



## INFORMATIONAL MEMO

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<b>Title:</b> New Local Contact Agency Referral Process	<b>Topic:</b> Transition Services
<b>Audience:</b> Nursing Facility Staff, PASRR Level 2 Assessors, Local Contact Agency, Transition Coordination Agency, Ombudsmen, Community Stakeholders	<b>Sub-Topic:</b> Provider Guidance
<b>Supersedes Number:</b> N/A	<b>Division:</b> Compliance and Innovation
<b>Effective Date:</b> Nov. 12, 2024	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> Nov. 12, 2025	<b>Program Area:</b> Transition Services, Nursing Facility, Community Living Education
<b>Key Words:</b> Community Living Education, Transition Services, Transition Coordination Agency, Nursing Facility Transitions	
<b>Legal Authority:</b> N/A	
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<b>Issue Date:</b> October 22, 2024	
<b>Approved By:</b> Jill Schnathorst	

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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 introduce and document the new process and system for community referrals to contracted Local Contact Agencies for Options Counseling from Nursing Facility staff, Ombudsmen, Community Stakeholders, Transition Coordination Agencies, Case Management Agencies, Regional Accountable Entities and any other community referral source. The memo also contains dates for stakeholder feedback and training opportunities. The process has not changed, the request form has been updated.

### Information:

To support members in Colorado, navigate barriers to good health the Department of Health Care Policy and Financing (HCPF) is developing the Social Health Information

Exchange (SHIE). One of the goals for the SHIE is to “remove data silos” making seeking and receiving care and services more approachable and equitable. SHIE also connects providers to data they need to support members more holistically.

In tandem with the SHIE, HCPF has developed a new referral process and system to support members transitioning to the community from an institution. Historically, each Region and/or Local Contact Agency developed their own referral system. The new system creates a referral form for nursing facility staff and other community partners to refer members for Options Counseling while also consolidating referral data from Minimum Data Set (MDS) and Pre-Admission Screening and Resident Review (PASRR) processes into one place with a new process for Local Contact Agencies to receive options counseling referrals. Having a unified process across the State will allow more continuity of care and services, provide clear and centrally located data, as well as decrease the timeline for members seeking transition services.

HCPF will be providing stakeholder engagement opportunities for these changes. HCPF staff will attend scheduled Stakeholder meetings for PASRR, Nursing Facility Staff, TSAC and Quarterly Options Counseling Meetings throughout October with opportunities to provide feedback and learn more about the form and process. These stakeholder meetings will occur online via Zoom and Google platforms. You can register for these and other meetings at <https://hcpf.colorado.gov/OCL-stakeholder-engagement>.

Training on the use of the new referral form and platform use for Local Contact agencies will occur at the following meetings:

- PASRR Stakeholder meeting on Tuesday, Nov. 5, 2024 (11 a.m. to 12 p.m.)
- Transition Stakeholder Advisory Committee Meeting on Thursday, Nov. 7, 2024 (2:30 to 4:30 p.m.)

The HCPF website will be updated on Friday, Nov. 8, 2024. This update will include a transition from using a Google form to using JotForm. JotForm will allow all users to follow HIPAA compliance requirements, support decrease in timelines for referral process, and creates continuity of process across the State.

**Definition(s):**

None

**Attachment(s):**

None

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