



November 1, 2023

Dear **PROVIDER NAME**,

As you know, Case Management Redesign in Colorado includes many changes, one of them being the Case Management Agency (CMA) transition. All home and community-based services case management are being combined under one contract in each defined service area to better support the people we serve.

This letter is to inform you of a change regarding Defined Service Area 12, Pueblo County. As of October 6, 2023, The Resource Exchange (TRE) was awarded the CMA contract with the Colorado Department of Health Care Policy and Financing (HCPF) to provide case management services to people enrolled or enrolling into all Long-Term Services and Supports (LTSS) in Pueblo County.

A coordinated process will begin to transition current members and their case management services for Single Entry Point (SEP) waivers from the Pueblo County Department of Human Services (DHS) to TRE by March 1, 2024.

What This Means

Q: Do members need to take action because of this change?

A: No. There is no action members need to take. Pueblo County DHS and The Resource Exchange will work together to transition case management services. If members have questions about this transition, they can reach out to their current case manager.

Q: Are services received as outlined in service plans going to change?

A: No. Services will be the same.

Q: Will members get a new case manager?

A: Because a case management agency is changing, members may have a new case manager. Members will receive information from The Resource Exchange including case manager's contact information.

Q: Who do members go to for other questions?

A: Questions before March 1, 2024 should be directed to Pueblo County DHS. Questions on or after March 1, 2024 should be directed to The Resource Exchange. Contact information for each is below:

CURRENT CASE MANAGEMENT AGENCY - SEP

Rejan Ricottone, Pueblo County DHS
320 W 10th St.
Pueblo, CO 81003
(719) 583-6857
<https://county.pueblo.org>

NEW CASE MANAGEMENT AGENCY

Nancy Vigil, The Resource Exchange
6385 Corporate Drive Suite 100
Colorado Springs, CO 80919
(719) 785-6411
info@tre.org / www.tre.org

We are diligently working with HCPF, our partners, stakeholders, and our employees to ensure a smooth transition for the people we serve. You will receive communication from TRE and Pueblo DHS with additional information and next steps in the next several weeks. Please let me know if you have any questions.

Sincerely,

Colleen Head Batchelor
Chief Executive Officer
The Resource Exchange
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Colorado Springs, CO 80919
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