



OPERATIONAL MEMO

TITLE:	HCBS HOME MODIFICATION BENEFIT PROCESS CHANGES
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	DECEMBER 1, 2022
DIVISION AND OFFICE:	BENEFITS & SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	HOME AND COMMUNITY-BASED SERVICES (HCBS)
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APPROVED BY: CANDACE BAILEY	

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Purpose and Audience:

The purpose of this Operational Memo is to provide updated information and guidance to Case Management Agencies (CMAs), providers, contractors, and interested stakeholders of changes to the process for submitting a home modification request and the documentation required for that submission. This memo outlines the changes that are being made to the process and the new forms that will be used.

Information:

To streamline the home modification request process for all parties involved, the Department of Health Care Policy & Financing (Department), along with our

partners at the Department of Local Affairs (DOLA), have revised the process for home modification requests. The new process includes the use of two new forms, a new timeline for communication between parties, and a requirement that case managers secure supervisor support before reaching out to the Department.

Documents

Two new documents will be required for use by Case Management Agencies when submitting a home modification request. The "Home Modification Checklist" is a tool designed to be a step-by-step process of what needs to be included when the home modification request is sent to DOLA. This checklist is required for a submission and will act as the cover page of the home modification request.

The Department will no longer be using the "OT/PT Home Modification Evaluation Form". This old form will be replaced by the "Home Modification Evaluation Form". Beginning Dec. 1, 2022, all Occupational and Physical Therapy providers who are completing a professional evaluation for the home modification will be required to use the new form. Although the form that providers must use has been updated, the evaluation is still required to determine what modifications or adaptations are necessary for the member.

Both new forms, along with all other documents related to the Home Modification benefit, can be found on the [HCPF Home Modification webpage](#).

Timeline

Effective December 1, 2022, Case Managers who submit a home modification request will have a 30-day timeline for communication with the Department and with DOLA. This will support communication between all parties when a home modification request is being submitted and will ensure these projects move through the process in a timely manner. Case Managers will continue to work with the member to create the initial home modification request. The request should be reviewed by a supervisor and then submitted to DOLA through their [general inbox](#). Case Managers are asked to include their supervisors in subsequent emails with the Department or DOLA for their project, as well as review all subsequent requests for more documentation with their supervisor to ensure any issues are addressed. If a Case Manager fails to respond to communications from the Department or DOLA within 30 days, the home modification request will be closed. The Case Manager will then need to resubmit the request when all the information has been obtained. Case Managers will have the opportunity to

resubmit the home modification request to DOLA when they are ready and when all information is complete.

Attachment(s):

Home Modification Checklist

Health First Colorado Home Modification Evaluation Form

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