August 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. 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

- HCPF has implemented additional Force Passes which has led to prevent Members from losing eligibility due to the challenges with the Universal Code and Streamlined Eligibility. This has created system challenges leading to breaks in PARs. HCPF is working intensively with the White Glove Response Team to fix the issue and recommends that Providers continue to bill until the issue is resolved.

Updates for Protecting Coverage for LTSS Members:

- HCPF has begun outreach to members who were procedurally terminated in prior months, past the 90-day consideration period, and have not resumed coverage. HCPF is creating a Standard Operating Procedure (SOP) for our disability determination vendor with guidance around aging and disability applications.

Children's Home and Community Based Services (CHCBS)

- All case management responsibilities for this waiver have transitioned to TRE for El Paso, Pueblo, Park, and Teller counties as of 7/1/24.
- Amanda Reed (areed@tre.org), Director of Early Childhood Services, and Carol Raburn (craburn@tre.org), CHCBS Manager, are overseeing services for this waiver.

Backlog Reduction and Stabilization Plan
- TRE has begun implementation of a Backlog Reduction and Stabilization Plan to eliminate delays in activities necessary for timely access to services for Members. This plan will focus on backlogs related to:
  - Initial Level of Care Assessments
  - Continued Stay Review Level of Care Assessments
  - Monitoring Contacts

- - PARs
- TRE is hiring 30 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 will report progress on these activities in future newsletters and provider meetings.

TRE Vault – New Customer Relationship Management (CRM) system
- TRE is implementing a new, streamlined 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.
- Once implemented, providers will experience a more streamlined referral process where they will be able to visualize member information in the portal environment and receive automatic emails/updates on members to whom they are interested in providing services.
- August 5th – **Go-live of provider referral portal**
  - Universal intake form live on portal
  - Staff to use new process to send service requests to providers
  - Old TRE intake form deactivated
  - Members notified of portal login information.
- Training tools will be shared with providers through TRE's website, provider meetings and within the portal.

What Members Should Know

- **[tbd upon meeting with CMA staff)**

What Providers Should Know

[is this section needed or is it duplicative?]

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

- o 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**
    - o Referral form can be found here:
        - ▪ Online: [www.cchacares.com/for-providers/ccha-provider-support/]()
- Call CCHA Member Support:
    - o **Region 7** (El Paso, Park and Teller counties)
        - ▪ Email: [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).