



## OPERATIONAL MEMO

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| <b>Title:</b> Case Management Agency Caseload Requirements   | <b>Topic:</b> Case Management                        |
| <b>Audience:</b> Case Management Agencies  | <b>Sub-Topic:</b> N/A                                |
| <b>Supersedes Number:</b> N/A  | <b>Division:</b> Case Management Quality Performance |
| <b>Effective Date:</b> November 1, 2023  | <b>Office:</b> Office of Community Living            |
| <b>Expiration Date:</b> November 1, 2025   | <b>Program Area:</b> Case Management                 |
| <b>Key Words:</b> Case Management, CMA, Case Management Agencies, CMRD, Case Management Redesign, Caseload |  |
| <b>Legal Authority:</b> Case Management Contractual Agreement  |  |
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| <b>Operational Memo Number:</b> HCPF OM 23-061   |  |
| <b>Issue Date:</b> October 5, 2023   |  |
| <b>Approved By:</b> Bonnie Silva   |  |

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### Purpose and Audience:

The purpose of this Operational Memo is to inform Case Management Agencies (CMAs) of the requirements for establishing and maintaining Department prescribed caseload sizes to facilitate high quality case management services for members. This applies only to awarded CMAs through Case Management Redesign.

### Information:

Case Management Redesign (CMRD) refers to several initiatives aimed at simplifying access to long-term services and supports, creating stability for the case management system, increasing and standardizing quality requirements, ensuring accountability, and achieving federal compliance. It was initiated in 2014, with a federal requirement for a conflict-free case management system and was further developed with input from stakeholders to create a more simplified system. The Department of Health Care Policy & Financing (HCPF) passed HB 21-1187 to implement this effort. Over the course of the past five years, HCPF has worked with stakeholders to develop policies and procedures to support the infrastructure necessary to execute on a simplified and

conflict-free case management system. Aside from meeting federal requirements, the primary goals of CMRD are increased quality, accountability, simplicity, and stability.

To achieve these outcomes, HCPF identified best practices of high performing and quality case management is the ability for a case manager to fully engage with members to best meet their needs. To facilitate this, HCPF is requiring CMAs (that have submitted a proposal and received a Notice of Intent to Award via the Request for Proposal and accepted a contract with HCPF on/after Nov. 1, 2023) to establish and maintain an identified best practice for caseload sizes per case manager.

**Action To Be Taken:**

CMAs are required to implement a caseload requirement of no more than 65 members per 1 case manager. CMAs may submit a formal request to HCPF to exceed this requirement based on identified business practices that provide for quality case management. CMAs shall submit their formal request through the CMA Sharepoint site. All requests are to clearly identify the requested caseload size, quality performance metrics, continuous quality improvement plan for oversight and monitoring for how the proposed caseload size will result in high quality case management activities. All requests are subject to comprehensive HCPF review to determine if the CMA proposed caseload size will result in quality case management activities.

If approved, the CMA will be provided approval in writing with an approval start and end date. Requests are approved for a time limited basis to allow for continued evaluation of business practices and case management quality performance. A CMA may request to continue their adjusted case load and business practice prior to the approved end date, which is subject to HCPF review and possible approval as outlined above.

**Attachment(s):**

None

**HCPF Contact:**

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