

# The Latest in LTSS



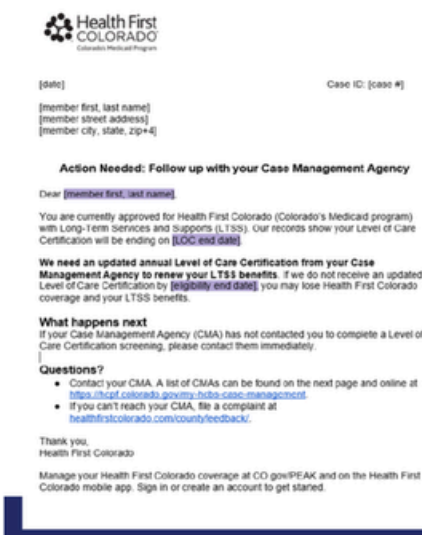
## DHS SPEED Letter

The Colorado Department of Human Services (DHS) will begin sending a new SPEED letter to members when their Level of Care (LOC) is ending. The letter notifies the member that a new LOC is required in order to continue receiving long-term care benefits, and directs the member to contact their CMA with any questions or concerns about the LOC.

The initial mailing started 3/14/2026 and every month thereafter on the 14<sup>th</sup> letters will be sent to:

- Members who have an active LOC extension at the time of project implementation
- Members whose LOC ends between project implementation and 4/30/2026
- Members who are missing a LOC within the last 3 years

In many cases, this is a routine reminder, even if the assessment has already been completed. If you receive this letter and have questions, please reach out to your case manager or DHS for clarification.



Colorado Case Management Agencies		
Counties Served	Organization	Phone
Boulder, Broomfield, Gilpin	A&I Avenues (ACMI)	333-439-7011
Anchutaeta, Dolores, La Plata, Montezuma, San Juan	Community Connections	970-259-2464
Arapahoe, Douglas, Elbert	Developmental Pathways	333-360-6600
Larimer	Foothills Gateway	970-226-2345
Eagle, Garfield, Pitkin, Summit	Garfield County Human Services	970-945-9191 Ext. 3100
Clear Creek, Jefferson	Jefferson County Dept. of Human Services	333-271-4216
Huerfano, Las Animas	Las Animas County Dept. of Human Services	719-422-7077
Montrose, Ouray, San Miguel	Montrose County Human Services	970-252-0000
Cheyenne, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgewick, Washington, Yuma	Northeastern Colorado Association of Local Governments	970-867-8409 or 1-888-696-7212
Bent, Crowley, Otero	Otero	719-383-3166
Baca, Kiowa, Frowers	Frowers County Public Health and Environment	719-336-1015
Alamosa, Chaffee, Conejos, Costilla, Custer, Delta, Fremont, Grand, Gunnison, Hinsdale, Jackson, Lake, Mesa, Mineral, Moffat, Rio Blanco, Rio Grande, Routt, Saguache	Rocky Mountain Health Plans	800-346-6643 or 970-243-7050
Adams, Denver	Rocky Mountain Human Services	333-636-5600
El Paso, Park, Pueblo, Yeller	The Resource Exchange	719-380-1100
Weld	Weld County Department of Human Services	970-400-6950

## Newsletter Highlights

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## Medical Services Board meeting Friday 4/10/26

The Medical Services Board (MSB) is responsible for adopting the rules that govern the Colorado Department of Health Care Policy and Financing's (HCPF) programs. The meetings are held on the second Friday of each month and are open to the public. The meetings are held in person and virtually. In addition to the various ways people can comment on proposed rule changes, the MSB meeting offers an opportunity for public comment on rules changes being reviewed during the meeting. The agenda and rules being reviewed are posted on the website, <https://hcpf.colorado.gov/medical-services-board>.



# TRE Vault Rollout Reminder

TRE is implementing a new, streamlined Customer Relationship Management (CRM) system that we are calling TRE Vault. Our goal is to improve TRE’s internal and external case management processes for staff, providers, and members.

Beginning **September 1, 2025**, the portal will be available to new members entering the intake process. This initial phase is designed to support new members by streamlining communication and documentation during enrollment.

Beginning **February 2, 2026**, TRE will extend Vault portal access to existing members currently receiving waiver services. With Vault, you can view your case status, share documents, and send secure messages to your coordinator. Your coordinator will guide you during your next in-person monitoring visit or CSR to set up access.

Our goal is to ensure all eligible members have Portal access by **Fall 2026**. This phased approach allows us to build thoughtfully, gather feedback, and ensure the system truly meets the needs of our community.

We’re thrilled to offer this tool to help make the eligibility and enrollment process easier and more connected. If you have any questions or need assistance, please reach out to your assigned coordinator.

## What the Member Portal Offers

Through the portal, members will be able to:

- View enrollment status and important updates
- Communicate directly with their assigned coordinator
- Upload required documentation
- Track due dates (if already active with TRE)
- Access helpful tools and resources

# HCBS Supported Employment & DVR Waitlist

HCPF [Operational Memo 26-021](#) - at a glance

The Colorado Division of Vocational Rehabilitation (DVR) currently has a waitlist (called an Order of Selection). This means some people must wait before DVR services can begin. However, employment support does not stop while waiting.

What Families Should Know:

- DVR Applications still matter, so families should still apply to DVR which will determine eligibility and waitlist status.
- After a DVR referral is made, people who receive HCBS services may start HCBS Supported Employment while waiting for DVR.

These services can help with

- Exploring job interests
- Looking for jobs
- Preparing for work
- Job coaching after being hired
- The programs work together (no double billing), which is called sequencing-of-services. HCPF supports first if DVR services become available, and HCBS may continue later if long-term support is needed. This helps prevent gaps in employment support.
- The DVR waitlist affects timing, not goals of employment. Colorado is an Employment First state. **You don’t have to pause employment goals because of the DVR waitlist!**



# Gradual Stepdown of Caregiver Hours

The Colorado Department of Health Care Policy & Financing (HCPF) is implementing a gradual change to the maximum number of paid weekly caregiver hours provided per member. This change will be rolled out over time using a step-down approach:

- July 1, 2026: Up to 84 hours per week per member
- January 1, 2026: Up to 70 hours per week per member
- July 1, 2027: Up to 56 hours per week per member

## How The Resource Exchange (TRE) will support members and families:

TRE case managers will:

- Complete Level of Care assessments to determine individual service needs
- Work with members and families to review the changes and plan for the timelines required by HCPF
- Assist families in finding additional caregivers, when needed, to support service hours beyond the identified caps

Members and families are encouraged to begin talking now with their TRE case manager and service providers to support planning and ensure continuity of care as these changes are implemented over time.

**NOTE:** this plan is not final until the budget is finalized, which means it is susceptible to change. TRE remains committed to supporting members, families, and providers throughout this transition and to ensuring continuity of care.

For more information and the latest updates:

- Reach out to your provider
- Visit [Medicaid Sustainability and Colorado's LTSS System | HCPF](#)
- Visit [Case Manager One-Pagers- Medicaid Sustainability Actions](#)

# Direct Care Worker Appreciation Week

In 2024, the [Direct Care Workforce Collaborative](#) Leadership Team worked to seek a [joint resolution](#) to declare the first full week of April, every year, Direct Care Worker Appreciation Week. This year, the dates are April 5-11, 2026.

Caregivers build trust, create stability, and help people live with dignity, safety, and choice.

Whether it's showing up early, staying flexible when plans change, or offering steady encouragement through a tough day, your work matters more than you may ever fully see.

We know this role takes heart, patience, and resilience. Please know that your efforts do not go unnoticed. At The Resource Exchange, we are deeply grateful for the partnership, professionalism, and care you bring to our shared work.





**Do you have feedback for the LTSS newsletter? Let us know through our form by clicking or scanning the QR code.**



## What the Acronyms Mean

- **CFC** = Community First Choice
- **CDASS** = Consumer-Directed Attendant Support Services
- **CMA** = Case Management Agencies. Formerly CCBs and SEPs.
- **CMRD** = Case Management Redesign
- **CCM** = Care and Case Management system (statewide Member health record). This replaced the Benefits Utilization System (BUS)
- **DHS** = Department of Human Services
- **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).
- **DVR** = Division of Vocational Rehabilitation
- **HCBS** = Home and Community Based Services
- **HCPF** = Health Care Policy and Financing
- **HMA** = Health Maintenance Activities
- **ISLA** = Interim Supports Level Assessment
- **LOC** = Level of Care
- **LTSS** = Long Term Services and Supports. Also known as HCBS (Home and Community Based Services) or LTC (Long Term Care).
- **Member** = person in services
- **MSB** = Medical Services Board
- **NA** = Nurse Assessor
- **OCL** = Office of Community Living
- **PAR** = Prior Authorization Request
- **PETI** = Post Eligibility Treatment of Income
- **RAE** = Regional Accountable Entity
- **SIS** = Supports Intensity Scale