



OPERATIONAL MEMO

OPERATIONAL MEMO NUMBER: HCPF OM 19-007

TITLE: TARGETED CASE MANAGEMENT BILLING PRACTICES FOR HOME AND COMMUNITY BASED SERVICES WAIVERS

SUPERSEDES NUMBER: N/A

ISSUE DATE: MARCH 6, 2019

EFFECTIVE DATE: MARCH 6, 2019

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

PROGRAM AREA: CASE MANAGEMENT

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KEY WORDS: TARGETED CASE MANAGEMENT, TCM, DOCUMENTATION, BILLING, CLAIMS, HCBS WAIVERS.

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

Purpose and Audience:

The purpose of this Operational Memo is to provide Community Centered Boards (CCB) clarification regarding billing practices for Targeted Case Management (TCM) claims for the following three Home and Community Based Services (HCBS) waivers:

- HCBS-Children's Extensive Support;
- HCBS-for Persons with Developmental Disabilities; and
- HCBS-Supported Living Services.

Background:

In calendar year 2018 the Office of the State Auditor (OSA) conducted an audit of all 20 CCBs. A portion of this audit included a review of TCM documentation and subsequent claim submissions.

The auditors recommended the Department of Health Care Policy and Financing (Department) to implement written billing guidance and controls to ensure TCM payments are reasonable.

The Department agreed with the recommendation and informed the OSA of the work currently underway redesigning TCM rates and payment methodology. In the interim, the Department committed to providing clarification to CCBs regarding TCM billing practices and time increments, to include mass documenting and mass billing.

Information/Procedure:

Effective March 1, 2019, CCBs shall discontinue billing TCM for mass documented case management activities. When CCB staff are conducting the same activity for multiple individuals, the CCB shall only bill TCM for the actual time spent conducting the activity in its entirety. CCB staff shall continue documenting case management activities in a log note within five (5) business days, ensuring the date of contact is accurately indicated. The TCM units associated with a single CCB Case Manager's log notes shall not exceed 24 hours in a single day. CCB staff shall also continue to comply with the October 2017 TCM training and Frequently Asked Question (FAQ) document regarding the documentation duration of time for TCM activities.

Attachments:

None

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