



OPERATIONAL MEMO

| | |
|--|---|
| TITLE: | REMOVING TRAVEL TIME UNITS FROM PARs WITH HOMEMAKER AND PERSONAL CARE SERVICES |
| SUPERSEDES NUMBER: | N/A |
| EFFECTIVE DATE: | OCTOBER 1, 2020 |
| DIVISION AND OFFICE: | CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING |
| PROGRAM AREA: | CASE MANAGEMENT UNIT |
| KEY WORDS: | PRIOR AUTHORIZATION REQUESTS (PARs), ELECTRONIC VISIT VERIFICATION (EVV), REVISIONS, TRAVEL TIME |
| OPERATIONAL MEMO NUMBER: HCPF OM 20-093 | |
| ISSUE DATE: OCTOBER 2, 2020 | |
| APPROVED BY: AMANDA LOFGREN | |

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 Single Entry Points (SEPs) of actions required as a result of the policy change disallowing travel time billing for Personal Care and Homemaker Services as announced in [Policy Memo 20-008](#).

Information:

Background

SEP Case Managers have been previously allowed to authorize additional units for Personal Care and Homemaker Services, in order to allow provider agencies to bill for travel time between member service visits. This practice has been allowed under four Home and Community Based Waiver (HCBS) Programs: Brain Injury (BI); Community Mental Health Supports (CMHS), Elderly, Blind, and Disabled (EBD), and Spinal Cord Injury (SCI) Waivers.

The 21st Century Cures Act requires that state Medicaid agencies implement an Electronic

Visit Verification (EVV) System for select HCBS and State Plan services. With EVV implementation, providers must bill duration of service only. As of January 1, 2021, travel time will no longer be permitted to be billed as part of Personal Care and Homemaker services.

Effective January 1, 2021, the new 15-minute unit rate for agency-based Personal Care and Federal EVV mandate. All Personal Care and Homemaker units are receiving a rebased rate; this rate will be loaded onto PARs automatically. Policy Memo 20-008 outlines the new rates.

Procedure

Effective January 1, 2021, Personal Care and Homemaker Services that are authorized for members enrolled in BI, CMHS, EBD, and SCI waivers, must not include additional units for travel time. SEPs will need to ensure:

Prior Authorization Requests (PARs) authorizing Personal Care and/or Home Maker Services **with a January 1, 2021 start date** only include units that reflect the duration of these services and do not include units to account for travel time.

All PARs authorizing Personal Care and/or Home Maker Services **with an end date in 2021** must be revised to remove units allotted for travel time.

To assist SEPs with the completion of the required revisions, the Department is implementing the following process:

- The Department of Health Care Policy & Financing (Department) will host a technical assistance call to provide information and address questions;
- Each SEP will identify one point of contact from their agency for the revision project to work with the Departments point of contact;
- The Department will provide a Google Sheet for each SEP indicating the PARs with Personal Care and Homemaker services with an end date in 2021;
- The Department will establish a Google drive to be shared via email between the Department and the SEP point of contact to ensure ease of information sharing;
- The SEP point of contact shall make regular updates to the Google Sheet in the shared drive until all required revisions are completed, ensuring the effective date of January 1, 2021 for all PARs;
- The Department will notify each SEP when the updates are completed and approved.

The Case Manager must inform the member of this change and explain that the duration of

their service should not be impacted. The Case Manager should also notify the provider of the revision and ensure it is understood that the rate increase is intended to offset the cost of travel time and the provider must continue to provide the established hours of service. The Case Manager completing the revision should obtain a new signature page signed by both the member and the provider.

A notice of adverse action (LTC-803) for revisions is not required when a federal or state law requires an automatic change adversely affecting some or all recipients as outlined in (10 CCR 2505-10 8.057.3.B) and is the sole reason for the change the right to a hearing.

The Department will hold a technical assistance call on Wednesday, October 14, 2020 at 3:30 – 4:30 p.m. to address questions regarding the policy change and revision process. A calendar invitation will be sent to the Department's SEP Administrator contact list and may be forwarded to any appropriate SEP personnel.

Attachment(s):

None

Department Contact:

Victor Robertson

Victor.robertson@state.co.us