

## October 2024: *The Latest in LTSS*



In a collaborative effort, leadership members from various agencies in our region have partnered to compile and distribute streamlined communication to our stakeholders about steps being taken to address challenges occurring in Colorado's Long-Term Services and Supports system under Department of Healthcare, Policy, and Finance (HCPF). Our main goal is to keep you informed with relevant updates through these newsletters at least once per month, but we will provide more frequent updates should additional urgent information need quick distribution.

We invite you to actively share this information with your stakeholders, ensuring widespread distribution. All issues of this newsletter can be found on the TRE website [here](#).

### The Latest

- TRE has successfully implemented a Backlog Reduction and Stabilization Plan to eliminate delays in activities necessary for timely access to services for Members. This plan has been focused on backlogs related to:
  - Initial Level of Care Assessments
  - Monitoring Contacts
  - Service Plans including PARs
- TRE has hired temporary staff to focus on the activities past due in order to support ongoing case managers in preventing further backlog from developing. TRE is also working closely with HCPF on state system level issues contributing to backlogs, meeting monthly to discuss these. TRE has also significantly reduced the escalation cases with HCPF.
- All backlog activities will be resolved by 12/31/24. See progress in the chart below.
- Backlog Progress

| Backlog Work                   | Total Count | Number Completed |
|--------------------------------|-------------|------------------|
| Intake Referrals               | 84          | 1                |
| Intake Assessments             | 61          | 1                |
| Enrollments                    | 62          | 4                |
| Pueblo CSRs                    | 195         | 27               |
| El Paso CSRs                   | 187         | 12               |
| Monitoring (not behind due Q2) | 390         | 20               |

- Remaining Challenges Being Addressed:
  - Hiring for Vacant Positions – Hiring has improved for all CMA positions, but there continue to be vacancies that contribute to high workloads for staff. Efforts to address these include:
    - Regular employment fairs and collaborations with universities
    - Continued use of temporary employees until adequate staffing achieved

Commented [INV1]: @Colleen Head Batchelor We just started this work last week.

- Incentive Plan focused on supporting staff who are willing to complete work toward backlogs above and beyond normal caseload expectations
- Targeted efforts on rolling out TRE Vault Provider and Member Portal effectively to streamline processes and improve access to information for TRE staff, Providers, Members, and Caregivers.
- Care and Case Management System Challenges – TRE continues to meet regularly with HCPF staff to provide feedback on system challenges, resolve issues for Members, and learn of training necessary for effective staff implementation.
- The **TRE Vault CRM has been released to staff**. The Provider and Member Portal release is being delayed to ensure all data within the system is accurate and significant “bugs” are corrected prior to minimize frustration in the roll out of the system. A release date will be provided within the next 30 days. Our goal is to improve TRE’s internal and external case management processes for staff, providers, and members. Once implemented, Providers and Members will have access to a portal. More information will be provided on the benefits of this portal as we approach the release in the next couple of months.

## Previous Information Provided

- Roadblocks for Transitions from one Waiver to Another – Transition of a Member from one waiver to another waiver has been problematic. There are system issues arising with many, but there has also been some progress on resolving issues. Resolution to these system issues are usually multi-steps processes, which does not allow us quick resolutions.
- PAR (Prior Authorization Request) Delays and Lack of Timely Response from Service Coordinator to Calls, Emails, etc. – Members, Caregivers, and Providers are reporting it is difficult to reach a Member’s Service Coordinator and calls are not returned in a timely manner.
  - TRE staff have resolved the backlog of revision PARs, unless there is a state system cause.
  - TRE staff are meeting with AssureCare weekly in a “White Glove” meeting to try and resolve system level PAR issues and meets with HCPF weekly to resolve all escalations.

**Commented [CH2]:** What are we learning from HCPF re resolution to these?

**Commented [HM3R2]:** @Cheri Ulmer - do you have any input?

## What Members Should Know

- What do we want Members to know about:
  - Contacting TRE SCs and Staff?
  - Other??

## What Providers Should Know

If a provider has an issue with billing and is seeking support from TRE, please use the following to submit those requests:

- Email [trebillingissue@tre.org](mailto:trebillingissue@tre.org)
- Please include the following information:
  - Member's First and Last Name:
  - Medicaid ID Number:
  - Service Billed:
  - Units Billed:
  - Billing Code Used:
  - Billing Modifier Used:
  - Dates Being Billed and Denied:
  - Billing Denial Code/Reasoning:
- **Provider referrals** from TRE will now go out to all Providers across El Paso, Park, Pueblo, and Teller counties. Providers should review the referral to ensure they are an approved provider for the area in which the person lives, and the services indicated. It is encouraged for all providers to consider becoming approved in all 4 counties of our region. You will still be able to select only the individuals you choose to serve.
- **Host Home Provider Oversight Project**  
HCPF is requesting feedback on the proposed recommendations for addressing the elements contained in House Bill 23-1197. Individuals who require 24-hour care 7 days a week deserve a safe environment where agreed-upon services and supports are provided. Therefore, it is imperative that HCPF engage in a stakeholder process with individuals who receive such services, provider agencies, case management agencies, host home providers, and others to address concerns and identify solutions as they relate to the oversight of host home providers. The following survey is your chance to weigh in on the project before it goes to the legislature for review in January 2025.
  - Please share your thoughts by **completing this [Host Home Stakeholder Survey](#)**.
  - If you have questions please feel free to reach out to [Victoria.Rodgers@state.co.us](mailto:Victoria.Rodgers@state.co.us) or [Grant.Reefer@state.co.us](mailto:Grant.Reefer@state.co.us).
- Submit agenda items and attend TRE's monthly Executive Provider meeting on the 4<sup>th</sup> Thursday of the month, 8:30-10:00 via Teams.

Commented [CH4]: What do we need to update here?

## Resources and What You Can Do

- HCPF Website: Stabilizing Long-Term Services and Supports (LTSS) – This landing page can be accessed by Members, Providers, CMAs and other Partners to learn about the status of efforts and remedies. You can also find all previous communications from HCPF here. [Stabilizing Long-Term Services and Supports \(LTSS\) | Colorado Department of Health Care Policy & Financing](#)
- Sign up for OCL and HCPF Communications
  - If you are not currently receiving these emails, [sign up here](#). [See a list](#) of all HCPF newsletters you can subscribe to.

- As the Regional Accountable Entity (RAE), Colorado Community Health Alliance is responsible for reducing barriers that members experience when accessing care. CCHA services are part of an individual's **Health First Colorado benefits**, so there is **no cost to members**.

#### CCHA Referrals

- Referral form can be found here:
  - Online: [www.cchacares.com/for-providers/ccha-provider-support/](http://www.cchacares.com/for-providers/ccha-provider-support/)

Call CCHA Member Support:

- **Region 7** (El Paso, Park and Teller counties)
  - Email: [R7Referral@cchacares.com](mailto:R7Referral@cchacares.com)
  - Local: 719-598-1540
  - Toll free: 1-855-627-4685

Need printed resources for your members? CCHA can help. Visit this link for educational materials, flyers, and posters available to providers at no cost: [CCHA | Free Educational Materials](#)

- Follow TRE on its primary social media platform, Facebook, [here](#)

## What The Acronyms Mean

- Acronym Guide: [Office Of Community Living Acronym Glossary | Colorado Department of Health Care Policy & Financing](#)
- Member = person in services
- CCM = Care and Case Management system (statewide Member health record). This replaced the Benefits Utilization System (BUS)
- HCPF = Health Care Policy and Financing
- CMA = Case Management Agencies. Formerly CCBs and SEPs.
- CMRD = Case Management Redesign
- DSA = Direct Service Area. This is how CMRD designated CMAs. TRE works with both DSA 11 (El Paso, Park, and Teller Counties) and DSA 12 (Pueblo County).
- LTSS = Long Term Services and Supports. Also known as HCBS (Home and Community Based Services) or LTC (Long Term Care).
- OCL = Office of Community Living