



OPERATIONAL MEMO

TITLE:	CASE MANAGER QUALIFICATION REQUIREMENT CHANGES
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EFFECTIVE DATE:	SEPTEMBER 21, 2021
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT UNIT
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Purpose and Audience:

The purpose of this Operational Memo is to inform Single Entry Point (SEP) Agencies, Community Centered Boards (CCBs) and Private Case Management Agencies of changes to required case manager qualifications and the removal of the need to obtain a waiver from the department when alternate qualifications are being used.

Information:

Effective September 17, 2021, the Centers for Medicare & Medicaid Services approved the implementation of the Department of Health Care Policy & Financing's (the Department) temporary modified case management qualifications. These modified case management qualifications may be applied to applicants throughout the course of the Public Health Emergency (PHE). The modified requirements temporarily supersede

requirements set forth in 10 CCR 2505 8.393.1.L, 10 CCR 2505 8.519.5 and 10 CCR 2505 8.603.9

The minimum qualifications for Home and Community-Based Services (HCBS) Case Managers hired on or after September 17, 2021 are:

1. A Bachelor's Degree; or
2. Five (5) years of experience in the field of Long-Term Services and Supports (LTSS), which includes Developmental Disabilities; or
3. Some combination of education and relevant experience appropriate to the requirements of the position. Relevant experience is defined as:
 - a. Experience in one of the following areas: long-term care services and supports, gerontology, physical rehabilitation, disability services, children with special health care needs, behavioral science, special education, public health or non-profit administration, or health/medical services, including working directly with persons with physical, intellectual or developmental disabilities, mental illness, or other vulnerable populations as appropriate to the position being filled; and
 - b. Completed coursework and/or experience related to the type of administrative duties performed by case managers may qualify for up to two (2) years of required relevant experience.

There is no longer the requirement to obtain a Department-issued waiver for those applicants without a bachelor's degree. The Department expects that case management agencies will adjust their hiring policies and procedures to ensure the modified requirements are properly and consistently applied and documentation of a candidate's qualification must be maintained in their personnel file.

Case Managers hired between September 17, 2021 and the conclusion of the PHE will be covered by these modified requirements for as long as they are employed at the agency.

A permanent rule revision continues to be pursued and upon adoption will be announced via memo.

Attachment(s):

None

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