



INFORMATIONAL MEMO

TITLE:	CASE MANAGEMENT OPERATIONS PLANNING FOR THE END OF THE COVID-19 PUBLIC HEALTH EMERGENCY
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	NOVEMBER 23, 2022
DIVISION AND OFFICE:	CASE MANAGEMENT & QUALITY PERFORMANCE; OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT
KEY WORDS:	CASE MANAGEMENT, COVID-19, CORONAVIRUS, HOME AND COMMUNITY-BASED SERVICES, HCBS, TARGETING CRITERIA, FUNCTIONAL ELIGIBILITY ASSESSMENT, LEVEL OF CARE, ULTC 100.2, SERVICE PLANNING, NOTICE OF ACTION, ADVERSE ACTION, TERMINATION, DENIAL
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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 assist Case Management Agencies (CMAs) in their operations planning for the end of the COVID-19 Public Health Emergency (PHE).

Information:

In response to the COVID-19 PHE, the Department of Health Care Policy & Financing (Department) instructed CMAs through Operational Memo [20-045](#) to maintain member program eligibility for all members enrolled as of March 18, 2020, through the end of the month in which the PHE ends. This includes members who are no longer meeting programmatic requirements, including but not limited to:

- Continued stay review functional eligibility denials

- 30 days without services
- Aging out of programs or services for defined age groups
- Any other program discontinuation.

To prepare for the end of the PHE, CMAs are responsible for performing care coordination with members who will require notification of adverse action and/or programmatic changes at the end of the PHE. Each CMA must:

1. Maintain a comprehensive tracking sheet which outlines members who are impacted by the end of the PHE. Tracking is available through each CMA SharePoint site and is titled "PHE members pending closure."
2. Within 30 days of issuance of this memo, coordinate the Supports Intensity Scale (SIS) for members who are aging out/have aged out of their current program and plan to enroll in a waiver which requires a completed SIS.

The Department will provide CMAs with notification and additional instructions when the Department receives official notification of the PHE ending.

Attachment(s):

None

Department Contact:

[HCPF HCBS casemanagement@state.co.us](mailto:HCPF_HCBS_casemanagement@state.co.us)

Department COVID-19 Webpage:

<https://www.colorado.gov/pacific/hcpf/COVID>

For specific COVID-19 information, please call the CDPHE Call Center at 303-692-2700. For general questions about COVID-19: Call CO-Help at 303-389-1687 or 1-877-462-2911 or email COHELP@RMPDC.org, for answers in English and Spanish (Español), Mandarin (普通话) and more.