



OPERATIONAL MEMO

TITLE:	OPTIONS COUNSELING AND TARGETED CASE MANAGEMENT-TRANSITION COORDINATION (TCM-TC) GUIDANCE FOR TRANSITION COORDINATION ACTIVITIES DURING COVID-19 PANDEMIC; IN-PERSON MEETINGS
SUPERSEDES NUMBER:	HCPF OM 21-074 & HCPF OM 21-083
EFFECTIVE DATE:	SEPTEMBER 1, 2022
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION; OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	OPTIONS COUNSELING AND TRANSITION COORDINATION SERVICES
KEY WORDS:	OPTIONS COUNSELING, TRANSITION COORDINATION, IN-PERSON VISITS
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APPROVED BY: AMANDA LOFGREN	

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Purpose and Audience:

The purpose of this Operational Memo is to inform Options Counseling Agencies (OCA) and Transition Coordination Agencies (TCA) of modifications to the temporary changes to options counseling and transition coordination activities for in-person member contacts. These changes are specific to Options Counseling (OC) and Targeted Case Management – Transition Coordination (TCM-TC).

Information:

Effective March 18, 2020, Options Counselors and Transition Coordinators were instructed to perform options counseling, community needs and risk mitigation

assessments, housing voucher applications transition coordination activities, and monitoring contacts by telephone or another electronic modality. Option Counselors and Transition Coordinators were also instructed to utilize video calls or conferencing to complete assessments, applications, transition coordination activities, and monitoring activities unless the member only had the option to use a telephone.

Updated Guidance:

With the change in COVID-19 infections and increased availability of COVID-19 vaccines, the Department of Health Care Policy & Financing (the Department) is reinstating the requirement for OCs and TCs to perform in-person contact with members. Virtual contact can occur if facility visitation restrictions are in place. During the Public Health Emergency, the Department will continue to allow flexibility for members having health and safety concerns related to meeting in person. Members may request a contact via telephone or another electronic modality, instead of in person. Options counselors and transition coordinators must offer in-person contact and document the member's choice to receive their contact for that specific event by telephone or another electronic modality in the Department's prescribed system.

On September 1, 2022, the Department will reinstate in-person options counseling and transition coordination activities. This includes all activities required to be completed in-person prior to the pandemic, including but not limited to:

- **Options Counseling**
- **Community Needs Assessment**
- **Risk Mitigation Planning**
- **Transition Recommendation**
- **Housing Voucher Process**
- **Collaboration with Housing Navigation**
- **Facility Discharge Collaboration**
- **Post-Transition Monitoring**

In preparation for this change, **each OCA and TCA must have an internal policy outlining safety precautions to be taken for resuming in-person contact.**

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 agency to remain updated on any changes to these orders. Additional resources regarding precautions are available through the [Centers for Disease Control and Prevention](#).

Attachment(s):

[Options Counseling Agencies](#)

Department Contact:

Lisa Smith – Options Counseling

Lisa.Smith@state.co.us

Nora Brahe – Transition Coordination

Nora.Brahe@state.co.us