



OPERATIONAL MEMO

TITLE:	CASE MANAGEMENT OPERATIONAL CHANGES IN RESPONSE TO COVID-19; IN-PERSON MEETINGS
SUPERSEDES NUMBER:	OM 21-073
EFFECTIVE DATE:	JUNE 7, 2022
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT AGENCIES
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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 modifications to the temporary operational changes for in-person member contacts.

Information

Effective March 11, 2020, CMAs were instructed to perform initial, continued stay review assessments, Supports Intensity Scale (SIS) assessments, Inventory for Client and Agency Planning (ICAP) assessments, transition coordination, and routine monitoring contacts by telephone or another electronic modality. Case Managers were instructed to utilize video calls or conferencing to complete assessments unless the member only had the option to use a telephone.

Updated Guidance

With the decrease in COVID-19 infections and the increase in availability of COVID-19 vaccines, the Department of Health Care Policy & Financing (the Department) is launching a phased implementation to reinstate the requirement for CMAs to **perform in-person contact with members**.

To prepare for this change, **each CMA must have an internal policy developed on or before July 31, 2022, outlining safety precautions to be taken for resuming in-person contact**. The CMA policy must be made available to the Department upon request.

The policy must follow all Colorado [Public Health Orders](#) including [Requirements for State Contractors](#) and [Local Public Health Orders](#). It is the responsibility of the CMA to remain updated on any changes to these orders. Additional resources regarding precautions are available through the [Centers for Disease Control and Prevention](#).

On August 1, 2022, the Department will reinstate in-person case management activities. This includes all case management activities that were required to be completed in-person prior to the pandemic, including but not limited to:

- Initial Assessments
- Continued Stay Review Assessments
- Supports Intensity Scale (SIS) Assessments
- Inventory for Client and Agency Planning (ICAP) Assessments
- Transition Coordination
- Routine Monitoring Contacts

During the Public Health Emergency, the Department will continue to allow flexibility for members who have health and safety concerns related to meeting in person. Members may request a contact be performed by telephone or another electronic modality instead of in-person. Case Managers must offer in-person contact and document the members' choice to receive their contact for that specific event by telephone or another electronic modality in the Departments' prescribed system.

The Department will continue to perform an analysis of the benefits and risks of performing contacts by telephone or another electronic modality. CMAs will be notified of any changes to policies related to in-person contact through this Memo Series.

Reimbursement

All CMAs designated by the Department as rural or frontier will be eligible for the rural add-on payment for all required contacts that are completed in person. CMAs will be eligible for reimbursement for rural add-on through the Community Centered Boards (CCB) and Single Entry Points (SEP) Contracts in accordance with the payment procedures and administrative and State General Fund programs rates table within the Contracts. Because the in-person contacts are not required in all situations and are dependent on the conditions identified in this memo, CCBs and SEPs must submit an invoice to the Department to be reimbursed for the rural add-on payment using the attached template.

Questions regarding CCB administrative and State General Fund program reimbursement can be sent to Amanda.Allen@state.co.us.

Questions regarding SEP reimbursement can be sent to Sarah.McDonnell@state.co.us.

The CCBs designated by the Department as rural or frontier are eligible for reimbursement for rural add-on for in-person Targeted Case Management (TCM) monitoring contacts by billing the Colorado interChange Medicaid Management Information System (MMIS). The service should be billed for using the same Provider ID used to bill TCM.

The CCBs should consult the IDD Billing Manual, the latest version of which can be found on the Department's [Billing Manual web page, under the "HCBS" dropdown](#).

The CCBs should consult the latest HCBS Rates Schedule on the web page with the Department's [Provider Rates and Fee Schedule](#) for current rates and procedure code/modifier strings necessary to provide the service. Questions about TCM billing should be directed to the Fiscal Agent Provider Services Call Center at 1-844-235-2387.

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

Attachment(s):

CMA Rural Travel Add-On Invoice Template

Department Contact:

hcpf_hcbs_casemanagement@state.co.us

Department COVID-19 Webpage:

<https://www.colorado.gov/pacific/hcpf/COVID>

For specific COVID-19 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.