



**Q: Do you have any required paperwork we need to fill out as a provider?**

A: No additional or new paperwork is needed for you to provide services after the transition. Having your provider name and information on the HCPF Find a Provider webpage is how we will know you are actively providing services. We also received a provider list from COA.

**Q: Can I help in any way with notifying the current members of the impending change since we reach out to them every month via phone?**

A: All members received a letter from COA about the change. The information included RMHS' contact information. A new letter with case manager information will be sent on July 1, 2020.

**Q: How do I sign up to receive secure emails?**

A: When you receive your first message from RMHS it will include information on how to access the email. It will be a two-step process, but the information in the email will walk you through what needs to happen. We have a library of Mimecast FAQs which are available at: <https://rmhs.zendesk.com/hc/en-us/sections/360003242593-Mimecast-FAQs>

**Q: How do I reach the case manager who is assigned to the person receiving services?**

A: The person who is receiving services will receive information about who their case manager is. We will also have a list of case managers and their supervisor with phone numbers and email listed on our website.

**Q: Should our agency sign up or take any action to receive notifications/emails from Rocky Mountain Human Services?**

A: We would like to communicate via email. We received your contact information from COA. If something has changed or needs to be updated, please email [SEPquestions@rmhumanservices.org](mailto:SEPquestions@rmhumanservices.org) and we will update.

**Q: If providers have any issues reaching case managers and/or questions regarding services/eligibility what will be the protocol and who should providers reach out to?**

A: Please start with the assigned case manager and if you are not receiving a response, reach out to their supervisor. You can also call the general RMHS number (844-790-RMHS) and they can direct your call if those avenues are not working.

**Q: Your FAQ references access to the Bridge/interChange and the ability to view PARs. Can you tell us how to request access?**

A: Great instructions from HCPF can be found here: <https://bit.ly/30xUsn8>

**Q: COA had a very good online system that showed each provider's clients, along with care manager information, the supervisor information, PAR information, PMIP, and screenshots from the bridge, etc. This was incredibly helpful and helped the provider to resolve issues more independently. Any thoughts on this?**

A: RMHS does not have a provider portal set up at this time. This may be something we look at in the future. PAR information can be found on the Bridge/interChange. We can also email PAR information and share information as needed.

**Q: Will interpretation services be available to members who are not English speaking?**

A: Yes, interpretation services will be available for all members. We try to match case managers who speak the same language as members in order to make communication easier. When this doesn't occur, we will be using an interpretation service.

**Q: How will we receive new or PAR requests that are pending from COA?**

A: Please reach out to your case manager who can assist you. RMHS and COA have been sharing pending activities so that RMHS can share with case managers and to help ensure things are not missed.

**Q: Will anything change in obtaining an approved PAR for long term home health care for HCBS? Do we need to submit those PARs to EQ Health?**

A: Currently there are no changes. RMHS will continue to work with HCPF to ensure the correct the process is followed and to implement any future changes.

**Q: Will we still be reporting incidents/occurrences to CDPHE through the Health Facilities Provider web portal? Will we be required to also notify case managers?**

A: Yes, that process to report to CDPHE has changed. The instructions to use the portal be found here: <https://www.colorado.gov/pacific/cdphe/how-report-occurrence>. The case manager should also be notified directly.

**Q: What is the time frame for responses from case managers from the time we emailed or called? What is the time limit for referrals?**

A: Good customer service is important to RMHS. We ask that case manager return all correspondence promptly. The same requirements regarding timelines to complete the ULTC 100.2 assessment for eligibility to receive long term services and supports will be followed and are not changing.

**Q: I've heard that Rocky Mountain Human Services will be taking over the Single Entry Point contract. Is that true and when does that happen?**

A: Yes, it's true. RMHS is very excited to be the Single Entry Point for Adams, Arapahoe, Denver, Douglas, and Elbert counties. Beginning July 1, 2020, Rocky Mountain Human Services (RMHS) will

begin case management services as the Single Entry Point, or SEP. Until July 1, 2020, Colorado Access will remain the SEP and will continue case management and referral activities.

**Q: What other services or programs does Rocky Mountain Human Services offer?**

A: RMHS is not only the SEP for people who need long term services and supports, but also has other case management and direct service programs that supports the following:

- Children with developmental delays and disabilities
- Adults with cognitive and intellectual disabilities
- Veterans who are homeless or in jeopardy of losing their homes
- People transitioning from a mental health institute, psychiatric hospital or substance use treatment facility to a community setting.

For more information please contact RMHS at 303-636-5600 or [questions@rmhumanservices.org](mailto:questions@rmhumanservices.org).

**Q: I want to continue to provide services to people supported by the SEP. What do I need to do?**

A: Nothing! The people you are serving now will transition over to RMHS on July 1, 2020 with you as their provider. As a provider, your contact information will be available to RMHS case managers. If you are concerned about your contact information, please make sure that Health Care Policy & Financing and/or Department of Public Health and Environment have your accurate contact information.

**Q: If a client likes their providers can they keep them?**

A: Yes. Moving case management services from Colorado Access to RMHS will not change a person's providers.

**Q: Who do I contact regarding any billing issues that I may have? What will be different with RMHS?**

A: Your billing practices will remain the same. No additional or new paperwork will be needed for you to bill services provided after the transition. As a reminder, the Colorado interChange is the claims payment system for the Department of Health Care Policy and Financing (HCPF). It is sometimes referred to as the Medicaid Management Information System (MMIS), and the interChange is maintained by HCPF's fiscal agent, DXC Technology (DXC). For any billing issues you will need to work with HCPF directly.

RMHS case managers will continue to be responsible for prior authorizations or PARs and can be found in the Bridge/interChange where you can access them at any time. If corrections or changes to the PAR are needed, you can always reach out to your case manager for assistance. If you are unsure who the care manager is, please call 844-790-RMHS or email [SEPquestions@rmhumanservices.org](mailto:SEPquestions@rmhumanservices.org).

**Q: How do people who need our services get referred to us?**

A: When a person receiving supports is looking for services, the case manager will direct the individual to the provider list found on Health Care Policy and Financing's website. If necessary, the case

manager will support the person in finding the right provider within the search options of the HCPF provider webpage.

**Q: How should Incident Reports be sent to RMHS? Do we need to use a RMHS incident report form?**

A: An incident report is required for situations in which MANE (mistreatment, abuse, neglect, or exploitation) is alleged or suspected, along with any other unusual occurrence that negatively impacts a person receiving services or supports. All incident reports should be sent to the case manager securely via email.

You may use the incident report found on HCPF's website following this link: [www.colorado.gov/pacific/sites/default/files/Service%20Provider%20CIRS%20Form%202018.pdf](http://www.colorado.gov/pacific/sites/default/files/Service%20Provider%20CIRS%20Form%202018.pdf) or your agency's own incident report form. Please contact your case manager with any questions.

**Q: What does that mean for people who receive services and supports through the SEP?**

A: It means that RMHS will begin to coordinate long term services and supports for people who need support due to chronic illnesses and disabilities. RMHS deeply understands the importance of continuity and will make every effort to ensure the transition happens with minimal disruption. RMHS expects that some case managers from Colorado Access will apply for and obtain jobs with RMHS, however we can't guarantee that every person supported will retain the same case manager. Colorado Access, who had previously held the SEP contract, may still provide other services to people, such as medical and/or behavioral health services.

**Q: Will client benefits or services change?**

A: Benefits and services will not change as a result of the case management contract moving from Colorado Access to RMHS. However, please know benefits and services are unique to individuals and changes sometimes occur due to other factors.

**Q: This case management provider change applies to residents of which counties in the Denver metro area?**

A: Adams, Arapahoe, Denver, Douglas and Elbert counties.

**Q: Please give me more details about which people specifically this applies to.**

A: The Single Entry Point delivers case management for Home and Community Based Service (HCBS) waivers and programs listed below. If individuals get services through these waivers or programs and live in Adams, Arapahoe, Denver, Douglas or Elbert counties, this change applies to them.

- HCBS Waiver for the Elderly, Blind and Disabled
- HCBS Waiver for Persons with Brain Injuries
- HCBS Waiver for Community Mental Health Supports
- HCBS Waiver for Children with Life Limiting Illness

- HCBS Waiver for Persons with Spinal Cord Injury
- HCBS Waiver for Children
- Home Care Allowance

The people supported at RMHS may receive other services, such as coordination for medical and behavioral health, from Colorado Access. Those services are not affected by the change, and clients should still contact Colorado Access as they previously have.

**Q: OK, I'm still not sure this applies to people I work with. How can I get more information?**

A: This applies to those who receive services from any HCBS waiver and programs listed above and live in the counties named above. During the coming months, RMHS plans to engage in stakeholder outreach so we can learn more about you and you can learn about us. For more information please check in frequently with the RMHS website at [www.rmhumanservices.org](http://www.rmhumanservices.org). For immediate questions about person specific situations, individuals should call their current case manager at Colorado Access.

**Q: Can I speak to someone at RMHS about this?**

A: Yes. You may call 844-790-RMHS or email [SEPquestions@rmhumanservices.org](mailto:SEPquestions@rmhumanservices.org) for general information. Please be aware that we won't have person specific information until July 1, 2020 and cannot answer specific questions about a person's situation until we officially take over case management on July 1, 2020.

**Q: I don't know who my client's current case manager is and I have a problem that can't wait until July 1, 2020. What should I do?**

A: Please contact Colorado Access and ask for help in determining who their current case manager is. RMHS cannot work with you until after July 1, 2020.

Colorado Access  
11100 E Bethany Dr  
Aurora, Co 80014  
1-800-511-5010