



INFORMATIONAL MEMO

TITLE:	CASE MANAGEMENT REDESIGN MEMBER AND FAMILY LISTENING SESSIONS
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EFFECTIVE DATE:	JUNE 24, 2021
DIVISION AND OFFICE:	OFFICE OF COMMUNITY LIVING
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HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Informational Memo is to provide information on listening session opportunities for Health First Colorado members, and the families of members, who receive Home and Community-Based Services (HCBS) case management. The Colorado Department of Health Care Policy & Financing (Department) is hosting three listening sessions with members and families to hear their perspectives regarding what quality HCBS case management means to them and get their perspectives on the future of the HCBS case management system.

Information:

Case Management Redesign refers to several initiatives that will help make accessing long-term services and supports easier by changing case management agencies to serve all Home and Community-Based Service (HCBS) waivers so people have one place to go, making sure there are the right number of case management agencies in Colorado, and increasing the quality of case management services.

The Department values and recognizes the importance of ensuring members and families can shape the Case Management Redesign process.

A major component of the Case Management Redesign effort is establishing the catchment areas, or defined service areas, for future case management activities and services.

Making sure there are the right number of case management agencies (CMAs) in Colorado that serve all HCBS waivers is critical. This includes analyzing and changing defined service areas (the geographical areas determined by the Department to be served by a CMA). The Department wishes to minimize disruptions to members and agencies in this mapping effort while achieving the five key outcomes of Case Management Redesign: federal compliance, simplicity, quality, stability and accountability.

Initial feedback about the catchment area approach was gathered from stakeholders through a kick-off meeting in February 2021, stakeholder surveys, regional operational focus group discussions and a stakeholder catchment area survey.

To ensure members and families are at the center of providing input for the Department to make decisions on the future of HCBS case management, the Department will host three member and family-only, virtual listening sessions. Please attend one of the following sessions:

- Tuesday, July 27, 12:30 - 2:30 p.m.
or
- Tuesday, July 27, 5 - 7 p.m.
or
- Wednesday, July 28, 10 a.m. - 12 p.m.

Webinar Information:

- **Meeting Link:**
zoom.us/j/96940536000?pwd=K3d5ZzBibFZFL1g2eWk1a2c5WUxNQOT09
- **Meeting ID:** 969 4053 6000
- **Meeting Passcode:** 502578
- **Phone Participants Only:** Use the following call-in option if you are going to be listening only, and not participating online: 1-877-853-5257.

Members and families will be shown a brief video outlining the Department's efforts to redesign the case management system, then members will participate in small group discussions based on their geographic locations. Below are several sample questions which will be asked of members and families during the listening sessions.

- What does quality case management mean to you?

- What do you like about current case management/want to see continue for case management in the future?
- What is not going well with case management?
- What are the barriers to increasing positive experiences?
- What are the geographic and cultural barriers you want the Department to consider when designing catchment areas?
- What services do you wish you had access to but do not because of your location or lack of providers?

The feedback received during these listening sessions will be collated into themes and used by the Department to make decisions on key policy areas for Case Management Redesign.

Reasonable accommodations for these listening sessions will be provided upon request for persons with disabilities. Auxiliary aids and services for individuals with disabilities and language services for individuals whose first language is not English may be provided upon request. Please contact John.R.Barry@state.co.us or 303-866-3173, or the 504/ADA Coordinator at hcpf504ada@state.co.us at least one week prior to the scheduled meeting to make arrangements.

To stay engaged in this effort, interested members and families are encouraged to:

- Visit the Department's [Case Management Redesign webpage](#)
- [Sign up](#) for Constant Contact emails (which will include information about future meetings and engagement efforts)
- Regularly check the new [Office of Community Living Stakeholder Engagement Calendar](#)

Attachment:

Case Management Redesign Member and Family Listening Session Flyer

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