



**Case Management  
Redesign (CMRD) Info  
May 2023**

# Purpose:

- To provide background information about this major systems change.
- Review the current status and the timeline for the next year.
- Provide you with additional resources and a way to ask questions.
- Clarify that the Pre-Vocational changes at FGI are not CFCM/CMRD systems changes.



## Case Management Redesign (CMRD) AKA Conflict Free Case Management (CFCM) History

- 1960's: Colorado passed the law creating the Community Centered Board (CCB) system for people with intellectual and developmental disabilities (IDD). At that time, CCBs were able to provide **both case management** services and **direct services** and most of the state's 20 CCBs, including Foothills Gateway, have continued to provide both case management and direct services through the years.
- 2008: The **State of Colorado** commissioned a study from the **University of Southern Maine** to evaluate Colorado's Community Centered Board system for indications of conflict of interest (COI). The outcome of the study indicated that allowing case management and direct services to be provided by the same agency created a COI.
- 2010: Foothills Gateway developed internal systems to mitigate COI. An ad hoc committee of board members, community members, allied agencies, families, and staff met over an extended period to analyze the agency's operations and develop strategies to minimize COI within our agency.

## Case Management Redesign (CMRD) AKA Conflict Free Case Management (CFCM) History

- 2014: The federal government passed the HCBS Settings Final Rule and, as part of that law, required that all agencies providing case management to individuals in HCBS (Medicaid) waiver programs be conflict free. The deadline for compliance at that time was 2022.
- 2017: Colorado initially created a plan to become conflict free by allowing CCBs/SEPs/PCMAs to choose one of four options: 1) Only provide case management services; 2) Only provide direct services; 3) Provide both case management and direct services, but not to the same person; or 4) Stop providing HCBS altogether. An additional entity, a 3<sup>rd</sup> Party Broker, also had to be developed that would help individuals/families choose their service provider.

Due to the complexity of this plan, the state decided to eliminate it and went back the drawing board.

- 2020: HCPF met with Centers for Medicare and Medicaid Services (CMS) and requested an extension to 7/1/2024 to redesign Colorado's plan to become conflict free by introducing new legislation titled Case Management Redesign (CMRD) – this updated legislation became law.

## Case Management Redesign (CMRD) AKA Conflict Free Case Management (CFCM) History:

The new Colorado plan “Case Management Redesign” was designed to simplify access to case management services, create stability for the case management system, increase and standardize quality and accountability requirements, and achieve federal compliance. Since this new plan was launched, HCPF has taken the steps below to come into compliance with conflict free case management effective 7/1/2024:

- ✓ Reduced case management service areas from 46 to 20.
- ✓ Each CMA will be responsible for case management for all **10 HCBS(Medicaid) waivers**, plus State Supported Living Services and Family Support Services.

*Early Intervention (EI) Service Coordination and EI Services are not included in Case Management Redesign (CMRD). The Colorado Department of Early Childhood (DEC) currently contracts with EI Service Brokers (CCBs) for these services.*

## Case Management Redesign (CMRD) and Foothills Gateway, Inc.:

- Foothills Gateway is the non-profit Community Centered Board (CCB) for Larimer County. The agency has provided case management services and direct services to children with developmental delays and adults with intellectual/developmental disabilities (IDD) for more than five decades.
- Foothills Gateway, Inc.'s Division of Case Management Services currently provides person-centered case management services to **2,500 children and adults and their family members in five (5)** Home and Community Based Services (HCBS) waivers and State General Fund programs (State SLS, OBRA-SS, Family Support Services, along with Early Intervention Services).
- **What do case managers do?** Case managers develop local resources for individuals and families, complete a variety of assessments, including eligibility determination and support level assessments, identify the appropriate program and seek provider agencies, facilitate the Person-Centered Review (PCR), develop the Service Plan, including the Prior Authorization Request (PAR), and monitor that the services are being provided as outlined in the plan. By completing all these tasks, Case Managers assure that individuals/families get the services they need, and the provider agencies can bill Medicaid and the state general fund for the services provided.

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| Jan 22                                   | Feb 22 | Mar 22 | Apr 22 | May 22 | Jun 22 | Jul 22 | Aug 22                                   | Sept 22 | Oct 22 | Nov 22 | Dec 22 | Jan 23 | Feb 23                                   | Mar 23 | Apr 23 | May 23 | Jun 23 | Jul 23 |

**CM Rate Analysis**

CM Rate Analysis [CMA/Dept. Contractor] (Jan 22 - May 22)

Finalize CM Rate Analysis [Dept. Contractor] (May 22 - Oct 22)

Review Rate Structure [HCPF / CMAs] (Oct 22 - Jul 23)

**CMA Quality Metric Development**

Draft CM Metrics for CMAs [HCPF] (Sept 22 - Oct 22)

CMA Engagement on CM Metrics [HCPF / CMAs] (Oct 22 - Nov 22)

Review CCM Data Relevant to CM Metrics [HCPF] (Nov 22 - Feb 23)

**CMA Training & Development**

CMA Curriculum Development [HCPF/ Stakeholders] (Jan 22 - Jul 23)

Care & Case Management Tool Training [CMAs] (Nov 22 - Jan 23)

Begin New CMA Training Support [HCPF / CMAs] (Jun 23 - Jul 23)

**Federal Approval**

Determine Waiver & State Plan Changes Needed [HCPF] (Jul 22 - Oct 22)

Waiver & SPA Public Comment [Stakeholders] (Oct 22 - Dec 22)

Final Approval of Waivers / SPA [HCPF] (Dec 22 - Jan 23)

CMS Review & Approval of Waivers & SPA [CMS / HCPF] (Jan 23 - Jul 23)

All Decisions for SPA/Waivers Must be Made 10/10/22

SPA/Waivers Effective 7/1/23

**Rule & Regulation Updates**

CM / Waiver Rule & Regulation Draft Updates [HCPF] (Jan 22 - Jul 22)

Input on Rule & Regulation Draft Updates [HCPF / Stakeholders] (Oct 22 - Jul 23)

**New CMA Contracts**

Draft New CMA Contracts & RFP [HCPF] (Jan 22 - Oct 22)

RFP In eClearance [HCPF] (Oct 22 - Dec 22)

RFP Open for CMA Responses [CMAs] (Dec 22 - Jan 23)

CMA Awardees Notified [HCPF] (Jun 23 - Jul 23)

CMA Transition Begins [HCPF / CMAs] (Jul 23 - Jul 23)

**Member Updates**

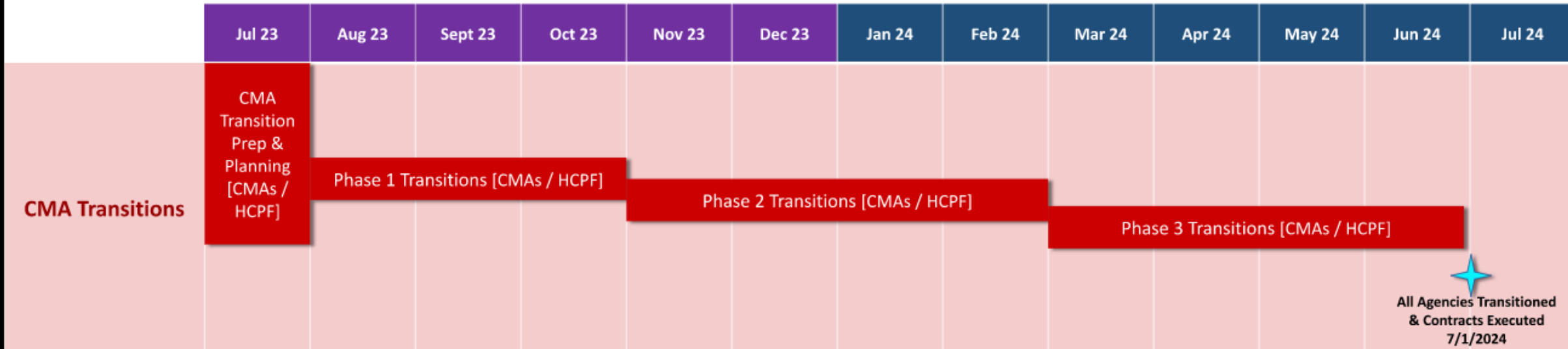
Quarterly Webinar [HCPF] (Mar 22, May 22, Aug 22, Oct 22, Dec 22, Feb 23, Apr 23, Jun 23)

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= Milestone Updated: May 2023

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## Case Management Redesign (CMRD) and CMA RFP Updates:

- ✓ In December 2022, the state issued the Case Management Agency (CMA) Request for Proposal (RFP) solicitation. The solicitation closed on February 28<sup>th</sup> and Foothills Gateway submitted a response. The RFP responses are currently being reviewed by HCPF and awards are expected by **June 2023**. The RFP review is the 'quiet period' – no state employees and no respondents (including FGI staff) are to discuss the RFP.
- ✓ If Foothills Gateway is awarded the CMA contract, we will need to work with other agencies to transition case management services to our agency, as well as change our business structure to transition all HCBS provided by Foothills Gateway's direct services section to another agency.
- ✓ If Foothills Gateway is not awarded the CMA contract, we will need to help transition the case management services provided by Foothills Gateway to the CMA awardee. Foothills Gateway will be able to determine what these scenarios might entail with much more clarity once the outcome of the RFP process is known.
- ✓ There are still many unknowns, and we are committed to supporting individuals served, families, and staff through the transition, whatever the outcome.
- ✓ Communication updates will be forthcoming as we have additional information. If you have questions and/or need additional information, please email [info@foothillsgateway.org](mailto:info@foothillsgateway.org). You will receive a response to your email.

## **Case Management Redesign = Significant Systems Change**

**Foothills Gateway is, along with the other CCBs in the state, undergoing significant systems change due to the federal and state laws mandating Case Management Redesign and Conflict Free Case Management.**

**As with any change, there are risks and opportunities.**

- Whatever the outcome of the CMA RFP, Foothills Gateway's business structure will have to change - this is a given. Foothills Gateway will no longer be able to provide both case management and HCBS (Medicaid) services as of 7/1/2024 as stipulated by state and federal laws.**
- There will be opportunities that will come with the change. For example, the CMA awardee in Larimer County will assume responsibility for more than 2000 additional individuals who will need case management services. The awardee will have to hire additional case managers and support staff to manage the increase of members.**
- There will also be opportunities to envision service provision differently. There may be potential partnerships with allied agencies to expand service delivery options.**

**Regardless, changes are coming!**

## Where can you find more information on Conflict Free Case Management/Case Management Redesign?

- Since 2014, Conflict Free Case Management (CFCM) and Case Management Redesign (CMRD) updates have been emailed to FGI staff and included in portal posts;
- Articles about CFCM/CMRD have been included in the Focus;
- Updated CFCM/CMRD information is included on the Foothills Gateway website along with questions from staff and community members that were submitted through [info@foothillsgateway.org](mailto:info@foothillsgateway.org).
- HCPF has disseminated informational memos to constituents on a regular basis; and,
- HCPF has a web page devoted to CFCM/CMRD: [Case Management Redesign | Colorado Department of Health Care Policy & Financing](#)

Thank you!