

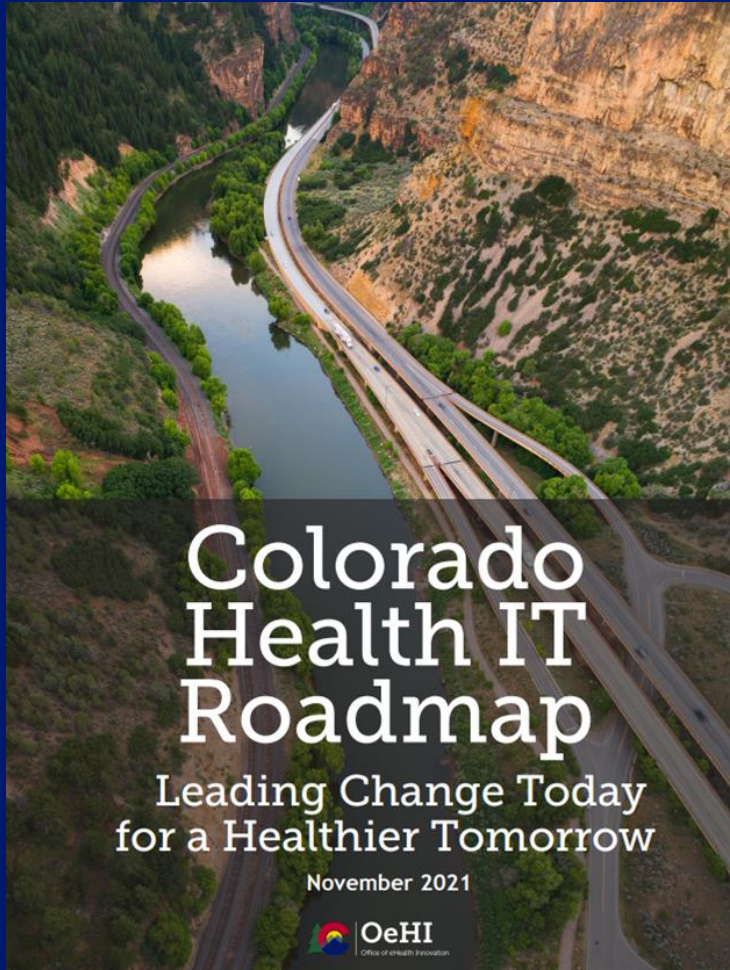
State Healthcare Systems IT Overview

Presented by: OeHI, HCPF, BHA and CDHS

AGENDA

- Health information technology roadmap and updates on funded initiatives
 - OeHI, Stephanie Pugliese
 - HCPF, Parrish Steinbrecher
 - BHA, Christen Lara
 - CDHS, Misgana Tesfaye, Sarah Dawson, Mollie Bradlee & JP Sleeper

Office of eHealth Innovation (OeHI)



Presented by:
Stephanie Pugliese, Director

CO Health IT Roadmap Goals

1. Coloradans, providers, payers, community partners, state, local, and Tribal agencies share data and have **equitable access** to needed health and social information.
1. Coloradans access high-quality in-person, virtual, and remote health services that are **coordinated** through information and technology systems.
1. Colorado improves **health equity** through the inclusive and innovative use of trusted health IT and digital health solutions.

CO Health IT Roadmap

- Identifies common values used to prioritize and implement necessary strategies to achieve the three overarching goals.
- Defines a vision for transforming the state's current infrastructure into a more cohesive and integrated system.
- Identifies a set of shared services to be developed for and accessible by all stakeholders to bring coherence and alignment across a decentralized and patchwork system.

OeHI Rural Connectivity

Roadmap Goals: Equitable Access, Digital Health Equity

FY:	Funding (State and Fed Match):	Audience:
2021/22	\$6,498,000	Critical Access Hospitals and Rural Health Centers to connect to HIE
2022/23	\$10,740,000	Independent providers for technical assistance, IT infrastructure, and then HIE connectivity

Rural Connectivity Project Achievements



**Analytics platform developed
75% of safety-net facilities have access**



**Environmental scan completed
61% of safety-net facilities participated**



**HIE access improved
22 new safety-net facilities have onboarded
81 of 84 rural safety net facilities connected**

Next Steps

- Connect rural providers to Colorado's Health Information Exchanges (HIEs) that have not yet connected
- Identify what has been going well and what could be improved for those that are connected
- Meet with rural providers to adopt health information, data sharing, and analytics through implementation support
- Identify any roadblocks or barriers to adoption

Department of Health Care Policy & Financing

Presented by: Parrish Steinbrecher, Health Information Office
Director

HCPF Major initiatives and partnership overview

- HCPF partnership with OeHI, CDHS and BHA
- CBMS and PHE
- Behavioral Health Administration claims integration into the MMIS (R23)
- Future Medicaid Enterprise Solutions (MES) Concept of operations overview (timelines)

HCPF partnership with OeHI

- Advance Planning Document submission to CMS
- Budget planning and Management for Enhanced Federal match
- Contract Management
- Strategy with Medicaid enhanced federal match funds
- Hiring and training of additional contract management and budget management
- Share Data Architect costs to assist with future data sharing design, interoperability, tools, and modular solution strategies



CBMS and PHE streamlined processes and operational improvements

- Innovations & automation have driven approximately 34% automatic approval rate (without member or county worker action)
 - Of those determined eligible and are currently active - 77% auto approval (no human action)
- Training and business process improvement sessions to support county workers
- Enhanced online member tools (PEAK online portal, electronic signature)
- Outreach to members to update contact info to smooth renewals
- Renewal lists provided to counties to help them prepare to manage renewal volume, improve planning & readiness for increased calls
- Reformatted renewal packet for clarity and better member experience
- Additional support to mitigate county backlogs
 - Overflow Processing Center (OPC)
 - Consolidated Return Mail Center (CRMC)



Medicaid Health Technology Systems that comprise the Medicaid Enterprise Solutions (MES)

Member Eligibility Determination System

Colorado
Benefits
Management
System



COLORADO **PEAK**

COLORADO **PEAKPro**

Health First Colorado
Member Mobile App

Deloitte



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COLORADO
Governor's Office of
Information Technology
Serving people serving Colorado

Claims Processing System

Colorado interChange

Medicaid
Management
Information
System



gainwell



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Pharmacy Benefits System

Pharmacy
Benefits
Management
System



MagellanRx
MANAGEMENTSM



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Data Analytics System

Business
Intelligence &
Data
Management



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All Medicaid Enterprise Systems receive 90% Federal Match for the Implementation of the Systems or System Changes and a 75% Federal Match on the Operations of the Systems

State-Only (or Non-Medicaid) Programs - like the BHA Programs - Designate a single fiscal management system to be used to account for all publicly funded services to improve allocations from the BHTF recommendations. one of 19 prioritized recommendations for implementation by the BHA



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Medicaid Health Technology Systems - CBMS & MMIS

Member Eligibility Determination System

Colorado
Benefits
Management
System



R-23: \$2,223,000

R-23: New Behavior Health Programs Added to CBMS - Members can Apply for both State Only Behavior Health Services and Medicaid Simultaneously. ~80% of Behavioral Health Spending

HCPF and BHA are building a new process for members to become eligible for Medicaid and the BHA program utilizing the PEAK application.

Through this project, HCPF and BHA are implementing a streamlined process for all 39 behavioral health community benefit programs managed by the BHA.

Claims Processing System *Colorado interChange*

Medicaid
Management
Information
System



R-23 \$2,911,080

R-23: New Behavior Health Programs Added to MMIS - Providers can Check a Member's Eligibility for both State Only Behavior Health Services and Medicaid Simultaneously through the MMIS and then Submit a Claim which will Pay to the Correct Program Automatically.

gainwell

Medicaid Health Technology Systems - BIDM

R-23: \$242,475

- Data from CBMS and MMIS are added to BIDM so BHA can perform analysis on their programs
- New Functionality for BHA with data in the BIDM: Analytical Tools & Risk Stratification

Data Analytics
System

Business
Intelligence &
Data
Management



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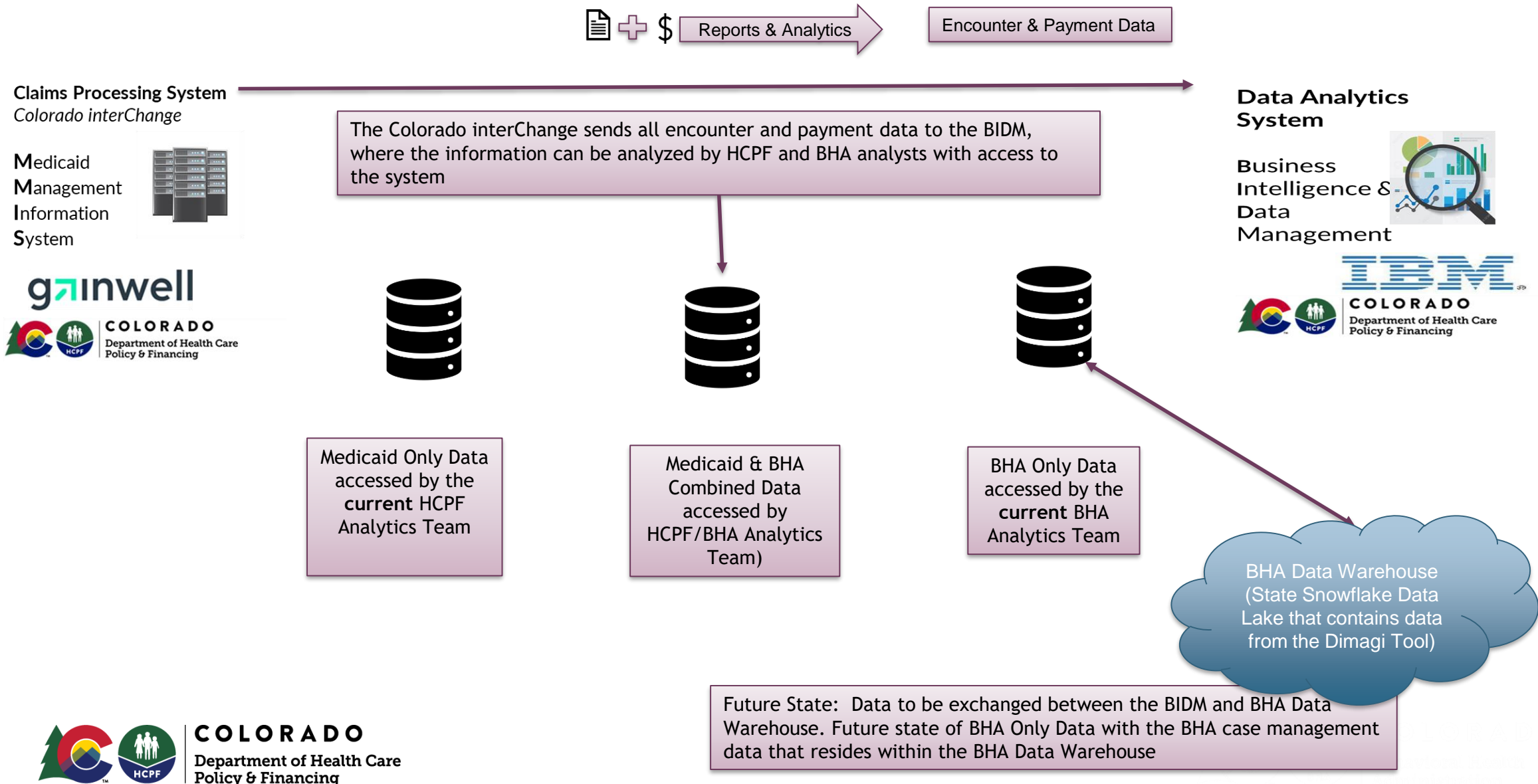


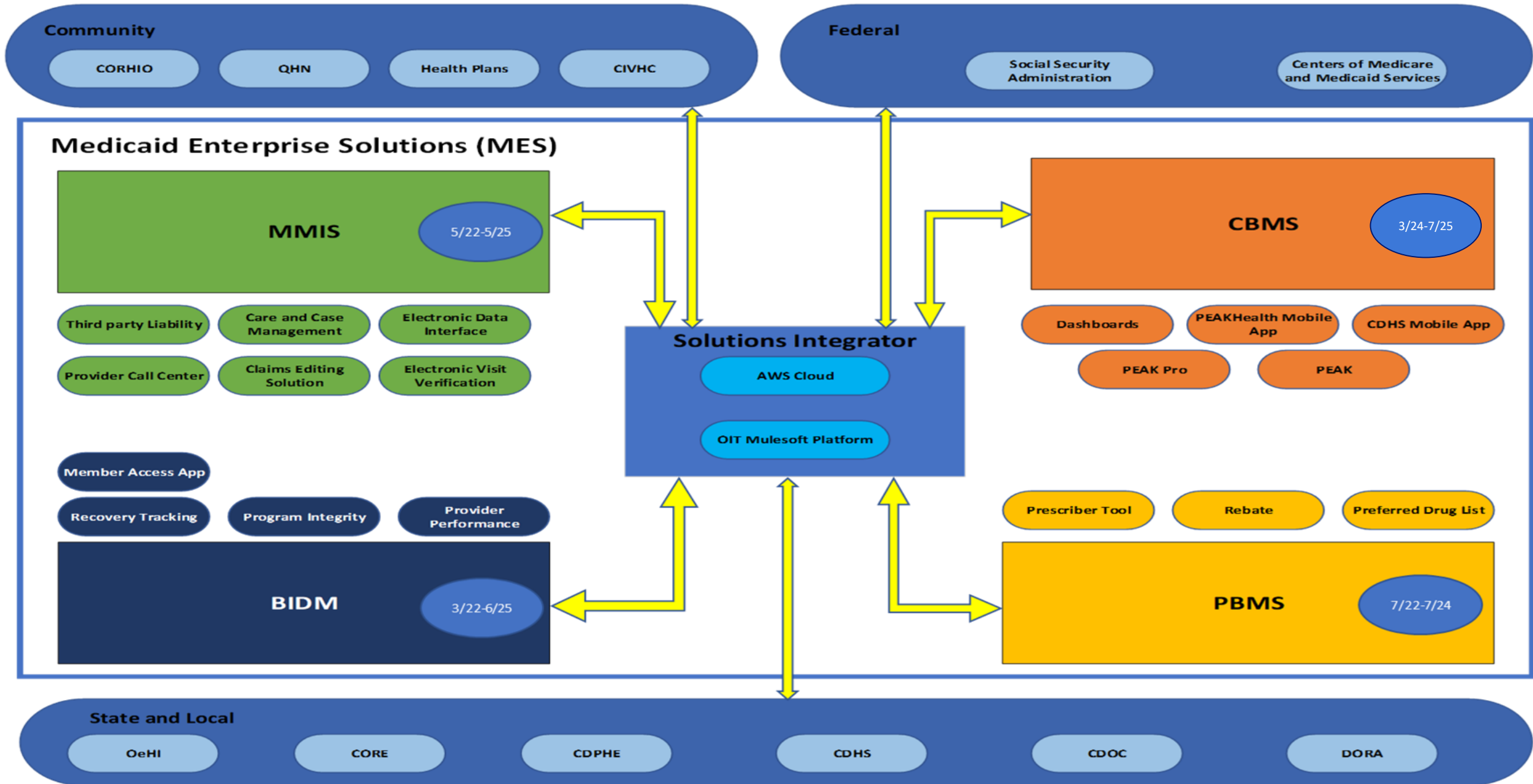
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Proposed BHA integration into MES and TPA Services (Claims and Fiscal Agent Services)





Behavioral Health Administration

Presented by: Christen Lara, BHA Health IT Division Director



What is the BHA?

The Behavioral Health Administration (BHA) is a new cabinet member-led agency within the State of Colorado, housed within the Department of Human Services and is designed to be the single entity responsible for driving coordination and collaboration across state agencies to address behavioral health needs.

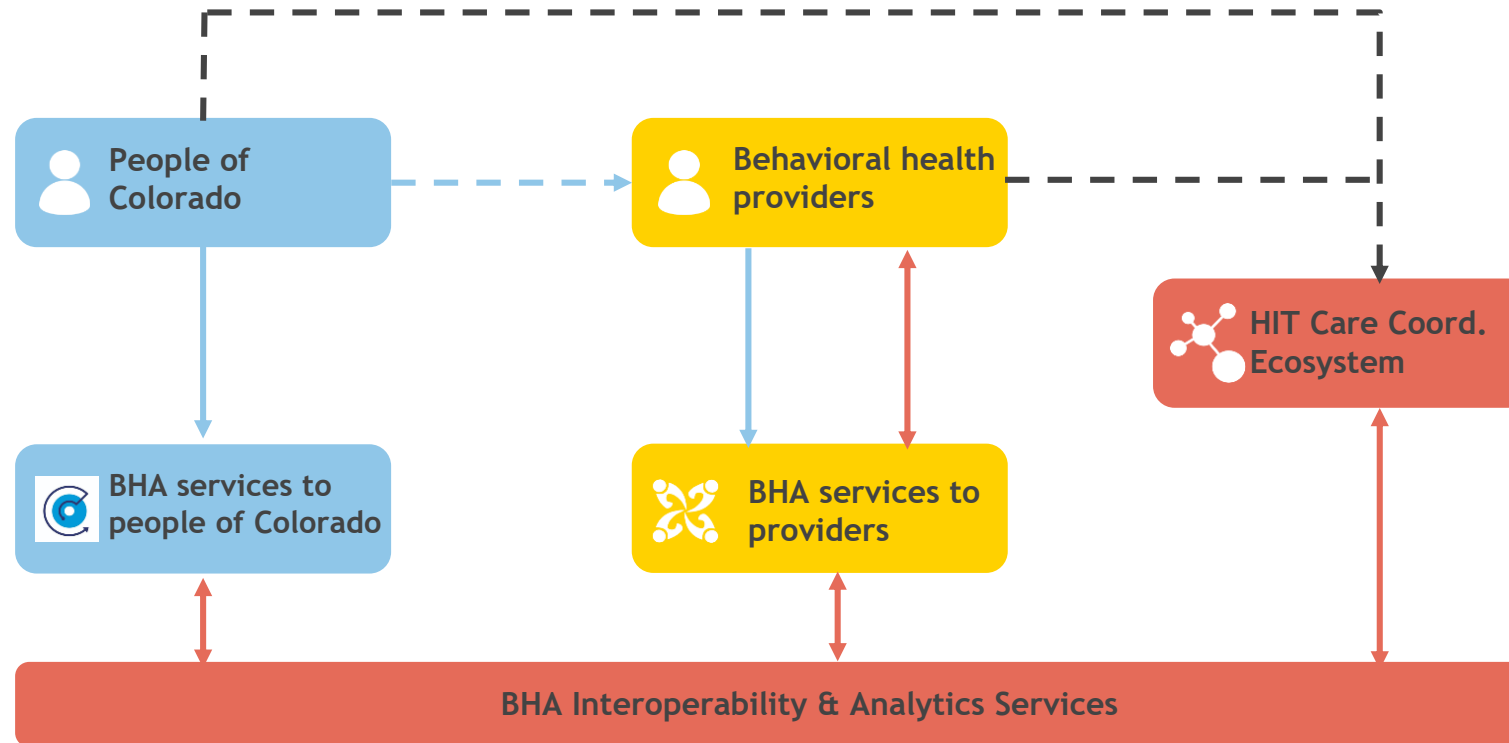


Purpose Driven

Because we believe all people in Colorado deserve to experience whole-person health, we envision a world in which behavioral health services in Colorado are accessible, meaningful, and trusted. Therefore we have made it our mission to co-create a people-first behavioral health system that meets the needs of *all* people in Colorado.



Behavioral Health Technology Ecosystem



- Blue indicates direct BHA custom dependencies
- Red indicates direct BHA system dependencies
- White indicates relationships outside BHA services realm
- Dotted indicates inferred/backend dependencies

Behavioral health technology initiative updates

- Care coordination infrastructure, SB 19-137 & SB 22-177
- Data modernization, 2021 IT capital request
- Workforce learning management system, SB 19-137
- *Note: Fiscal payment system, HCPF 2022 R-23 was covered by HCPF*

Care coordination infrastructure (SB 19-137 & SB 22-177)

OwnPath: Successfully launched public-facing site for navigating to behavioral health services July 2022.

- Plan to add functionality incrementally.
- Over 20,000 visits in first 2 months!

Facilitated care coordination user design and policy workgroups. Workgroup output, people of Colorado using our systems, and new BHA legislation are guiding our work.



“This gives you information to get through a bad situation and doesn’t make you feel ashamed.”



by



COLORADO
Behavioral Health
Administration

<https://ownpath.co>

OwnPath features upon July 2022 launch

- English & Spanish sites
- Location-based search
- Guided experience search
- Colorado resource access points
- Privacy commitment
- Feedback form

Need immediate help for an emotional, mental health, or substance use crisis? 1-844-493-TALK (6255). [Change language](#) English


OwnPath by **COLORADO** Behavioral Health Administration

Find behavioral health care that's meaningful for you.

Enter your zip code to find care near your area

Zip code [Search](#)

or

 Get a list of providers based on your answers to a few questions.

[Try our guided experience](#)

Behavioral health data modernization (2021 IT capital construction)

Four components:

1. Consolidated behavioral health data collection to reduce provider administrative burden and improve analytic capabilities
Status: Contracted, active development
1. Bed capacity tracking system to monitor system capacity and improve transitions in care
Status: Contracted, defining user needs for tracking and referral
1. Health Information Exchange investments for behavioral health providers
Status: Piloting behavioral health data exchange standards + Ideation (discovery sprinting to define user needs)
1. Virtual crisis telehealth application to improve care coordination
Status: Ideation (developing scope for user research)

Workforce Learning Management System (SB 19-137)

Develop robust learning community (LMS project) across behavioral health providers and other roles, including:

- cultural competencies
- mental health & substance use disorder
- criminal justice provider endorsement
- trauma-informed care
- other topic areas prioritized by the workgroup and task force recommendations

Status: Contract executed and build to begin soon
(initial launch on track for June 2023)

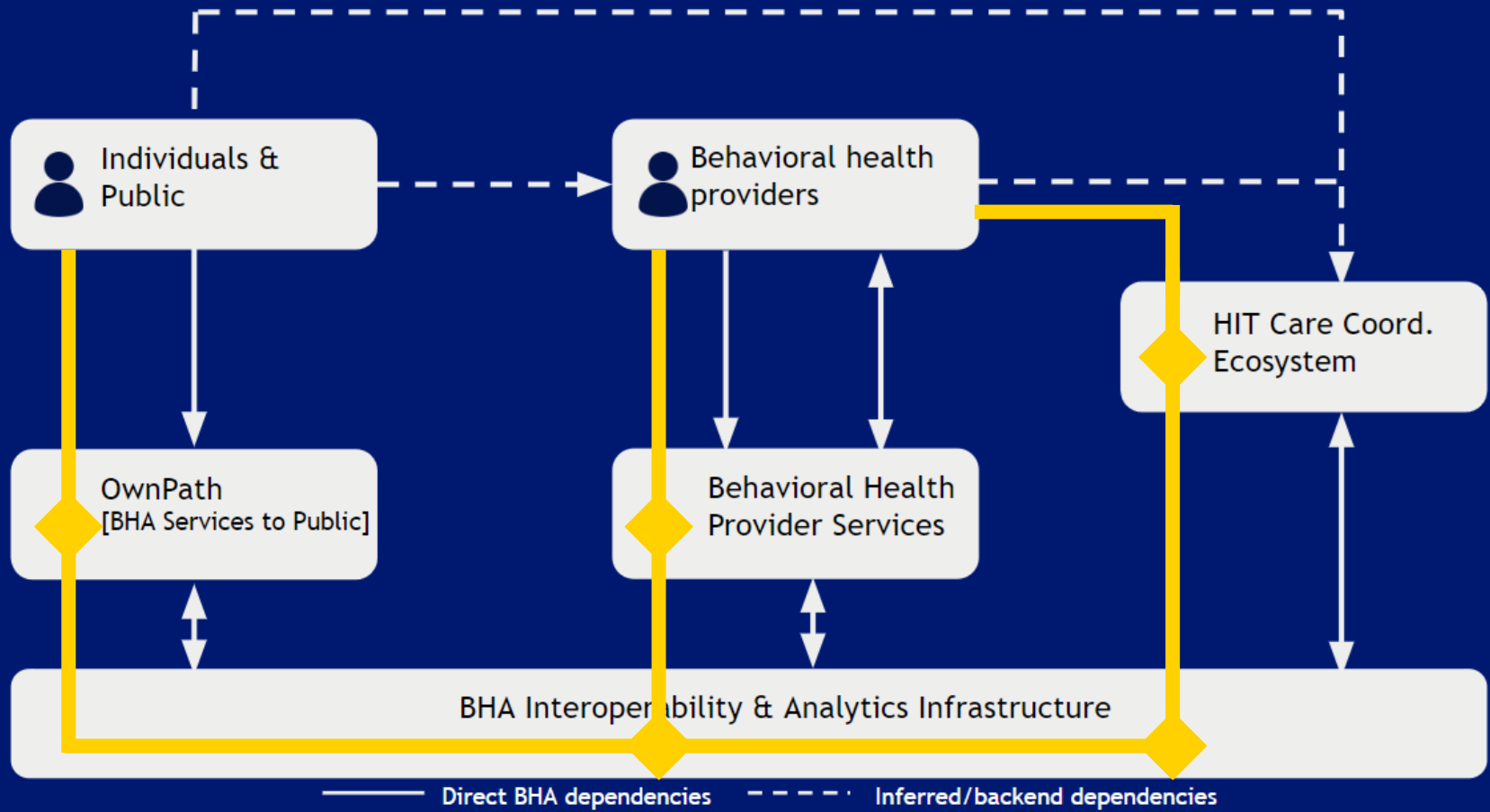
So, how do these BHA tech initiatives fit into our tech ecosystem?

- Care coordination infrastructure (OwnPath+)
- Consolidated behavioral health data collection
- Bed capacity tracking system
- Consolidated fiscal management system
- Learning Management System
- HIE for behavioral health providers
- Virtual crisis telehealth app

And what parts of the HIT roadmap are we advancing through this work?

- All of them!

Behavioral Health Technology Ecosystem



◆ BHA initiative sites/apps — BHA initiative integrations

Colorado Department of Human Services

Presented by: Sarah Dawson, Director of Operations, Community Partnerships
Misgana Tesfaye, Director, Business Innovation, Technology & Security (BITS)
Mollie Bradlee and JP Sleeper, Trails, Office of Children, Youth and Families



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Business Innovation Technology & Security - BITS

Mission

We deliver transformative business and technological solutions for CDHS programs and partners that empower the people we serve.

Vision

BITS will be the premier strategic partner in delivering innovative solutions for the people we serve.

Values

Ethical, Honesty, Innovation, Balance & Purpose

Technical Management Strategy

- CDHS has over 80 applications and information systems along with the largest Common Policy budget of all state agencies (not including CBMS)
- “Leveraging Technology” is one of The 4 Keys in the CDHS Strategic Plan



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Joint Agency Interoperability



Interoperability seeks to improve Coloradan's lives by making the right information from IT systems available to right worker, at the right time for *improved clients outcomes*.

Our goal is to *connect programs through technology and data* to serve the whole person, whole family, whole community.

Programs include Child Welfare, Child Support, Child Care Assistance, SNAP, TANF, Cash Assistance and Medical Assistance

Partners: HCPF, CDHS, CDEC, and OIT

HB22-1380: Digitized data is a critical dependency for a high-quality work management system



CDHS - Trails

- Trails is an integrated case management system used by 5,400 users serving children, youth and families across Colorado. CDHS is in the process of modernizing the system to meet new federal requirements.
- On May 6, 2022, after 22 months that included myriad practice and culture changes, a new approach to funding, and a new team structure, **Trails officially turned “green,”** moving from a red “critical issue” to a healthy, on-track operating status. This is how we got there.



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CDHS - Trails

Having an ongoing, reliable source of funding allowed us to capitalize on that momentum and implement some of our biggest lessons learned:

- Building up deep in-house expertise is critical to ongoing technical success and helps to absorb runway for change
 - September marked the first major release of new functionality in Mod developed entirely by the in-house team
 - 16 bugs identified post-release; fixes were developed, tested, and implemented for 14 of them in one week.
- Getting back to basics on root cause analysis has led to a help desk ticket decline of 73% in 12 months
- Releasing small amounts of code often allows the team to function in a truly agile way and decreases the burden on users to learn large amounts of new functionality all at once



A background image showing a group of people, including a man in the foreground and a woman behind him, both smiling and clapping their hands. They appear to be in a professional or celebratory setting.

CDHS - Trails

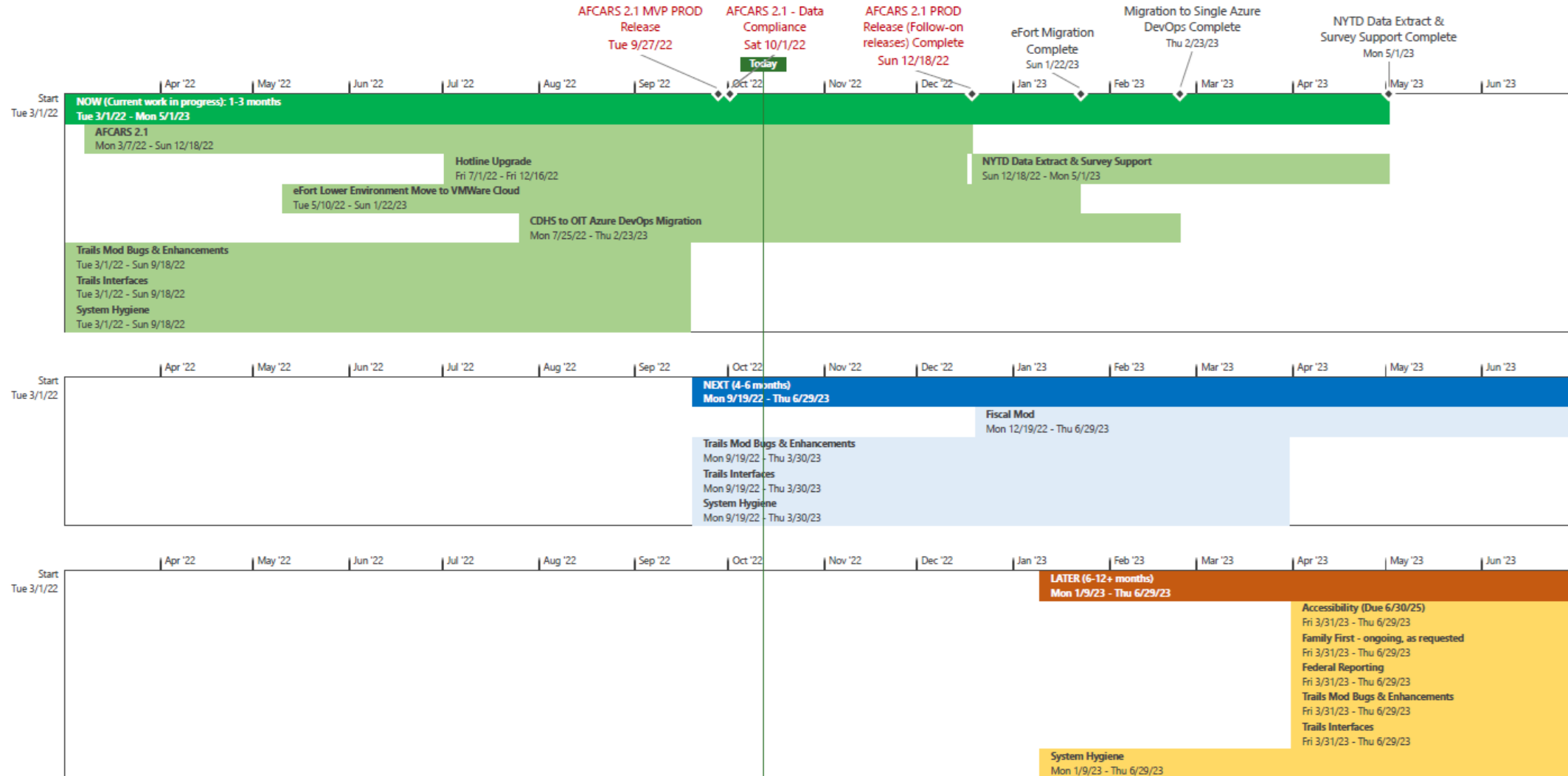
Trails has used this additional funding in the following ways:

- Increased our testing team capacity
 - a. More testers allows us to finalize and close work items more quickly
- Continued to improve and enhance our system hygiene and stability
 - a. This work protected Trails from the nationwide Log4J incident in December 2021
- Better enhance our release processes
 - a. We have identified a long term goal of releasing code changes in real-time instead of waiting for once-per-month weekend deployment windows



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CDHS Trails: Roadmap



Questions?

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Thank you!