

REAL Colorado Meeting- June 3, 2011, CCI

Upcoming Meetings at CCI

Thursday, July 7, 2-4 p.m.

Friday, August 5, 9 a.m.-12 p.m.

Friday, September 16, 8 -9 a.m.

Friday, October 7, 2-4 p.m.

General Discussion:

- Susan shared that 2007 federal audit on public assistance programs calls for HCPF to have independent IT function from Governor's Office of Information Technology; promotes Maximus taking further control of Medicaid based on historic data on timeliness of processing
- CCI policy staff prepared list of questions for Joan Henneberry and Sue Birch for today's meeting regarding implementation of Affordable Care Act and health care exchange
- Cheryl Ternes shared that she is the only county representative on the State's Eligibility and Enrollment Committee. Commissioner Beckman attends, but is not a formal member. The committee needs further county representation, especially from Commissioners. Meetings held every Tuesday and process is moving quickly, has significant impact on counties/CBMS.
- PEAK launched on May 31 and is functioning well; Steve Fowler provided detailed update to commissioners by email
- Susan stated that decisions regarding Maximus contract must include reliable data that fairly compares counties and Maximus.
- Lynn stated that a common and agreed-upon data source must be established with HCPF, to address timeliness settlement
- Barbara shared that HCPF has never had a cohesive relationship with CBMS
- Ginny shared that she was on the RFP committee for Maximus (to replace ACS as CHP+ vendor); Barbara wondered if there was any analysis of pros/cons for going to outside vendor
- There was no county participation in developing scope of work prior to selecting vendor
- Frank stated that counties were not informed of Maximus' scope of work until contract was signed, such as Maximus serving Med-only applications received through PEAK system, automatic transfer of Med-only cases from counties, ongoing case management, incremental funding increase for transferred cases; no description of fund source or limit to cost
- Counties are receiving \$30 million for County Administration of assistance programs; Maximus contract is \$60 million
- Pat shared that counties have to be objective and not take stance because of loss of funds; we need to develop understanding of system benchmarks that have to work (based on CBMS history), State's budget, focus on client outcomes
- Lynn stated that counties need to look at two elements: eligibility system AND case management as we look to 2014 health care reform
- Susan stated we need to protect taxpayers and not repeat a system that fails and costs money, time
- Barbara would like to commit to using 'families and children,' instead of 'clients/customers
- Jennifer suggested that if the health care exchange offers access to reports/data, then we can ask if counties will have access as well

Mary McGhee, CDHS Boards and Commission Division Director

Agency Letters

- CDHS review of agency letters is due today; quality assurance of reviews will now take place by CDHS Audit Division and Boards & Commissions Division
- July 6- Final version of spreadsheets, certification form, analysis and executive summary by deputy directors due to Reggie Bicha
- Mary feels it will assist the department to identify changes that may need to take place and aid new leadership
- Governor has directed each executive director to appoint a point-person for local government, and Mary will be contact for CDHS
- Mary anticipates that when CDHS has developed recommendations, the department will collaborate with counties to understand what our mandate review has shown
- Susan requested a calendar be developed for that collaborative work
- Timeframe may be dependent on Will Kugel, CDHS budget director, who is working on agency letter review as well as REAL funding review for counties; counties need this information to understand what is required in statute and, if needed, address legislation to get to outcomes
- Mary has submitted proposed protocol to Reggie regarding the purpose/development/enforceability of agency letters, CDHS needs to consider what is to be done with out-dated letters and current letters
- State Board is aware of agency letter review

Rules

- Decision should be made about whether or not statute should be included in rules, since statutes change frequently and make rules more lengthy; Mary/Reggie believe rules should be clear and concise
- Lynn asked if CDHS is reviewing rules for focus on outcomes, not compliance. Mary answered that the review workgroup is looking at compliance with statute, but is *not* focused on addressing whether the statute is well-written or helpful in meeting outcomes, what could be changed
- Out-dated or unnecessary rules may be repealed and new ‘rule packages’ may be rolled out over next year by State Board, but Mary will have a better sense of timeframe next month
- Lynn requested that counties participate in development of rules as subject-matter experts; Mary agreed to suggest to Reggie
- Barbara asked if CDHS has set any kind of reduction target for rules; Mary responded that Reggie did not set a target but that staff is being realistic about reduction and anticipates at least a 30%+ reduction
- State considering what should be timeframe for mandatory review of every rule- perhaps 3-5 yrs
- Barbara shared that CCI is supportive and appreciative of rule review and culture change from compliance to outcomes for families and children. She also shared CCI historically wrote Executive Order on un-funded mandates for Governor Romer, and supported concept of Executive Order for Governor Hickenlooper, so we are committed to process

State Board

- Recommendations of County reps to State Human Services Board to be sent to Governor next week: Sam Pace, Dave Long, Sallie Clark
- Mary stated State Board of Human Services welcomes 30-min. presentation on REAL during work session; will discuss with Gini

Data/Outcome-Driven Plan

- Mary share that a plan being developed by Niki Hatch, consultant to CDHS who worked for Reggie in WI, on how to be more data-based, outcome-driven.
- Request was made to have Niki at a future REAL Colorado meeting and Mary was welcomed to all future meetings

Joan Henneberry, CHI, and Sue Birch, HCPF, Health Care Exchange Conversation

Sue: 4 'Buckets' of Federal Health Care Reform

- **Early Identification, Case Finding, Eligibility, Enrollment:** By 2014, Medicaid will be defined as everyone up to 133% of Medicaid; collapsing of CHP into Medicaid; focus on enrollment becoming <2 day process
 - HealthCare.gov: New portal from the federal government
- **Accountable Care Collaboratives:** ACCs at federal level; Colorado has launched seven regional accountable care organizations; organizations helps citizen with all aspects of health and connecting them to care and have medical-care 'home', PHP, Rocky Mountain Health Plans, Colorado Access are brokers; counties should collaborate with ACC organizations
- **Long-Term Care:** Re-thinking life-long planning; HCPF has \$1m planning grant for Medicaid/Medicare; planning grant for medical incentive for chronic Disease prevention; looking at concept where \$ follows person; efforts with CDHS on DD services; producing Aging and Resource Disability Center. Counties invited to get into projects; HCPF developing matrix of committees.
- **Cross-Department Relationship with Counties:** Committed to inter-departmental and inter-county partnerships that will help Colorado to be front-runner in health-care reform.

Joan: Health Insurance Exchange

- National standardization of how we count income for Medicaid-eligibility was big step forward
- Affordable Care Act: every citizen must have coverage in 2014
- Population: Employer-Insured; Medicaid-Insured; Everyone Else (700,000 in Colorado)
- 300,000-500,000 will fall between 133 and 400% (\$33-88K/year for family of 4) of poverty: Exchange looks at finding coverage for this population
- Exchange = Creation of a marketplace that sells affordable, high-quality health insurance; world-class customer experience; 15-20 minute commitment for customer to be told if eligible for subsidies for health insurance; website that allows customers to save data
 - Customer Service Center
 - Navigators: counties may be interested in taking this role, must be trained and knowledgeable in determining if people are eligible for subsidies *and* helping people pick their plan
- Small Employer Exchange: helps employers with 50 or fewer employees; approximately 60% of CO businesses
- States had choice of whether to build own exchange or default to federal exchange; USHHS will offer 3-year funding to any state building its own (planning, operations), then state must be self-sufficient (either through general fund or customers paying price for admin costs)
 - Core competency areas for USHHS funding:
 - Enabling Legislation - SB200 Signed in May allow CO to develop exchange
 - Governance: SB200 calls for board (9 voting members, HCPF Director, Insurance Commissioner) by July; must review 2012 budget/grant application; bylaws, policies, finding executive director

- Stakeholder Engagement: In 2010, conducted town hall meetings and solicited input with 10,000 stakeholders; 65 volunteers serving on workgroups; ongoing
 - Background Research: MIT was hired to model segment market of uninsured Coloradoans by Labor Day: demographic, geographic, income/eligible for Medicaid, undocumented, religious/political objection, where likely to go in 2014 for coverage. Also looking at families who will fluctuate on 133% poverty line and “switch” back and forth from CHP/Medicaid to Exchange.
 - Data Sharing/Transfer: Being tackled by Eligibility and Enrollment Committee, working on IT planning
- Plan Selection: Policies and rules still to be delivered at federal level for ‘basic benefit’ criteria to be deemed a qualified health plan; all major CO health plan carriers are looking at how to develop products for exchange (Federal product levels are Platinum -90% paid, Gold- 80%, Silver-70%, Catastrophic), etc.
- Exchange has to do determination for eligibility for subsidy or Medicaid, but does not have to *enroll* people in Medicaid
- Exchange is a business and people are coming voluntarily; screening people for eligibility to get them to the right door to begin with
- Horizontal Integration (charging exchange to determine eligibility across programs) vs. Vertical Integration with Human Services programs to be determined by Board, with input from Eligibility/Enrollment Committee
- IRS makes reimbursements to subsidized plans in marketplace through tax code. When you file tax return, must show coverage on new form and it’s treated like advanced tax credit; Penalties imposed in 2015 for un-insured; Not clear how feds will treat 40% of population that doesn’t file tax return
- Feds building data hub in the ‘cloud’ for labor/income, legal residency; OIT working on interface with DMV, CDLE, etc.
- Work Plan available on Colorado Health Institute or Governor’s Health Reform web site; CMS also has a plan with milestones
- Wisconsin Proto-Type for exchange: includes pop-up on last page that members of household may be eligible for other assistance programs; asks if client data may be shared with other system to apply (ie, SNAP)
- State needs to determine policy surrounding population that will “switch” between Medicaid and subsidized plans; several states looking at a possible “State Plan” for that population
- CHI had three days of meetings with vendors in May for management of health care exchange; asked key questions about implementation/policy issues, core competencies, willingness/ability to partner with other states, contractual issues/service agreements. General themes:
 - Companies exist that could help with all or a few elements of business functionality for the exchange (eligibility, human services integration, data, premium, call center, program integrity, fraud/abuse prevention)
 - More than 1 but fewer than 10 business partners
 - Performance tied to benchmarks set by Board

Funding, Mandate and Administrative Requirement Review Timeline

NEW: Data and Talking Points for Eligibility System Decisions

- Pros/Cons for Privatizing or Keeping County Involvement in Eligibility, Duplication or Bifurcation of Services, Efficiencies that can be achieved, Best tools to help families achieve Self-Sufficiency

Responsible: Develop in partnership with HCPF with agreed-upon data

Timeline:

Federal and State Funding Review

Review law and build matrix of funding sources with required services, mandates, match and necessary outcomes to get that funding

Responsible: Will Kugel at CDHS to provide data on all state and federal funding sources; Lynn and Will to draft a template document to be used for the review; Lynn to develop list of questions for research teams of what to look for and identify; County Directors and Financial Staff to identify mandates and funding streams

Timeline: 6 months- April to August 2011 (90 to 120 days); Phase I is getting general information on mandates from counties. Phase II will involve developing an expanded spreadsheet with analysis of each mandate, to include positive language on the desired outcome to each recommendation.

Action Items:

- Herb and Lynn to continue to incorporate feedback from counties into existing matrices

Status as of 6/3: CDHS Child Welfare and Colorado Works are completing questionnaire from Will Kugel on federal funding by June 3. Lynn and Herb have compiled draft matrices completed for Public Assistance and for Child Welfare Mandates; these were presented to REAL group on May 6; Lynn has list of volunteers who will assist with research.

‘Colorado Gets REAL’ Presentation Packet: Develop packet to include Cover Letter to Community Partners; Condensed PowerPoint with talking points; Problem Statement (why are we doing this?); FAQ Document (What is REAL, What is mandate reform, etc); Executive Order; REAL bookmark; 2 Examples of mandate reform; Agreement for Colorado to Get Real; List of Supporters

Responsible: Haley McKean, Barbara Kirkmeyer, Susan Beckman, Mary Russell (Jeffco), Kris Kinzli (Jeffco)

Timeline: By June CCI Workshop; then bring to chambers, service clubs, etc.

Action Items:

- Haley to spearhead development of Cover Letter, FAQ, Problem Statement; Agreement for Colorado to Get Real
- Lynn and Herb to draft two complete examples of possible mandate reform
- Herb to condense PowerPoint

Status as of 7/7: To be completed

Administrative Relief

Identify opportunities for administrative relief for time and cost-savings; compile data and analysis; bring back to REAL Colorado group for vetting and prioritization

Responsible: County staff

Resources: CCB 5-pager

Timeline: 60-90 Days; Ongoing

Action Items:

- Gini to email counties for possible legislation or mandate issues for 2012 session;
- Herb to ask child welfare directors for suggestions on rules that could be changing

Status as of 7/7: Herb to update the subcommittee on his work to date at the May 6th REAL Colorado meeting.

Required Services Identification

Identify list of services that are funded and required by statute based on matrix

Timeline: TBD

Status as of 7/7: Outstanding

Identification of Best Management Practices

Identify national best management practices to help shape list of 'proposed' required services.

Timeline: TBD

Status as of 7/7: Outstanding

Proposed "Required" Services

Develop list of services that all counties believe should be considered essential and funded based on best practices; any services that one or a few counties offer would be at their discretion and locally-funded

Timeline: TBD

Status as of 7/7: Outstanding

COMPLETED TASKS as of 7/7/11**Update CCI HHS Steering Committee Policy Statement to reflect REAL principles**

Responsible: Gini, Susan

Timeline: August

Action Items: Susan and Gini to develop revised policy statement for CCI HHS

Status as of 7/7: Draft CCI policy statement language has been developed and will be available for commissioner review beginning with CCI's July 8th Steering Committee Meetings

Resolution on REAL Principles

Responsible: Gini and Barbara to draft resolution for NACo's process to embrace REAL Colorado principles

Timeline: Prior to NACo's 2011 Annual Conference

Action Items: Gini to see what NACo's platform on unfunded mandates; draft resolution to promote REAL principles

Status as of 7/7: Proposed NACo Platform Change approved by CCI's membership at CCI's Summer Conference. Commissioners Kirkmeyer and Beckman to lobby for the adoption of the platform change at NACo's Annual Conference July 15th.

Develop PowerPoint presentation for REAL Colorado

Responsible: Herb Covey, Susan Beckman, Lynn Johnson, Haley McKean, Barbara Kirkmeyer

Timeline: Complete for MACC June meeting, CCI Summer Conference

Status as of 6/3: Completed for CCI Summer Conference

Action Items: To be modified for MACC and other community partners

Human Services workshop at CCI Summer Conference

Roll out REAL Colorado as reform movement; request presentation by Director Bicha for update on implementation of Executive Order on mandates; followed by discussion with commissioners and directors

Responsible: Gini Pingnot, CCI Staff

Timeline: June; Workshop scheduled for Wednesday, June 8th from 8:30am-9:45am.

Status as of 6/3: Presentation developed. Panel will consist of Director Bicha, Ryan O'Connor. Presentation by Commissioner Kirkmeyer. Facilitated by Commissioner Beckman. All have confirmed their availability to join us.

CCI Web Site Updates on "Wins"

Responsible: Gini Pingnot, Barbara Kirkmeyer, CCI Staff

Timeline: May 2011

Action Items:

- Post executive order from Gov. Hickenlooper on regulation and mandate review
- Post announcement that CDHS is using mandate review questionnaire in partnership with counties

Status as of 6/3: Posting on CCI's "Announcements" page

REAL Sub-Committee Updates to HHS Steering Committees

Provide regular updates at HHS meetings and request support as-needed

Responsible: Barbara Kirkmeyer

Timeline: Ongoing

Status as of 6/3: Standing item has been added to all HHS agendas calling for a REAL Colorado update

Send REAL Colorado Bookmark and Letter to State Human Services Board

Include request for presentation at State Human Services Board monthly meeting to present about REAL Colorado and consideration of mandate and rule reform for outcome-based system

Responsible: Susan Beckman

Timeline: Presentation in August

Action Items: Gini to send out REAL Colorado Bookmarks. Susan to draft letter as CCI HHS Chair

Status as of 6/3: Gini emailed REAL Colorado Bookmarks to all members in mid April

Identify County Commissioner/Council Member for State Human Services Board

Responsible: Gini Pingnot, CCI Staff

Timeline: As soon as possible

Action Items: Gini to provide list of current Board members to REAL Colorado group; CCI Board to send letter to Governor suggesting appointee

Status as of 6/3: Commissioner Sallie Clark has applied for the opening and CCI's Board of Directors sent a letter to the Governor's Office of Boards and Commissions recommending her appointment.

Update CHSDA Data Reports

Update data reports to reflect more current data

Responsible: County staff

Timeline: TBD

Status as of 6/3: Updated child welfare fact sheets posted on CCI's website and provided to legislators at March 17 luncheon.

REAL Bookmark for Policymakers

Draft tool to measure any new legislation, rules or regulations against basic questions about legislative relevance, intent, etc.

Responsible: Haley McKean, Susan Beckman, Liz Ellis- Arapahoe County

Status as of 4/1: Bookmark has been completed and is available through CCI

REAL Colorado Logo

Responsible: Haley McKean, Susan Beckman, Liz Ellis- Arapahoe County

Status as of 4/1: Logo Complete

Link to CHSDA Data Reports on CCI Web site

Responsible: Gini Pingent

Timeline: mid- February

Action Items: Gini Pingent to work with CCI to create visible and accessible link to CHSDA data reports on CCI website, without password protection.

Status as of 4/1: Completed.

Letter to Legislators with Data Reports

Produce letter to legislators to introduce HHS and CHSDA as resource for legislative considerations; send data reports to CCI lobbyist.

Responsible: Susan Beckman, Sallie Clark, Haley McKean- HHS

Timeline: By late February

Action Items: Susan Beckman to finalize letter and work with PIO on printing fact sheets and letters

Status as of 4/1: Completed. Letter and relevant fact sheets shared with attendees at the March 17th CCI/CDHS/CHSDA/Casey Luncheon
