



INFORMATIONAL MEMO

INFORMATIONAL MEMO NUMBER: HCPF IM 18-040

TITLE: CONFLICT FREE CASE MANAGEMENT COMMUNITY IMPACT SURVEY

SUPERSEDES NUMBER: N/A

ISSUE DATE: NOVEMBER 7, 2018

EFFECTIVE DATE: NOVEMBER 7, 2018

**DIVISION AND OFFICE: CASE MANAGEMENT AND QUALITY PERFORMANCE,
OFFICE OF COMMUNITY LIVING**

PROGRAM AREA: CASE MANAGEMENT

APPROVED BY: BRITTANI TRUJILLO

**KEY WORDS: CONFLICT FREE CASE MANAGEMENT, CFCM, CASE
MANAGEMENT REDESIGN**

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Informational Memo is to inform all stakeholders of a community impact survey.

Information:

In 2014, the Centers for Medicare and Medicaid Services (CMS) implemented a final rule requiring the separation of case management from service delivery functions to mitigate conflict of interest for services provided under Home and Community Based Services (HCBS) waivers.

The Department is releasing a survey to solicit feedback regarding the transition to CFCM for services provided through HCBS waivers. The purpose of the survey is to help identify gaps, challenges, and best practices related to the transition to CFCM. The Department will use findings from this survey to inform stakeholders of the current statewide CFCM landscape; to identify where additional resources may be needed; and for the provision of future training activities and technical assistance. The total anticipated completion time for the survey is about 30 minutes. Those completing the survey should only complete the survey designed for the population he or she

represents. The provider survey is for those agencies providing HCBS case management or HCBS direct services. The stakeholder survey is for individuals, families, guardians, advocates, or other interested parties. The survey will be available through December 6, 2018.

The Department will share and discuss the results during stakeholder engagement meetings in January 2019.

Attachment(s):

Provider Survey - [Click here](#)

Stakeholder Survey - [Click here](#)

Department Contact:

Should you have any questions or requests for clarification regarding this survey, please email CFCMSurvey@navigant.com.