



OPERATIONAL MEMO

TITLE:	CHANGES TO SIGNATURE REQUIREMENTS FOR MEMBER PAPERWORK IN RESPONSE TO COVID-19 FOR CASE MANAGEMENT AGENCIES
SUPERSEDES NUMBER:	HCPF OM 20-027
EFFECTIVE DATE:	OCTOBER 1, 2021
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, HOME AND COMMUNITY BASED SERVICES, HCBS, STATEMENT OF AGREEMENT, FUNCTIONAL ELIGIBILITY ASSESSMENT, LEVEL OF CARE, CSR, ULTC 100.2, SIGNATURE PAGE, PERSON-CENTERED SERVICE PLAN, SUPPORT PLAN
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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 Case Management Agencies (CMAs) of temporary operational changes in response to the COVID-19 pandemic to signature requirements for member paperwork.

Information:

Effective March 11, 2020, case managers were granted authorization to use an electronic signature for forms requiring a member or legal guardian signature. Due to the ongoing nature of the pandemic and to facilitate needed service coordination for members, the Department will accept documented verbal consent as an alternative to physical or digital signatures. This change is applicable for signatures provided by a member, member legal



representative, and service providers. This change is not applicable to signatures provided by a medical professional.

Effective March 11, 2020, verbal consent in place of a signature will be accepted on the forms for the following programs:

- Home and Community-Based Services (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 members assessed or receiving service changes on or after March 11, 2020, who have not returned their signed documents, the case manager will contact the member, their guardian, and providers as needed to obtain verbal consent for the program or service.

The case manager will document the verbal consent given in place of a physical signature in the case management documentation system (the Benefits Utilization System or case management record for SGF programs), by entering a detailed log note documenting the individual's consent to the program and/or services. The case manager will indicate "verbal consent given by" and the individual's name on the appropriate signature line.

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 Colorado Department of Public Health & Environment (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.