



OPERATIONAL MEMO

TITLE:	CRITICAL INCIDENT REPORTING FOR COVID-19
SUPERSEDES NUMBER:	HCPF OM 20-080
EFFECTIVE DATE:	JULY 6, 2022
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, CRITICAL INCIDENT REPORTING, CIRS
OPERATIONAL MEMO NUMBER: HCPF OM 22-037	
ISSUE DATE: JULY 6, 2022	
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 Critical Incident Reporting (CIR) requirement changes for COVID-19 and presumptive cases of COVID-19. This Operational Memo supersedes: HCPF OM 20-080: Critical Incident Reporting for COVID-19.

Information:

The Department of Health Care Policy & Financing (Department) no longer requires case managers to complete CIRs for incidents of presumptive and confirmed positive cases of COVID-19 based solely on a member's COVID-19 status.

Case managers will complete a CIR using the process of evaluating and determining if a reported incident meets the critical incident definition. A critical incident is an actual or alleged event that creates the risk of serious harm to the health or welfare of a client receiving Health First Colorado benefits. A critical incident may endanger or negatively impact the mental and/or physical well-being of a client.

After identifying that an incident meets the critical incident definition, the case manager should report the critical incident in the Department's Prescribed Case Management System.

"COVID-19" is still available as a type of illness selection option in the "Illness/Injury" incident type in the BUS Critical Incident Reporting Screen. The "COVID-19" option should be selected when a person has symptoms/issues that meet the critical incident definition and has COVID-19.

Attachment(s):

None

Department Contact:

HCPF_CIRs@state.co.us

Department COVID-19 Webpage:

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

For specific 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.