

HCBS STRATEGIES

Improving HCBS Systems

Supporting Case Management Redesign



HCBS Strategies works with states and local agencies to bring greater consistency, clarity, and accountability for their staff who assist individuals with selecting and managing their supports.

Case management (also called care coordination, coaching, or support coordination) is the heart of any LTSS delivery system.

We have extensive experience evaluating case management systems and supporting states with planning and implementing case management redesign efforts. We have also supported systems change communication and training for case management agencies.

Our case management redesign efforts include:

- Evaluating challenges and opportunities in case management systems
- Reviewing and updating regulations
- Updating reimbursement approaches
- Supporting workflow and content automation to reflect the vision
- Developing monitoring tools
- Ensuring compliance with federal and state requirements



HCBS STRATEGIES

Improving HCBS Systems

Case Study: Redesigning Colorado's Case Management System



HCBS Strategies has supported the Colorado Department of Health Care Policy & Financing (HCPF) with evaluating, planning, and implementing case management redesign (CMRD) efforts to consolidate and streamline the provision of case management for all Medicaid waiver recipients.

Efforts undertaken through this initiative include:

- Performing data analyses to determine how best to consolidate the existing IDD and non-IDD case management systems to create a recommendations map for the optional number of regional comprehensive case management agencies
- Supporting HCPF with developing federally compliant only willing and qualified provider (OWQP) and organized health care delivery system (OHCDS) policies
- Developing recommendations for leveraging targeted case management (TCM) to support assessment redesign
- Updating state rules and regulations to reflect the CMRD and supporting the regulatory review process
- Supporting HCPF with developing local and state quality assurance and oversight policies

