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Breaking News

CBMS and Colorado.gov/PEAK Outage Information

CBMS and Colorado.gov/PEAK will be down for the implementation of the November build and enhancements from 12:00 pm on Saturday, November 8, 2014 until 6 am on November 10, 2014. Any PEAK applications that are in process and have not been completed must be submitted prior to 12:00 pm on November 8, 2014 or the data will be lost.

For more information, contact CBMS.Liaison@state.co.us.

Non-Emergent Medical Transportation (NEMT) Broker Transition

Effective November 1, 2014, the Department's NEMT contractor will be changing from First Transit to Total Transit. Total Transit will provide non-emergent transportation to

and from Medicaid covered health care appointments with health care providers who have a Medicaid contract. This contract covers NEMT services for Medicaid clients living in Adams, Arapahoe, Boulder, Denver, Douglas, Jefferson, Larimer and Weld counties.

In an effort to provide a seamless transition for providers and clients, Total Transit will be transitioning a number of key personnel from First Transit. In addition, the phone number and website will remain the same.

For more information, contact [Doug van Hee](#).

## New Department Logo



We are pleased to announce a new look and feel is coming to the Department. Effective November 1<sup>st</sup>, we will begin using a new logo on all Department materials.

By the end of this year, all state agencies will transition the look and feel of their Departments' official emblems to a shield that aligns with [brandCOLORADO](#) standards. brandCOLORADO has worked with Departments to refresh the look of state agencies and create a brand that embodies our state's upward momentum. The green Colorado peak logo is intended to represent the state's world-famous mountains as well as Colorado's continued ascension in any number of categories, including health care.

HCPF's new shield sits inverted next to the green Colorado logo. This shield will be used on all **new** materials and will replace the circle seal that has been used on Department documents, marketing materials, and our Department's website. Please note that documents created prior to the shield launch **do not** need to be updated retroactively.

The HCPF shield aligns with those of our partner agencies CDHS and CDPHE. Through visual alignment, the shield now expresses our most important message at HCPF: We serve people. Additionally, our primary Department color of blue with a purple accent, which HCPF employees helped choose—can be seen on the shield.



## New Colorado.gov/PEAK Logo Coming November 9

A new look has also been created to represent PEAK as Colorado's online service to screen and apply for medical, food, cash, and early childhood programs. Beginning November 9, Colorado.gov/PEAK will have a new logo and color scheme. The new logo incorporates the primary brand colors of PEAK's major partners, and the triangles are a nod to the majestic mountains in our beautiful state.

Moving forward, all **new** collateral must contain the new trademarked PEAK logo. Please note that documents created prior to the logo launch **do not** need to be updated retroactively.

Guidance on the new PEAK logo and images for download will be **available starting the week of November 3** at [tinyurl.com/peakoutreach](http://tinyurl.com/peakoutreach).

### **Transition to the CMS 1500 Claim Form**

Currently, Colorado Medicaid providers submit professional claims electronically or via the Colorado 1500 (CO-1500) paper claim form. Effective December 1, 2014, the CO-1500 paper claim form will be replaced by the current CMS 1500 paper claim form [OMB-0938-1-1197 Form 1500 (rev. 02-12)].

For further information, refer to the Frequently Asked Questions (FAQs) available on the [Provider Implementations web page](#) of the Department's website.

### **Department News**

Effective October 1, 2014, Jed Ziegenhagen accepted the position of Director of the Office of Community Living. The goal of this newly formed Office is to provide strategic direction on the redesign of all aspects of the long-term services and supports delivery system, including service models, payment structures and data systems to create efficient and person-centered community-based care. Ziegenhagen plans to leverage his understanding of both data and business models and his extensive experience in the Department to lead the Office of Community Living.

### **Changes to CDASS Financial Management Services**

The Department is making changes to Financial Management Services (FMS) for Consumer Directed Attendant Support Services (CDASS). Effective January 1, 2015, CDASS clients will have a choice between three FMS vendors, listed below, and two employer models: Agency with Choice (AwC) and Fiscal/Employer Agent (F/EA).

The Department will also contract with a Training and Operations vendor to provide training and customer service support for participant directed service delivery models available within Colorado. The Department anticipates the Training and Operations vendor will be selected by November 1, at which point more information will be released.

The three FMS contractors are as follows:

Morning Star Financial Services  
[www.morningstarfs.com](http://www.morningstarfs.com)

Northeast Pennsylvania Center for Independent Living  
dba ACES\$ Financial Management Services:  
[www.MyCIL.org](http://www.MyCIL.org)

Public Partnerships, LLC  
[www.publicpartnerships.com](http://www.publicpartnerships.com)

*For more information, contact [Kelly Jepson](#).*

### **Providers: Please Update Your Contact Information**

The Department is asking all providers to verify and/or update their information in the Medicaid Management Information System (MMIS) as soon as possible.

With the expansion of Medicaid benefits, Colorado has many new members looking for a health care provider. Updating provider information in the MMIS is **critically important** as the information provided (address and phone number in particular) are used in the Department's [Find a Provider](#) web search. **Please be reminded that it is the responsibility of each provider to update their contact information contained in the MMIS.**

Keeping the information updated also assures that payments and communication are sent timely and appropriately.

Updating the information in the Colorado Medical Assistance Web Portal ([Web Portal](#)) via the (MMIS) Provider Data Maintenance option is the easiest and most efficient method to keep information current. However, submission of a [Provider Enrollment Update form](#) is necessary for providers who do not have the capability to make updates through the Web Portal.

*For more information, contact the Department's fiscal agent at 1-800-237-0757.*

## **Increase Enrollment**

### **Disability Determinations**

A few reminders about disability determinations. Please note:

- Disability determinations are performed by Action Review Group (ARG) aka Arbor/ResCare Workforce Services.
- Guidance to ensure accurate and timely disability determinations and expedited requests is available through our ARG contact, [Antoinette Zimmerman](#) and through [the Department](#).
- Page 12 of the [Medicaid Disability Application](#) must be completed and signed by the requesting eligibility technician. If not, the application will be returned to the submitting agency for completion and resubmission.
- You must use the medical release form located [here](#). Do not use any other version of the medical release form.

*For more information, contact [Jeff Douglas](#).*

### **PEAK Enhancements November 2014**

The following enhancements are coming the Colorado.gov/PEAK on November 9, 2014.

#### **Single, Dynamic Online Application**

Consumers will be able to apply for health coverage using a single dynamic online application whether they apply through Colorado.gov/PEAK or ConnectforHealthCO.com. This includes single account username and password sign-on capability for PEAK and Connect for Health Colorado. To learn more about the Shared Application and Eligibility Process, click [here](#).

#### **Eligibility Results**

When applicants receive real time eligibility results, it will indicate if they qualify for Medicaid, Child Health Plan *Plus* (CHP+), or federal financial assistance to help pay for health insurance purchased through Connect for Health Colorado, including eligibility for Advanced Premium Tax Credits (APTCs) and Cost Sharing Reductions (CSRs).

#### **Enhanced User Experience**

Hover text throughout the application will mean better ease of use for clients.

## **PEAK Account Client IDs**

To create a PEAK account, clients will have the option to use their Client ID number in lieu of a Social Security Number or State ID, if necessary. The Client ID is a 7-9 digit number that is unique to all clients and will be printed on benefit letters after November 9.

## **Program Additions in PEAK**

Five programs serving young children and their families that will be added to PEAK include:

- Nurse Family Partnership (NFP)
- Healthy Steps
- Home Instruction for Parents of Preschool Youngsters (HIPPIY)
- Parents as Teachers (PAT)
- Colorado Preschool Program (CPP)

For more information the November 2014 enhancements to PEAK, including a training calendar and sneak peek of the new PEAK logo, go to [Colorado.gov/PEAK](http://Colorado.gov/PEAK) then click on Resources, then PEAK News or by clicking [here](#).

**We strongly encourage all partners to participate in the upcoming in-person and online training events about the shared application process. More information on these opportunities are listed below.**

## **PEAK Resources and Trainings**

PEAK resources and training information is now available on the [PEAK Outreach Initiative's Outreach and Training site](#).

The site hosts a variety of outreach and training resources for community partners, including:

- Important PEAK announcements and news
- PEAK View newsletters
- Live webinar and training calendar
- PEAK On-Demand recorded webinars
- PEAK User Guides
- PEAK support call schedule

The PEAK Outreach Team will continue to distribute the PEAK View newsletter on a monthly basis, but you will also be able to stay up-to-date on PEAK happenings and resource materials through the PEAK Outreach & Training site.

*For more information, contact [PEAKOutreach@bouldercounty.org](mailto:PEAKOutreach@bouldercounty.org).*

## **Building Better Health: Enroll 2015 Resources Available Online**

The Department would like to thank all participants in the Colorado Health Foundation's [Building Better Health: Enroll 2015 conference](#). Hundreds of health coverage guides, assistance site navigators, certified application counselors, brokers, agents, community-based organizations and health advocates joined together at Colorado's kick-off conference for the 2015 health coverage open enrollment period, beginning Nov. 15, 2014.

For those of you unable to attend in the person all presentations and handouts provided at the conference by the Department are available online visit [this web page](#), then scroll down to *Building Better Health: Enroll 2015 Conference Materials*.

## Training for CBMS Users Available Now

The Staff Development Center is hosting [online](#) and [in-person](#) training opportunities that will prepare you for the changes coming to CBMS on November 9. These **critical trainings** cover what you need to know about the 2015 Open Enrollment Period, the new Single Application and Eligibility Process for Medical Assistance, and the Medicaid Quality Assurance Improvement program. It is strongly recommended you complete this training **prior** to the November 9 build.

What you'll learn in the training:

- What you need to know about the **2015 Open Enrollment Period** and how it will impact you
- Explanation of the **Single Application and Eligibility Process for Medical Assistance**, how the new process will impact CBMS and Colorado.gov/PEAK, and what these changes mean for Medical Assistance applicants
- Review of the important **changes coming to Colorado.gov/PEAK** and how the changes will affect CBMS users
- Overview of **changes coming to the Medical Assistance Paper Application** and what you'll need to be prepared for
- Review of the **Medicaid Quality Assurance Improvement** to reduce errors in determining eligibility

Register **today** for an upcoming training opportunity at [TrainColorado.com](http://TrainColorado.com). Questions regarding this communication may be directed to [soc\\_staffdevelopment@state.co.us](mailto:soc_staffdevelopment@state.co.us).

## New Open Enrollment Communications Webinar Online Now

The [Department of Health Care Policy and Financing](#), [Division of Insurance](#) and [Connect for Health Colorado](#) have recorded and posted a new joint communications webinar.

The webinar discusses how community partners can talk about the 2015 open enrollment period. The webinar also provides an overview of the consumer geared resources available to partners.

The new recorded webinar can be found [here](#) under Presentations. You can also download slides by clicking [here](#).

You can submit your questions following the webinar to: [ACAImplementation@hcpf.state.co.us](mailto:ACAImplementation@hcpf.state.co.us).

## Improve Health Outcomes

### Medicaid Dental Benefit Update

#### Children's Dental

The final version of the Dental Services for Children rule, which outlines the revised children's dental benefit, passed its final reading for permanent adoption at the Medical Services Board (MSB) meeting on October 10, 2014 and will be effective on November 30, 2014. The final version will be made available on the Code of Colorado Regulations website [here](#), scroll to section 8.201 of the rule. The final rule includes many of the provisions that the Department worked out through its stakeholder collaborative process and the rule making process.



The DentaQuest Medicaid Dental Provider Office Reference Manual (ORM) will also be updated to reflect the revised children's dental benefits and published within the coming weeks on the [DentaQuest Colorado Providers website](#). Until the new rule takes effect at the end of November, the Department and DentaQuest are continuing to administer the children's dental benefit as we were prior to July 1, 2014. The Department would like to thank all the dental providers, community members and advocates who assisted the Department in revising its children's dental policies.

### **Orthodontia**

The Department is planning to schedule the next series of meetings as part of the Orthodontic Benefits Collaborative after the first of the year to allow both the Department and its orthodontic providers adequate time for identification of suitable dates and meeting location(s). The Department has not and will not be changing orthodontia policy prior to Medical Services Board (MSB) approval of the revisions that will be discussed this coming January, as well as those items that have been previously discussed collaboratively with orthodontic stakeholders in the state. The rule making process will likely begin in spring 2015.

More information is available on the Department's [Provider Bulletins](#) and on the Department's [Provider News and Implementations web page](#).

### **Benefit Administration Transition to DentaQuest**

As the Department's dental Administrative Services Organization (ASO) for the state, DentaQuest is now managing the Medicaid adult and children's dental benefit programs. You can reach DentaQuest's Member Services at 1-855-225-1729 (TTY 711), Monday – Friday between 7:30am – 5:00pm or visit their website at [www.DentaQuest.com](http://www.DentaQuest.com) for assistance with your Medicaid dental questions.

Providers can contact DentaQuest's Provider Services at 1-855-225-1731 (TTY 711) if they need assistance or they can visit DentaQuest's [Providers website](#).

### **Women's Health Benefit Coverage**

The Department has opened a 30 day public comment period regarding updates to the Women's Health Benefit Coverage Standard. During this time, the public is welcome to [read the standard](#) and to submit recommended changes.

Comments may be addressed to:

Kimberley Smith

Department of Health Care Policy and Financing

1570 Grant Street

Denver, CO 80203

or emailed to: [BenefitsCollaborative@state.co.us](mailto:BenefitsCollaborative@state.co.us)

All comments received by **November 8, 2014** will be reviewed by the Department to assist in the determination of what changes to incorporate into the document.

### **New Federal Provider Screening Regulations: Webinar and Stakeholder Comments**

New federal regulations established by the Centers for Medicare and Medicaid Services (CMS) require enhanced screening and re-validation of providers enrolling with Colorado Medicaid.

These regulations are designed to reduce the potential for Medicaid fraud, waste, and abuse. Most providers will see very little change in their enrollment process but some may be required to undergo additional screening before they can be enrolled or re-enrolled in Medicaid.

On Thursday, October 23, stakeholders from across the state participated in an online presentation followed by a question and answer session on these new regulations. A recorded version of this webinar has been posted on the Department's website under the "Federal Provider Screening Regulations" section of [Colorado.gov/hcpf/provider-implementations](http://Colorado.gov/hcpf/provider-implementations).

Beginning the week of November 3, the Department will be seeking feedback from providers and other stakeholders on a draft rule that will implement these federal regulations. Stakeholders may submit comments through December 1, 2014. Additional information about the new federal regulations and how providers can submit comments on this rule will be available on the "Federal Provider Screening Regulations" section of [Colorado.gov/hcpf/provider-implementations](http://Colorado.gov/hcpf/provider-implementations).

### **Accountable Care Collaborative (ACC) Stakeholder Opportunity**

The ACC is Colorado Medicaid's platform for transforming health care services and supporting the health of our clients. The Department is asking for feedback and perspective about the program. The responses we receive will inform the design of the next phase of the ACC Program.

We encourage anyone with an interest in the future of the ACC and Colorado Medicaid to respond. The Request for Information can be downloaded from [the ACC Re-procurement website](#).

*For more information, contact [The ACC Team](#).*

### **Customer Survey Happening Soon**

The Work Support Strategies (WSS) grant examines and implements strategies to streamline and improve access to and delivery of benefits across Food Assistance, Medicaid, Childcare Assistance, and TANF. The Urban Institute and its research partners will be conducting a customer satisfaction survey among a random sample of customers applying for or recertifying SNAP benefits in September 2014. Through the course of the survey, questions regarding applications for Medicaid, TANF, and Childcare may also be asked.

Head-of-household applicants identified through the random sample will receive a letter explaining the survey and alerting them that they have been selected to participate in this survey. The survey will be conducted by phone; selected applicants will be called about a week after receiving this letter regarding the survey. Respondents will receive a gift card in exchange for their participation.

If you receive any questions about the intent or nature of this survey, please direct them to the Institute for Public Policy & Survey Research at 1-800-476-3803. The Works Support Strategies Committee appreciates your help in facilitating this exciting project.



## **Contain Costs**

### **Accountable Care Collaborative Update**

The Accountable Care Collaborative (ACC) Program represents a committed effort to transform the Medicaid program into a system of better care for all its members, and to lower costs for the State of Colorado.

Estimated ACC enrollment as of October 1, 2014 was 724,750.

## **Medical Services Board**

### **Public Rule Review Opportunities**

Partners who are interested in a one-on-one discussion with Department staff about upcoming rules are invited to attend the Department's Public Rule Review Meeting. Information is available on the [Public Rule Review Meetings](#) web page. Reasonable accommodations for the meetings are provided upon request for persons with disabilities.

*If you would like more information, or to be added to the Medical Services Board email distribution list, please contact [Judi Carey](#).*

## **Employment Opportunities**

Applying for state government jobs is easy. Applications are electronic, you will receive updates, and you do not need to answer any written questions until it is determined that you meet the minimum qualifications. Check out the [website](#) for State of Colorado jobs including the Department of Health Care Policy and Financing jobs.

The Department offers a competitive benefits package that includes the Public Employees' Retirement Account (PERA), a 401K or 457 retirement plan, health and dental insurance options, 10 holidays, and accrual of paid sick and vacation time.

The Department is a tobacco-free campus.

## **Enrollment**

In September 2014, there were 1,106,597 Coloradans enrolled in Medicaid and 57,786 Coloradans enrolled in CHP+.
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