



OPERATIONAL MEMO

TITLE:	UPDATED COVID-19 GUIDANCE PERTAINING TO DAY PROGRAM AND TRANSPORTATION SERVICES
SUPERSEDES NUMBER:	HCPF OM 22-036
EFFECTIVE DATE:	AUGUST 12, 2022
DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	HCBS WAIVER SERVICES
KEY WORDS:	COVID-19, HOME AND COMMUNITY-BASED SERVICES, HCBS, DAY PROGRAMS AND SERVICES, NON-MEDICAL TRANSPORTATION, NMT, NON-EMERGENT MEDICAL TRANSPORTATION, NEMT
OPERATIONAL MEMO NUMBER: HCPF OM 22-042	
ISSUE DATE: AUGUST 12, 2022	
APPROVED BY: COLIN LAUGHLIN	

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 update guidance to Home and Community-Based Services (HCBS) providers and Case Management Agencies (CMAs) on the provision of Day Program services, Non-Medical Transportation (NMT), and Non-Emergent Medical Transportation (NEMT) in response to the COVID-19 pandemic. These provisions are applicable to the following services:

- Adult Day Services
- Day Habilitation
- Day Treatment (Brain Injury Waiver)
- Prevocational Services
- Supported Employment – Group
- Non-Medical Transportation
- Non-Emergent Medical Transportation

Information:

The Department of Health Care Policy & Financing (Department) has updated guidance and requirements for Day Program, NMT, and NEMT services based on updated information provided by the Colorado Department of Public Health & Environment (CDPHE).

On August 12, 2022, CDPHE issued the [20th Revised Public Health Order \(PHO\) 20-38](#). Within PHO 20-38, all requirements for Day Program providers, attendees, and guests related to masking have been removed.

NMT and NEMT services continue to not be included in the revised PHO 20-38. However, in coordination with CDPHE, the Department continues to instruct NMT and NEMT providers to follow any CDPHE guidance issued for Day Program providers. This direction will allow for consistency for members who utilize Medicaid transportation to access medical services and non-medical services.

Therefore, as of August 12, 2022, NMT and NEMT providers no longer have masking requirements until further notice.

When local public health authorities require masks, providers must follow local directives that apply to them, above and beyond what is required in PHO 20-38.

Continuing to Support Vulnerable Individuals

While masking **requirements** have been removed for the provider types listed above, anyone who wishes to continue to wear a mask, at any time, has the right to do so without concern.

Providers, members, and families are encouraged to continue to use the Centers for Disease Control and Prevention's (CDC's) county-based COVID-19 Community Level tool for assessing their own personal risk tolerance and to use masks accordingly.

[Overview of tool](#)

[Interactive County Lookup & Map](#)

Current CHDPE **recommendations**, outlined in PHO 20-38 related to masking are:

- When the COVID-19 Community Level, as defined by CDC, is Medium or High or during an outbreak, staff, participants, residents and visitors should use face coverings

Note: CDC's county-based COVID-19 Community Level tool is updated weekly on Thursday.

Attachment(s):

None

Department Contact:

HCPF_HCBS_Questions@state.co.us

Department COVID-19 Webpage:

<https://hcpf.colorado.gov/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.