



🏠 1665 Coal Creek Ave., Lafayette, CO

🌐 www.aiavenues.org

February 1, 2024

Dear Friend of Imagine!,

We are sending this letter to clarify the important upcoming changes that are happening with case management services and how specifically they will impact you.

As you know, starting July 1, 2024, the company called Imagine! will only provide direct services (residential, behavioral, day program, etc). Then, Imagine! case management operations will join with Adult Care Management, Inc. (ACMI), an agency currently serving people on Medicaid waivers such as the Brain Injury (BI) waiver and the Elderly, Blind, and Disabled (EBD) waiver. The two agencies will form the new case management agency (CMA) serving Boulder, Broomfield, and Gilpin counties. Our new name is A&I Avenues.

How does this impact you?

If you live in Boulder, Broomfield or Gilpin county, starting on July 1, 2024, you will be served by A&I Avenues. Your Case Manager/FSSP Navigator likely will not change.

If you live outside of Boulder, Broomfield, or Gilpin counties, you will need to send an e-mail to your Case Manager letting them know you would like to remain with your current Case Management Agency.

Please see pages 2-4 for more information about this process.

For more information on these changes, you can visit: <https://hcpf.colorado.gov/my-hcbs-case-management>.

Sincerely,

Jenna Corder, Director of Client Relations

jcorder@imaginecolorado.org

Case Management Redesign Member Exceptions Policy & Process January 22, 2024

Background

Since 2014, the Colorado Department of Health Care Policy and Financing (HCPF) has worked to come into compliance with the federal law that requires case management be provided by an agency that is separate from the agency that provides direct care. By eliminating conflicts of interest, case managers can make objective decisions. This approach fosters trust, promotes transparency, and safeguards against potential exploitation or biased decision-making, ultimately enhancing the quality of care provided.

To comply with this federal requirement, Colorado's case management system is changing. There will now be one case management agency (CMA) in each [defined service area \(DSA\)](#). Each case management agency will serve everyone within their DSA, regardless of age, disability type, or HCBS waiver. Additionally, CMA's will not be required to serve any individual that is outside their DSA. CMA's will have the discretion to allow exceptions when they have the capacity to do so.

CMA's have been selected through a State procurement process to perform case management duties in their DSAs. Adult Care Management, Inc. (ACMI), has served as the single-entry point (SEP) agency serving people with non-IDD disabilities for more than 30 years, and will create the new CMA with Imagine!'s case management branch, which has provided IDD case management services for 60 years. These two agencies, which have a combined legacy of serving people with disabilities for close to a century, will form the new CMA serving Boulder, Broomfield, and Gilpin counties. Currently, the name Adult Care Management, Inc. (ACMI) is being used on all communication regarding this area due to the nature of the State procurement process. Ultimately, the CMA serving these areas will change from ACMI/Imagine! to a new name, which is currently being selected. The transition process for this change will take place over several months in this current fiscal year of 2024, and is scheduled to be completed by July 1, 2024.

ACMI/Imagine! Member Exceptions Policy

The dedicated and hard-working staff at Adult Care Management, Inc. (ACMI) and Imagine! will continue to provide exceptional case management services to all residents residing in DSA 8, serving Boulder, Broomfield, and Gilpin counties regardless of their age, disability, or waiver. ACMI's case management service for Members in Clear Creek county will be transferred to Jefferson County DHS, which was awarded the CMA for the Jefferson / Clear Creek counties service area.

For Members who reside outside of Boulder, Broomfield, and Gilpin counties but wish to remain in our combined agency, after July 1, 2024, please see the exceptions process below:

- Members residing outside of this DSA may make a written request through their current ACMI/Imagine! case manager to remain in the new DSA. If the individual requesting the exception meets the following criteria, an exception will be granted automatically:
 1. Member lives in Berthoud, Mead, Firestone, Frederick, Dacono, Erie, Northglenn, Thornton, Westminster, or Longmont in Weld County.
 2. Member is in an active crisis and continuity of care is imperative to stabilize the individual's circumstances. We will continue serving individuals in this category for a maximum of 60 days following implementation on 7/1/2024.
- If one of the above criteria is met, the ACMI/Imagine! case manager will submit the following information via the Member Exceptions Notification email template to ACMI/Imagine! leadership for a final decision:
 - o Medicaid ID
 - o First and Last Name
 - o Date of Birth
 - o Social Security Number
 - o County in which Member resides
 - o Designated Service Area
 - o Exception criteria met (#1 Member lives in approved city, #2 Member is in crisis)
- ACMI/Imagine! leadership will provide written notification of approval to the Case Manager within 5 business days of receipt of the request. Case Manager will pass decision along to the client and/or family within 5 business days.
- If the Member does not meet the above criteria then the ACMI/Imagine! case manager will submit the following via the Member Exceptions Notification email template information to ACMI/Imagine! leadership:
 - o Medicaid ID
 - o First and Last Name
 - o Date of Birth
 - o Social Security Number
 - o County in which Member resides
 - o Designated Service Area
 - o Reason for request for Member to be served at ACMI/Imagine!
 - o How Member plans to support ACMI/Imagine! with ensuring that Member needs are met and contractual requirements for in person monitoring and assessment will be completed as necessary. (e.g., Member is willing to engage in virtual case management, Member does not require mill levy emergency funding to remain stabilized)

- ACMI/Imagine! leadership will provide written notification of approval to the Case Manager within 5 business days of receipt of this request. Case Manager will pass decision along to client and/or family within 5 business days.
- ACMI/Imagine! reserve the right to deny requests at the discretion of the CMA leadership. Denied requests will not be subject to an appeal process.
- ACMI/Imagine! will track all Members served outside of the DSA 8 by adding information to the HCPF CMA Exception tracking document on Sharepoint.
- ACMI/Imagine! will update this information to Sharepoint by the last day of each month and no later than 5 business days after the last day of the month per OM23-056.

Transfers of Denied Requests of Individuals Currently Served by ACMI/Imagine!

- For individuals currently being served by ACMI/Imagine! whose request for an exception has been denied, the following steps will be taken:
 1. ACMI/Imagine! staff will contact the Member's designated CMA to initiate a transfer and identify a transfer date.
 2. ACMI/Imagine! staff will provide a transfer packet to the Member's designated CMA with pertinent records and forms.

Members with ACMI/Imagine! as the CMA in DSA 8 who request a transfer to another CMA: ACMI/Imagine! will support the choice of any individual who wishes to receive their case management services through an agency other than ACMI/Imagine! It will be up to the other CMA on whether they choose to accept the individual.

This policy is subject to change upon review by ACMI/Imagine! leadership.

Effective Date: March 1, 2024