

Colorado Bluesky Enterprises  
Conflict Free Case Management  
Stakeholder Communication Plan  
January 2019

**Purpose:** To provide quality Case Management and Direct Services. To provide all Stakeholders notice of changes that Colorado Bluesky Enterprises will be implementing. To comply with the March 2014 Federal Centers for Medicare and Medicaid Services (CMS) and the Colorado General Assembly House Bill 17-1343 which created the definition for CFCM and directed that Colorado be conflict free by June 30, 2022.

**Background:** In March 2014, the Centers for Medicare and Medicaid Services (CMS) implemented a final rule requiring states to separate case management from service delivery functions for the same individual to reduce conflict of interest for services provided under home and community-based services (HCBS) waivers. This rule relates to Colorado Bluesky Enterprises (CBE) because it has an inherent conflict of interest that may arise because it provides case management and direct services for the same individual. Although CBE has implemented procedures to prevent conflict of interest, we understand the potential. As a result of these federal regulations, CBE's existing system for its three HCBS waivers supporting individuals with intellectual and developmental disabilities (I/DD) is no longer able to provide both case management and direct services to the same person and must be in full compliance by July 2022. The three waivers are:

- Development Disabilities Waiver
- Supported Living Services Waiver
- Children Extensive Support Waiver

**Colorado Bluesky Enterprises Conflict Free Case Management Compliance Options:** According to the Department of Health Care Policy & Financing Implementation Plan (July 1, 2016) Community Centered Boards were given 4 compliance options as follows:

1. Choose to become a case management agency only;
2. Choose to become a direct service provider only;
3. Choose to be a case management agency and direct service provider, but not to the same individual, and implement the necessary firewalls and safeguards to ensure conflict free services; and,
4. Discontinue participation in the three HCBS waiver programs as case management agency and a direct service provider.

**Colorado Bluesky Enterprises (CBE) Implementation Process:** CBE Board of Directors and Management have chosen option #3 to provide case management and direct services, but not to the same person. In order to ensure compliance, continuity of care, and quality case management services for the persons affected by this ruling, CBE will implement the following:

1. Conduct a study to determine the number of persons who will have to choose another provider or Case Management Agency (CMA);
2. Discontinue providing direct services and case management 2022;
3. Develop a communication notifying individuals that they will have to choose another provider or CMA;
4. Provide individuals a list of providers and CMA's;
5. Conduct individual team meeting to develop transition plans for each person having to make a choice;
6. Provide oversight of the transition to ensure continuity of the chosen provider or CMA.
7. Conduct a survey of persons who transitioned to solicit feedback on the process.

**Commented [A1]:** Hi Mike – I think this should actually be #6 if you look at this in terms of order of things that must occur. Just a suggestion though.

**Public Notifications:** CBE will implement several methods of notifying stakeholders and the Pueblo Community of the changes:

- Persons affected will receive a personalized notification;
- CFCM Communication Plan will be posted on the CBE website;
- CFCM Communication Plan will be posted on CBE's Facebook page;
- A Public Forum will be held to present CBE's CFCM Plan; and,
- CBE will contact the local newspaper to publish a story about the changes being implemented by CBE.