



SUMMARY OF HCPF OPERATIONAL MEMOS IN RESPONSE TO COVID-19 SINGLE ENTRY POINT/CASE MANAGEMENT AGENCIES

In an effort to make access easier for members to important COVID-19 information and policy changes, LeadingAge Colorado has put together this document listing all operational memos issued by HCPF. The memos are organized by provider with the latest at the top.

HCPF OM 20-037 SUSPENSION OF REQUIRED SEP MEETINGS Effective Date: 4/08/2020

Summary: Instructions SEPs and CCBs to suspend required community meetings unless they can be held via audio or telephone conference. For SEPs this affects the community advisory meetings. For CCB's, Human Rights Committee meetings must continue and be done by video or telephone.

HCPF OM 20-036 SUSPENSION OF HOME MOD INSPECTIONS Effective Date: 3/26/2020

Summary: Informs CMAs and HCBS providers using home modification services that inspections by the Division of Housing have been suspended unless they can be conducted via video, pictures, telephone or documentation. If the inspection cannot be completed using these modalities it will be suspended until pandemic ends.

HCPF OM 20-034 INITIAL/CSR ASSESSMENTS, SIS, ICAP Effective Date: 3/11/2020 UPDATED 4/07/2020 – SUPERCEDES OM 20-018

Summary: Authorizes case managers to perform initial and CSR assessments, Supports Intensity Scale, Inventory for Client and Agency Placement, and ongoing monitoring contacts via electronic video. Phone may be used only if client does not have access to electronic video. Includes HCBS waiver, nursing facility, PACE, hospital back-up ICF/IDD, long term home health, targeted case management, CCT, state general fund programs.

This updated memo authorizes the client or their legal representative to sign the assessment paperwork electronically (or mail can still be used). CM must document in BUS log notes details of the assessment. CM must track all HCBS CSRs. Client must have in person assessment at next 6 month contact. CM must continue to use BUS to report CIRs within 1 business day of notification of COVID-19 positive cases.

The CM must document how the assessment was completed in BUS. The assessment paperwork must be sent to member for signature. Non-routine contacts that must be conducted onsite, such as a death must be done in accordance with CDC COVID-19 [guidance](#).

HCPF OM 20-031 NON-MEDICAL TRANSPORTATION E Effective Date: 4/01/2020

Summary: Limits non-medical transportation (NMT) to essential services and needs only, i.e. grocery, pharmacy, and bank. Members using NMT may not have any symptoms of illness. Limits one member per vehicle. Instructs NMT providers on proper hygienic and sanitization processes. Instructs members to use Non-Emergent Medical Transportation (NEMT) for essential medical appointments.

HCPF OM 20-022

COVID-19 CIR REPORTING BY CM

Effective Date: 3/19/2020

Summary: Instructs case managers that BUS has been updated to facilitate accurate reporting of members with presumptive or confirmed positive case of COVID-19. Instructs case managers to report cases to CDPHE, review client services and make changes to meet needs during illness and limit exposure to others.

Note: In the HCPF webinar on 3/27/2020 Greg Schlosser from HFEMSD/CDPHE informed providers that they no longer need to notify CDPHE of positive COVID-19 cases. This information is reported to CDPHE directly from the labs.

HCPF OM 20-019

60 DAY EXTENSION FOR CM TO OBTAIN FORMS REQUIRED FOR CLIENT ELIGIBILITY

Effective Date: 3/13/2020

Summary: Allows case managers up to 60 days after assessment or service plan start date to obtain completed forms such as PMIP, Statement of Agreement, and physical forms. Click on the link below for complete list of forms and programs included. Services can continue or start during this 60-day period. Client is to work with the CM during this time to obtain the necessary documentation to verify eligibility. CM may notify member using the 803 notice of adverse action if after 60 days they cannot obtain the forms, form indicates targeting criteria or eligibility is not met. CM must work with client on coordination of other supports.

Note: During the HCPF HCBS webinar on 3/27/2020 and 4/3/2020 it was reported that any individual enrolled in Medicaid as of 3/18/2020 will maintain their eligibility until the COVID-19 pandemic is over unless the client declines services or moves out of state.