



OPERATIONAL MEMO

TITLE:	UPDATED CASE MANAGEMENT OPERATIONAL CHANGES IN RESPONSE TO COVID-19
SUPERSEDES NUMBER:	HCPF OM 20-034
EFFECTIVE DATE:	MARCH 11, 2020
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT AGENCIES
KEY WORDS:	COVID-19, CORONAVIRUS, CASE MANAGEMENT, MONITORING, FUNCTIONAL ELIGIBILITY ASSESSMENT, LEVEL OF CARE, CSR, ULTC 100.2, CRITICAL INCIDENT REPORT
OPERATIONAL MEMO NUMBER: HCPF OM 20-075	
ISSUE DATE: JULY 22, 2020	
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 inform Case Management Agencies (CMAs) of modifications to the temporary operational changes for face-to-face member contact and assessment authorizations. This memo has been updated to remove the requirement for the case manager to see the member face to face at the next six-month contact following a virtual assessment.

Information:

Effective March 11, 2020, CMAs were instructed to perform initial, continued stay review, Supports Intensity Scale (SIS), Inventory for Client and Agency Planning (ICAP) assessments, and routine monitoring contacts by telephone or another electronic modality. Case managers should utilize electronic video (such as Apple FaceTime or Zoom) to complete assessments unless the member only has the option to use a telephone.

This includes any contact or assessment required for the following programs:

- Home and Community-Based Service (HCBS) Waivers
- Nursing Facility (NF)
- Program of All-Inclusive Care for the Elderly (PACE)
- Hospital Back Up (HBU)
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)
- Long Term Home Health (LTHH)
- Targeted Case Management (TCM)
- Colorado Choice Transitions (CCT)
- State General Fund Programs (SGF), Family Support Services Program (FSSP), State Supported Living Services (SLS) and Omnibus Reconciliation Act (OBRA).

For nonroutine contacts that may require face to face contact, such as performing an investigation into a member's health and welfare, the CMA must follow COVID-19 precautions.

- Pay attention for potential COVID-19 symptoms including fever, cough, and shortness of breath. Case Managers exhibiting symptoms should not be performing in person member contact.
- Case Managers who have traveled outside of the United States may not have in-person contact with members for a period of 14 days following return from travel.

Additional resources regarding precautions are available through the Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Updated Authorization Timelines and Documentation:

- Initial and Continued Stay Review assessments completed by phone or other electronic modality are authorized for up to 1 year.
- The CMA will document how the assessment was completed in the Benefits Utilization System (BUS) log note section and the 100.2 assessment demographic section (via phone or another electronic modality).
- The member or their legal representative may sign the assessment paperwork by electronic signature, as outlined in Operational Memo 20-027: Changes to Signature Requirements for Member Paperwork in Response to COVID-19 for Case Management Agencies, or through postal mail.
- For SIS and ICAP Assessments completed by telephone or other electronic modality, the CMA will document details regarding the administration of the assessment in the Benefits Utilization System (BUS) log note section. The case

manager should complete an in-person review at the next scheduled six-month contact.

- Case Managers will continue to utilize the BUS for Critical Incident Reporting (CIRs) within one business day of notification as outlined in Operational Memo 20-022: Critical Incident Reporting for COVID-19.

When in contact with members, it is important for the Case Manager to ensure they are thoughtfully discussing with members a contingency plan to identify potential changes that may be needed to the members' services and supports.

Questions regarding this guidance can be sent to HCPF_HCBS_Questions@state.co.us.

Attachment(s):

None

Department Contact:

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, for answers in English and Spanish (Español), Mandarin (普通话), and more.