



OPERATIONAL MEMO

TITLE:	CRITICAL INCIDENT REPORTING AND MISTREATMENT PARTICIPANT EDUCATION
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	AUGUST 1, 2019
DIVISION AND OFFICE:	CASE MANAGEMENT QUALITY PERFORMANCE DIVISION; OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CRITICAL INCIDENT REPORTING
KEY WORDS:	CRITICAL INCIDENT REPORT, CIRS, REPORTING, PARTICIPANT EDUCATION, ROLES AND RESPONSIBILITIES, EDUCATIONAL TOOL
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APPROVED BY: BONNIE SILVA	

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 direction to case managers on the process to educate participants on how to identify and report allegations of Mistreatment and Critical Incident Reports (CIRs). Additionally, the Department of Health Care Policy and Financing (Department) is issuing a standardized form to be used by case managers at Community Centered Boards and Single Entry Point agencies.

Background:

The federal Centers for Medicare and Medicaid services (CMS) requires that all persons receiving services (participants) through a Home and Community Based Services (HCBS) waiver must be informed of how to identify signs of Mistreatment and how to report allegations of Mistreatment to local law enforcement and local county human or social services department. In order to meet the requirements of CMS, the Department developed an educational tool with information about how to identify and report CIRs

and allegations of Mistreatment for case managers to provide to waiver participants on an annual basis.

Information/Procedure:

This Operational Memo references new standardized forms for Critical Incident and Mistreatment Reporting Participant Education and Contacts and Critical Incident and Mistreatment Reporting Quick Guide to be used by all case managers effective August 1, 2019. Case Managers must explain to participants the role of case managers as well as the roles of participants, their guardians, and/or families in reporting allegations of Mistreatment to the required entities. The attached documents are tools that may be used by case managers to educate waiver participants, however, should the attached documents not be used, Case Managers are still required to provide the information to waiver participants at enrollment and annually thereafter. The Department will provide training and guidance to case managers on these forms and how they should be utilized. The standardized forms are referenced below. The Department will provide training dates in the coming weeks via the Memo Series.

Attachment(s):

The following documents can be found on the CIRS website:

www.colorado.gov/hcpf/hcbs-waiver-critical-incident-reporting

1. Critical Incident and Mistreatment Reporting Quick Guide
2. Critical Incident and Mistreatment Reporting Participant Education and Contacts

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