



Colorado PACE Ombudsman Program

The State PACE Ombudsman position was created by the Colorado legislature in 2016 with Senate Bill 16-199; a year later House Bill 17-1264 expanded the PACE Ombudsman Program, creating local PACE Ombudsmen. PACE Ombudsmen protect the health, safety and welfare of PACE Participants and advocate at the direction of the participant. Currently, the State PACE Ombudsman provides programmatic oversight and leadership, as well as systemic advocacy and individual advocacy for all PACE participants outside of the Denver area. Three local PACE Ombudsmen provide direct advocacy to PACE participants in the Denver area. PACE ombudsman services are free, confidential, and participant-directed.

What is PACE?

PACE (Program of All-Inclusive Care for the Elderly) offers comprehensive medical and social services to people who are 55 years and older and who meet the nursing home level of care. The PACE model of care is a capitated service delivery model and health insurance system that aims to assist individuals in maintaining their highest level of independence by providing services in their home or community of choice.

What Do Certified PACE Ombudsman Do to Advocate for PACE Participants?

The PACE Ombudsman Program provides critical and independent advocacy to help individuals attempting to enroll in PACE, PACE participants and those who have dis-enrolled in PACE navigate the complex service delivery system within PACE and ensure quality care. PACE Ombudsmen provide assistance to resolve issues related to care, health, safety, and participant rights.

- Ensure confidentiality of participants requesting advocacy
- Advocate for the expressed goals of the participant
- Investigate and resolve individual and systemic concerns
- Provide education and outreach to participants, community, outside agencies and PACE organizations
- Make recommendations to improve services within the PACE program

PACE Participant Rights

1. Right to be treated with dignity and respect at all times.
2. Right to protection against discrimination.
3. Right to information and assistance.
4. Right to a choice of providers.
5. Right to access emergency services.
6. Right to participate in treatment decisions.
7. Right to have your health information kept private.
8. Right to file a complaint.
9. Right to leave the program.

Fiscal Year 2021, Colorado PACE Ombudsmen:

- Currently 5011 PACE Participants across the state
- PACE Ombudsmen investigated 558 complaints
- PACE Ombudsmen provided consultations to 1008 residents, family members or to the community on a wide range of PACE concerns.
- PACE Ombudsmen provided 109 consultations to PACE staff

Top Five Complaints of PACE Participants:

1. Care Coordination (156)
2. Benefits and Access to Service (98)
3. Physican Issues (63)
4. Enrollment and Disenrollment issues (48)
5. Service Request Complaints (39)

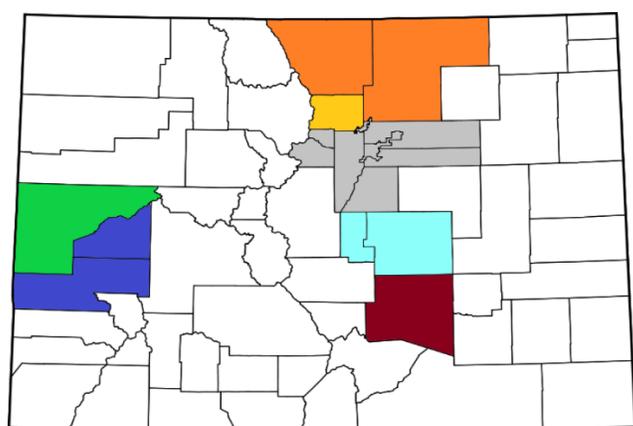
State PACE Ombudsman Achievents

- Long-term funding for the State PACE Ombudsman position achieved
- Continued outreach to participants during pandemic
 - PACE Day Centers reopened Summer 2021, PACE Ombudsmen able to see participants at day center locations.

State PACE Ombudsman Goals

- Funding for more local PACE Ombudsmen across the state
- Continue to build infastructure for Colorado PACE Ombudsman program

PACE Ombudsman Service Coverage Map



- Regions 2A and 2B – 1 PACE site in Loveland
- Region 3A – 4 PACE sites: Denver, Aurora, Thornton, Lakewood
- Region 3B – 1 PACE site in Lafayette
- Region 4 – Currently 1 PACE site in Colorado Springs, **2nd site to open summer/fall 2022**
- Region 7 – 1 PACE site in Pueblo
- Region 10 – 2 PACE sites: Eckert and Montrose
- Region 11 – **Newest PACE site opened 10/1/21 in Grand Junction**