



Advocates and Community Partners

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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 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 to people 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, which previously had 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?

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

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

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Q: Where are the referrals for the Program of All-Inclusive Care for the Elderly (PACE) and skilled nursing facilities going?

A: All referrals for PACE and skilled nursing facilities will be processed through the RMHS as the SEP.

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. 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 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 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 your 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

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 email us at questions@rmhumanservices.org.

Providers

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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.

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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.

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 or your agency's own incident report form. Please contact your case manager with any questions.

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Referral Sources

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Q: How can I get a referral to Rocky Mountain Human Services after July 1, 2020?

A: We have several methods to accept referrals. The easiest and preferred method is to use the RMHS website. Referrals can also be sent through email and you can call the RMHS phone number to discuss any possible referrals. Contact information:

Website: www.rmhumanservices.org

Email: SEPreferrals@rmhumanservices.org

Phone number: 844-790-RMHS

Q: How will the referral process be different?

A: The only part of the referral process that is changing is where the referrals will be sent. Referrals will now be sent to RMHS using the methods above. The same requirements regarding timelines to complete the ULTC 100.2 for eligibility to receive long term services and supports will be followed and are not changing.

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