



NOVEMBER MEETING NOTES

November 15, 2019

Department of Health Care Policy and Financing Updates

Rebecca Ornelas, Colorado Department of Health Care Policy and Financing (HCPF), followed up on questions from last month's CKF meeting on the topics of non-emergent medical transportation (NEMT), PEAK, Medical Assistance (MA) Sites, and the returned mail process.

IntelliRide, the NEMT broker manages a network of providers that service specific areas. Providers are chosen based on the member's location and specific needs, for example, wheelchair accessibility. Members are notified of what type of car will be picking them up and the driver's name. During the transition of NEMT brokers, call wait times have been long for members. IntelliRide is working to decrease wait times and feedback to HCPF is that wait times have been decreasing. The NEMT contract provided a six-month period for IntelliRide to run smoothly. Since the contract started, IntelliRide has increased staffing and is using other states' processes for call centers to see if that helps. They receive roughly 2,000 calls in 10 hours and received 3,000 calls on the first day. When the vendor switched, members often got worried and called a month before they needed a ride, increasing call wait times. IntelliRide does not notify HCPF if a provider decides to no longer provide NEMT services. If a provider is having issues with IntelliRide, they should notify HCPF. Members can request a ride on the PEAK app; however, not many members currently use the app. HCPF has outreach material available explaining the uses of the app.

Due to the amount of questions CKF members shared about the PEAK application, HCPF is looking into possible issues and solutions as well as training for PEAK. CBMS transformation was not intended affect PEAK and real-time eligibility (RTE), but HCPF recognizes that this did happen. HCPF requests that if you are having problems with RTE to submit a help desk ticket. Only CBMS users can submit help desk tickets. Non-CBMS users may contact PEAK Outreach (PEAKOutreach@bouldercounty.org) for assistance submitting help desk tickets.

Meeting attendees discussed a need for training on RTE, when a case should receive RTE, an explanation of the PEAK inbox, and tips for how to fill out the application in order to receive RTE.

Q: Occasionally when assisters call the Denver Health Liaison Line with the tracking number of the issue the Liaison Line is unable find that tracking number. How should assisters proceed?

A: PEAK Outreach shared that sometimes it takes some time for information to be populated into CBMS. The issue could also be that the person from the Liaison Line is filtering the PEAK Inbox incorrectly, does not have access to it, or there is confidential information on the case and the person does not have clearance. If you are asked to resubmit the issue, please email PEAK Outreach (PEAKOutreach@bouldercounty.org) and they can help.

Q: How does HCPF track RTE?

A: HCPF runs a report with RTE on monthly basis.

Q: How does HCPF define RTE?

A: HCPF is reviewing this policy and will share a definition when it is finalized.

HCPF is conducting a pilot of MA sites using PEAKPro. Updates to PEAKPro and training materials will be finalized on November 21, 2019. After that date HCPF will send out a communication that the pilot is beginning, and that more information will follow. HCPF does not yet know the timeline of the pilot.

Q: Will HCPF include in the communication information on the functions of PEAKPro?

A: Rebecca will take this suggestion back to HCPF.

Q: Does HCPF know yet if MA sites will be required to process long-term care?

A: HCPF has not decided yet and is looking into how long-term care applications can be separated out from the other applications. However, if it is required, HCPF will provide training and support to MA sites.

The returned mail stakeholder group is still working to establish what a new process for returned mail and selecting a vender.

State Option Overview

The State Option proposal stems from legislation last year which instructed HCPF and the Division of Insurance (DOI) to create a new affordable coverage option. The state option will utilize private plans in which the insurance carrier contracts with the providers. Every carrier over a certain size will be required to offer the plan on and off Connect for Health. State option plans will be available January 1, 2022. Highlights of the plan include: no citizenship requirement, essential health benefits, and more pre-deductible benefits. This is accomplished through a lower percentage of the Medicare reimbursement rate for services.

CKF Updates

The Governor's Office of Information Technology (OIT) working with the PEAK technology vender, Deloitte, to improve the member experience. OIT wants to connect with organizations who will refer clients to participate in interviews. Interviewees will be asked about applying and maintaining coverage, and how they use PEAK. Interviews would be one hour and twenty minutes long and members would receive a \$35 gift card for participating. Contact Liz Tansey (ltansey@cchn.org) to connect your clients with the state for an interview.

Member Sharing

A meeting attendee shared that the Health First Colorado Customer Service Line (1-800-359-1999) has been very helpful when helping clients with issues on PEAK. Customer service representatives can make changes directly into CBMS as long as the client is present.

Next meeting: January 17, 2020