



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>UPDATED: OPERATIONAL CHANGES TO THE HCBS NON-MEDICAL TRANSPORTATION BENEFIT FOR COVID-19</b>
<b>SUPERSEDES NUMBER:</b>	<b>HCPF OM 20-031</b>
<b>EFFECTIVE DATE:</b>	<b>JUNE 24, 2020</b>
<b>DIVISION AND OFFICE:</b>	<b>BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>HCBS BENEFITS</b>
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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 Operational Memo is to update Providers and Case Management Agencies (CMAs) on the temporary changes to the Home and Community-Based Services (HCBS) Non-Medical Transportation (NMT) benefit.

### **Information:**

The Non-Medical Transportation (NMT) benefit is an available service to members on the Brain Injury (BI), Community Mental Health Supports (CMHS), Developmental Disabilities (DD), Elderly, Blind and Disabled (EBD), Spinal Cord Injury (SCI), and the Supported Living Services (SLS) HCBS waivers. To reduce the spread of COVID-19 illness, the Department of Health Care Policy & Financing (Department) implemented temporary changes to the benefit.

As Day Program and other businesses begin to reopen, the Department is amending the temporary changes to allow NMT providers the ability to transport more members while still maintaining required social distancing and the safety of members.

- NMT rides shall be limited to:

- One member per 5-passenger vehicle
- Two members per 7 passenger vehicle
- Five members per 15-passenger van or bus
- If members reside in the same household, Group Home, or Assisted Living of 20 residents or less, they may ride in the same vehicle to activities or day programs without restriction
- Providers shall use disinfectant wipes on areas and objects in the vehicle that may have come into contact by the previous rider prior to any subsequent ride.
- Providers shall follow these basic hygienic steps to mitigate the risk to themselves and members.
  - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60 percent alcohol.
  - Avoid close contact with people who are sick.
  - Avoid touching your eyes, nose, and mouth.
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  - Clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe.
  - In addition, by taking the below necessary precautions/steps, we can also help eliminate the spread of the virus and ensure the well-being of members.
    - Daily disinfection of vehicles.
    - Have tissues available in vehicles for drivers and/or passengers.
    - Have hand sanitizer available in vehicles.

Questions regarding this guidance can be sent to: [HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)

## GENERAL FINDINGS

**Background on COVID-19:** COVID-19 is the disease caused by novel Coronavirus virus 2019 that first emerged in Wuhan, Hubei Province, China. COVID-19 is a respiratory illness that can spread from person to person through respiratory droplets.

The situation with this outbreak is evolving rapidly with latest updates:  
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.

**How it Spreads:** The coronavirus is thought to spread mainly from person to person, between people who are in close contact with each other (defined as within about six feet), and through respiratory droplets produced when an infected person coughs or

sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. [Learn more about how COVID-19 spreads.](#)

**Symptoms:** The main symptoms are fever, coughing, and shortness of breath, just like the flu. Currently, CDC believes that symptoms may appear in as few as two days or as long as 14 days after exposure. There is no reliable way to distinguish coronavirus symptoms from symptoms caused by the common flu, as both diseases can cause fever, coughs, and pneumonia in severe cases. A doctor may consider a flu test first, unless the person has been in close contact with someone who tested positive for COVID-19. Close contact is within six feet of someone for a prolonged period, such as through caring for, visiting, or sharing a room with someone who has the virus and being coughed on.

**Treatment:** Currently, there are no vaccines or antiviral medications to prevent or cure COVID-19, however scientists are currently working on both. Comfort measures should be provided to help relieve symptoms.

Follow the [CDC website](#) to keep up with the general trends and what's happening. Communicating with your [state health department](#) and watching local news will help you with specifics.

**Attachment(s):**

None

**Department Contact:**

[HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)

**Department COVID-19 Webpage:**

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

For specific 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](mailto:COHELP@RMPDC.org), for answers in English and Spanish (Español), Mandarin (普通话), and more.