



COLORADO

Department of Health Care
Policy & Financing

1570 Grant Street
Denver, CO 80203

Guidance for Assisting COVID-19 Patients Experiencing Homelessness

The Department of Health Care Policy & Financing (the Department) has developed this document to provide guidance to its partners as they serve Coloradans during the COVID-19 pandemic. This document is a compilation of services available to Coloradans who:

- Have tested positive for COVID-19 and need to self-isolate, and
- Do not have a home to safely self-isolate, and
- Are currently enrolled in or are eligible for Health First Colorado (Colorado’s Medicaid program, see below to apply).

This document may be useful to homeless advocates and providers, local public health departments and other community organizations that are organizing the local response.

Determining Eligibility for Health First Colorado

If the person is not currently covered by Health First Colorado, the first step is to determine whether they are eligible for coverage. The Department has developed [this guide](#) for prospective members. Information is also available at our [“Apply Now” page on HealthFirstColorado.com](#).

Testing for Health First Colorado Members

Once a person is determined eligible for Health First Colorado coverage, testing-related services are covered. Additionally, those who are not eligible can still get tested and may qualify for other coverage. If a Health First Colorado member is positively diagnosed with COVID-19, there are a variety of services and supports available to support screening and necessary social isolation.

Depending on the medical needs of an individual, Health First Colorado reimbursement to facilities may include some sheltering costs, most often related to acute and subacute care. All covered acute care at higher levels is available to eligible Health First Colorado members when medically necessary. As is the case with Health First Colorado members in all other situations, individual assessment is needed to determine which services are appropriate for each member.



Options for Social Isolation or Treatment

<p style="text-align: center;">Acute Care Provided at Hospitals</p> <p>Covered medically necessary services are available for eligible Medicaid members including room, board, and nutrition needs.</p>	<p style="text-align: center;">Subacute Care Provided at a Nursing Facility or Alternative Care Sites / Field Hospitals and Nursing Facilities</p> <p>Room, board and nutrition needs may be covered by Medicaid if affiliated with a hospital or covered by another funding source.</p>	<p style="text-align: center;">Non-Medical Provided at Hotels, Dorms</p> <p>Medicaid services may be available to individuals who's housing is funded by another source.</p>
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Available Services Covered by Health First Colorado

Health First Colorado members are entitled to a variety of services to support their COVID and non-COVID medical needs, regardless of their housing.

While in isolation, even where shelters are funded by FEMA, DOLA, local government or other sources, Health First Colorado members may be eligible for the following services. Many of these services may be provided on-site or via telemedicine.

All Health First Colorado members qualify for care coordination services upon request, which can help members navigate to services for their individual needs.

The following tables show what services may be covered for Health First Colorado members with a focus on services outside of an acute care setting.

Health First Colorado services	Includes	What this means	Is a physician referral needed?	Available via telehealth
Care Coordination	Members in need of support navigating the health care system, managing chronic conditions and additional community supports.	All Health First Colorado members are served through a Regional Accountability Entity (RAE). These agencies provide care coordination for both physical and behavioral health services. RAEs contact info can be found on this web page .	No. Any member can request this service. RAEs also proactively provide this service.	Yes



		RAE coordinators can work directly with members or with site-based social workers or other staff on behalf of a member.		
General Physical Health Needs	Members experiencing a physical health ailment, difficulties with chronic conditions, or symptoms of an infection may seek medical care.	Health First Colorado members can receive medical care. Contact a member’s primary care physician (listed on their ID card) to determine where they may receive care. In addition to office related visits, some agencies do street checkups on members.	No	Yes, if medically appropriate.
Behavioral Health Services	Members experiencing difficulties with a mental health condition or substance use disorder may seek behavioral health services and supports.	Health First Colorado members are eligible to receive behavioral health services through their RAE. An overview and access to resources are available on our RAE web page .	Behavioral health diagnosis may be required in some provider settings.	Yes, if medically appropriate
Durable Medical Equipment (DME)	Members who require equipment such as: <ul style="list-style-type: none"> • Oxygen, • Wheelchairs • Walkers Bathroom/ bedroom safety equipment <ul style="list-style-type: none"> • Diabetic monitoring supplies • Oral enteral formulas and supplies • Parenteral supplies. 	If a new need is identified, durable medical equipment can be purchased and reimbursed through Health First Colorado. If a member is having difficulty with existing equipment, repairs and replacements can be requested. Contact a member’s primary care physician to start this process.	Physician prescription required in some situations. Please see the DME memo for more information related to COVID-19 specific DME requests .	Yes, if medically appropriate
Non-Emergent Medical	Members who need transportation to eligible	Members may be eligible for transportation to covered places of	Any member can request NEMT to a	Not Applicable



<p>Transport (NEMT) Services</p>	<p>Health First Colorado appointments.</p>	<p>service. To call and see if transportation would be available for a member’s need, in the front range metro area (Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, Weld) please call Intelliride at: Local phone: (303) 398-2155 Toll free phone: (855) 489-4999 TDD state relay: 711 Fax: (720) 302-0106 Email: intelliride@transdev.com For other counties, please contact your local human services office.</p>	<p>covered service entity. If a member needs assistance making this call, any care giver can assist.</p>	
<p>Home Health Services needed for less than 60 days not related to COVID-10</p>	<p>These services aid persons deemed safe to return home with medical intervention. Services must be provided by a certified Home Health agency.</p>	<p>The following services are available for certain conditions:</p> <ul style="list-style-type: none"> ● Skilled nursing (private duty, and registered nursing services) ● Certified nurse aide (CNA) services ● Physical therapy, ● Occupational therapy ● Speech/language pathology services. 	<p>Physician discharge prescription required.</p>	<p>Yes, if medically appropriate</p>
<p>Colorado Crisis</p>	<p>Crisis Outreach and Chat Services</p>	<p>If you or someone you know is in crisis and needs help, call this</p>	<p>No</p>	<p>N/A</p>



Services Hotline		toll-free number 1-844-493-TALK (8255) or text TALK to 38255 to speak to a trained professional.		
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Additional Services for Members Enrolled in Home and Community Based Services (HCBS) Waivers

Some Health First Colorado members who are elderly or have disabilities may qualify for an HCBS waiver. These members may be eligible for the following services across 10 specialized waivers. The following chart outlines some HCBS waiver services that may be reimbursed for members in COVID-19 temporary housing. HCBS waiver members may also be eligible for additional services.

To refer a person for an HCBS waiver, please review the process on the website [here](#). Waiver enrollment generally requires the member to be elderly or have a qualifying disability, which is determined through specific waiver intake, assessment, and followed by care planning.

HCBS Benefit	Includes	What this means	Is a physician referral needed?
Homemaker Services	Includes cleaning, meal preparation, and other household needs.	Caretaker ensures the environment is clean and safe for an individual. A provider can purchase and prepare food for an individual.	HCBS waiver enrollment required. Not available on all waivers.
Personal Care Services	May include assistance with bathing, grooming and other activities of daily living.	Provider assists member with completing activities of daily living if they are unable to do so independently.	HCBS waiver enrollment required. Not available on all waivers.
Respite Care	Direct member supervision, personal care, and homemaker, so the primary caregiver may seek respite.	If a family member is the primary caregiver for a person with a disability, they may receive respite care so they can take some time for themselves.	HCBS waiver enrollment required. Not available on all waivers.
Home Delivered Meals	Meals delivered to a person's home are available only during transitions out of an institution, like a	More information on home delivered meals is available at this web page .	HCBS waiver enrollment and transitioning out of an institution.



	nursing facility or facility for people with intellectual disabilities.		Not available on all waivers.
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You can find more clinical and definition-based information about these services, coverages, and how to access needed care at [this webpage](#).

Additional Services for Members Enrolled in the Program of All-Inclusive Care for the Elderly (PACE)

Some Health First Colorado members are eligible and enrolled in PACE. To refer members to PACE go [Here](#).

PACE Benefit	Includes	What this means	Is a physician referral needed?
Program of All-Inclusive Care for the Elderly (PACE)	Program of All-Inclusive Care for the Elderly (PACE) program provides comprehensive medical and social services to certain frail individuals 55 years of age and older.	Persons enrolled in this service may have specialized case management available to them. The goal of PACE is to help individuals live and stay in their homes and communities through comprehensive care coordination.	Eligible and enrolled in PACE.

Additional Services for members not otherwise mentioned in this paper

The Department recognizes this is not an exhaustive list of all covered and not covered services for Health First Colorado members. When seeking medical assistance and/or services for a known Health First Colorado member, please reach out to their RAE for guidance on how to best help meet their needs. RAEs contact info can be found at [this webpage](#).

