorado's Medicaid HCBS waivers. TRE does not pay service providers directly for services (we authorize services, but are not the payor).

For people who are actively enrolled and have an assigned Service Coordinator, here are some of the things we can help with: Resources needed, Service Plan/PAR changes, Incident reporting (which includes COVID-19 presumptive or confirmed diagnoses), provider changes needed and satisfaction of services.

Lastly, we do not have the authority to tell Providers how they should be interacting or directing their businesses during this pandemic. You have to make the final decisions for your agency.

For easy reference, below is a link to the full list of HCPF memos sent out to date:

<https://www.colorado.gov/hcpf/covid-19-provider-information>

Below is a link to the HCPF memo alerting CCB agencies to do all activities remotely.

<https://www.colorado.gov/pacific/sites/default/files/HCPF%20OM%2020-018%20Case%20Management%20Operational%20Changes%20in%20Response%20to%20COVID-19%20%282%29.pdf>

And finally, please see the attached document which will provide clarification to many recent questions on the COVID-19 pandemic.

HOW WILL PRS REACH US?

- Reach out to their Service Coordinators if they are currently enrolled in services.
- Call our main number: 719.380.1100 with any questions or to enroll in services. Our staff will be answering calls from their homes.
- We are currently working on a simple intake form for any of our services that will be added to our website and posted on our social media sites the week of March 23, 2020.
- Each office will have a lockbox or mail slot so individuals can still drop off paperwork.
- You or PRS can also email us at info@tre.org if you're not able to reach us through the above channels.

Again, TRE is still here for the people we support, but we will be closing our offices to visitors in an effort to do our part during this difficult time.

Thank you for your understanding during this time and we pledge to be fully operational as soon as possible. It may not feel like it now, but we will return to normalcy.

Thank you for your partnership and continued efforts to support the individuals we all serve and their families.

Colleen Head Batchelor

TRE Interim CEO