COLORADO
Department of Health Care Policy & Financing

InnovAge Frequently Asked Questions- Members & Families

December 23, 2021

What is the PACE program?

Information about the PACE program is on our PACE webpage.

Who is InnovAge and what service does it provide to Health First Colorado members?

InnovAge is the nation's largest provider of services under the Program of All-Inclusive Care for the Elderly (PACE). InnovAge is responsible for providing all-inclusive services to Health First Colorado (Colorado's Medicaid program) members who participate in the PACE program. As of December 2021, InnovAge provides services to more than 3,500 Health First Colorado members out of these service areas:

1. -
4. -
5. - Pueblo, CO 81004
6. - CO 80241

Why can't InnovAge enroll new members anymore?

InnovAge was audited to make sure Health First Colorado members receive services that follow PACE program guidelines. The most recent audit revealed InnovAge violated certain PACE program requirements. These violations include:

1. Failure to provide all Medicare and Medicaid covered services, as well as other services that federal regulations require, to improve and maintain the members' overall health;
2. Failure to ensure accessible and adequate services to meet the needs of PACE members;
3. Failure of the interdisciplinary team (IDT) to coordinate 24-hour care delivery and to track and share important information from other team members, members, and caregivers; and
4. Failure of the InnovAge primary care providers (PCP) to manage their members' medical needs and facilitate their access to medical specialists.

Because of these audit results, the Department of Health Care Policy & Financing (the Department), which administers Health First Colorado, has determined that InnovAge Colorado failed to provide its members with medically necessary items and services covered under PACE.

Pausing new Health First Colorado member enrollments into InnovAge Colorado will allow InnovAge to focus on meeting the needs of the current Medicaid members in their care.

When does this action take effect and how long will it last?

This takes effect on December 23, 2021. It will remain in place until InnovAge addresses the audit findings to the satisfaction of the Department and the Centers for Medicare and Medicaid Services (CMS). CMS is a federal government agency that oversees the PACE program, along with the Department.

Who is impacted?

This action impacts InnovAge's Colorado operations. It prevents InnovAge from enrolling new members at this time. The Department will create a corrective action plan for InnovAge, so they can address problems found in the audit. When the Department and CMS decide InnovAge has shown acceptable improvement, they may begin enrolling new members again. This action also impacts the current members served by InnovAge as the corrective action plan serves to improve the care, health, well-being, and safety of these members as well.

How will this affect Health First Colorado members who are already receiving PACE services from InnovAge?

Health First Colorado members who are already receiving PACE services from InnovAge are impacted only in that the corrective action plan required of InnovAge will serve to improve the care they receive as a Health First Colorado member.

If you or your family member would like to disenroll from InnovAge PACE, you can contact your Case Management Agency. If you or your family member have health, safety, or welfare concerns about services, please send an email call 303-866-5306. You can also email the PACE ombudsman call them a

How can I trust that InnovAge can continue providing services to me or my family member?

During the corrective action plan, InnovAge must follow all requirements outlined by the Centers for Medicare & Medicaid Services (CMS), Colorado Department of Health Care Policy & Financing (HCPF), and Colorado Department of Public Health & Environment (CDPHE). These requirements mean current members should receive all necessary services.

If you feel that you or your family member is not receiving services, or you would like to file a complaint, please send an email cal You

also email the PACE ombudsman call them at 303-830-7022.

I've already been accepted into an InnovAge PACE program but I haven't started receiving services yet. Does this impact me?

No. This will not impact members who have been accepted and enrolled into the PACE program, even if they have not begun to receive services.

Can I or my family member move to another PACE provider besides InnovAge?

If you or your family member wish to move to another PACE provider service area, you can. However, there are no alternative approved PACE providers within InnovAge's service area, so you will have to choose a provider in a different service area. You or your family may choose to disenroll with InnovAge and access alternative home and community-based services. You may contact your Case Management Agency to find out what home and community-based services you are eligible for.

If someone has a complaint about their services from InnovAge, what should they do?

Anyone can file a complaint or report concerns about their service delivery by sending an email can also email the PACE ombudsman at call them a

If someone has a question about services for which they may be eligible, what should they do?

If you or your family member is wondering what services may be available, you can contact your county's Single Entry Point agency.