



OPERATIONAL MEMO

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TITLE:	SINGLE ENTRY POINT MONITORING REQUIREMENTS
SUPERSEDES NUMBER:	HCPF OM 20-096
EFFECTIVE DATE:	NOVEMBER 30, 2021
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT
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OPERATIONAL MEMO NUMBER: HCPF OM 21-082	
ISSUE DATE: NOVEMBER 30, 2021	
APPROVED BY: AMANDA LOFGREN	

Purpose and Audience:

The purpose of this Operational Memo is to inform Single Entry Point (SEP) agencies of changes to the requirements and considerations for completing the optional second In-Person Monitoring visit that may be completed during a member's certification period.

Information:

The Department of Health Care Policy & Financing (Department) requires SEP case managers to complete one In-Person Monitoring visit with Home and Community-Based Services (HCBS) waiver members during their annual certification period, which is a case management billable activity. In addition to the one required In-Person Monitoring visit, the contract allows for a second In-Person Monitoring visit during the member's certification period, when indicated by the member's needs. The second In-Person Monitoring visit is a case management billable activity put in place to ensure members



receive in-person contact and case management support following significant changes in life circumstances, care needs, or safety events warranting a critical incident report.

The Department is modifying the second additional In-Person Monitoring visit requirements to ensure members receive appropriate case management services in situations where a member's health and safety may be at risk or there is a heightened need for support. In addition, the Department will allow the second additional In-Person Monitoring visit to be completed virtually. Virtual monitoring is defined as the use of electronic video whereby the member and the case manager can view one another on screen, in real-time while speaking/meeting.

The Department has completed amendments to the SEP contract language to reflect the following:

The Department will reimburse the Contractor for up to one (1) additional Virtual or In-Person Monitoring visit during the Support Plan year. The additional Virtual or In-Person Monitoring visit shall be determined by the Member's needs and agreed upon by the Member or at the direction of the Department. The additional Virtual or In-Person Monitoring may occur, but is not limited to the following:

- *Following a Critical Incident.*
- *Upon change in residential setting or following release from short-term incarceration, discharge from a hospital, nursing facility, or other institutional setting that did not require a Level of Care Screening and Assessment.*
- *Due to a reported change in need that may necessitate a Support Plan revision.*
- *As an outcome of a monthly monitoring contact requiring additional follow up with the member.*
- *Following a Member complaint or a request for assistance to resolve an ongoing issue that presents a health and safety risk.*
- *For transition planning purposes.*

The examples provided in the contract do not include an exhaustive list; any factor resulting in the same level of impact on the member as the above listed reasons (i.e. risk of institutionalization, circumstances contributing to the possibility of homelessness, etc.) would justify billing for an additional Virtual or In-Person Monitoring visit.

When documenting the additional monitoring visit, SEP case managers must document the rationale for engaging in the activity in a log note. The log note documentation should clearly outline:

- The circumstance requiring the monitoring;
- Whether the monitoring was in-person or virtual;



- The steps beyond routine monitoring the case manager has taken to assure the health and safety of the member;
- That monitoring was at the direction of the Department and/or agreed upon by the member;
- And, detailed follow-up that is needed as an outcome from the monitoring.

Information regarding using the Benefits Utilization System (BUS) to properly document In-Person Monitoring visits is outlined in the SEP Data Entry and Rates Technical Guide - June 2021. Additional information specific to performing case management activities during the Public Health Emergency is provided through the Departments memo series page hcpf.colorado.gov/2021-memo-series-communication.

Attachment(s):

None

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