



OPERATIONAL MEMO

TITLE:	CASE MANAGEMENT ELIGIBILITY AND NOTICE OF ACTION REQUIREMENTS FOR THE ENDING OF THE COVID-19 PUBLIC HEALTH EMERGENCY
SUPERSEDES NUMBER:	HCPF OM 20-045
EFFECTIVE DATE:	MARCH 31, 2023
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 provide guidance to Case Management Agencies (CMAs) for the ending of the COVID-19 Public Health Emergency (PHE) and the Continuous Coverage Medical Assistance requirement. This memo will provide CMAs with guidance to plan for the end of the PHE, and the process for issuing a Notice of Action (LTC-803) for members who no longer meet functional eligibility requirements for their enrolled program.

Information:

Effective May 11, 2023, the Centers for Medicare and Medicaid Services (CMS) have declared an end to the PHE that was initiated in March 2020 due to COVID-19 pandemic. In addition, the Department of Health Care Policy & Financing (HCPF) has

received notification for the ending of the Continuous Coverage Medical Assistance requirements.

Throughout the PHE, CMAs were instructed to stop issuing a Notice of Action (LTC-803) that negatively impacted an existing member's functional eligibility for their selected program, unless:

- A withdrawal was requested by the member or the member's legal representative,
- The member passed away, or
- The member ceased to be a resident of Colorado.

With the end of the PHE and the Continuous Coverage Medical Assistance requirements, HCPF is reinstating the requirement for CMAs to issue a Notice of Action (LTC-803) according to HCPF regulations using the timeline provided in this operational memo.

CMA Immediate Action Required:

Since March 18, 2020, CMAs were instructed to keep a record of members who are no longer meeting programmatic eligibility requirements during the PHE. Effective April 3, 2023, case managers need to begin outreaching these members to inform them of the end of the PHE. Case managers will work with the member to identify if the member meets programmatic requirements, requires an assessment, a change of program, or service coordination. The case manager **will not** begin the Notice of Action (LTC-803) process at this time. This check-in contact with the member is to prepare them for the upcoming end to the PHE and discuss programmatic requirements.

Case managers are to perform a minimum of two attempts to locate/reach the member using their preferred method of communication. Case managers are to complete this outreach by June 15, 2023 and document all contact with members using the HCPF Prescribed System. In addition, the CMA is required to update and maintain the shared "PHE members pending closure" document in their SharePoint folder.

Eligibility Unwind Process:

The eligibility unwind for members consists of both financial eligibility and functional (programmatic) requirements. To minimize the impact to members throughout the PHE unwind, members will first complete their financial eligibility renewal process. Financial eligibility renewals must be initiated within 12 months of the end of the continuous coverage requirement with the reviews completed within 14 months.

Beginning April 2023, each CMA will receive a monthly list of members from HCPF in their SharePoint folder with their financial eligibility renewal date. Following the financial renewal date, the CMA will take action for those members who no longer meet functional and/or financial eligibility, contact the member to determine if the member meets programmatic requirements, requires an assessment, a change of program, or service coordination. Those who are not meeting requirements will begin the Notice of Action (LTC-803) process.

HCPF understands that throughout the 14-month eligibility unwind process that an existing member may stop meeting the functional eligibility requirements. Prior to issuing Notice of Action (LTC-803), the CMA will consult the list of members who have had their financial eligibility renewal completed. Members who have not had their financial eligibility renewal completed will remain open with the CMA or "locked in" to their program until their financial eligibility renewal has been completed. Members who are past their financial eligibility renewal date will be issued a Notice of Action (LTC-803) when they stop meeting a programmatic requirement.

In addition, a CMA may take immediate action to close a member from their program when:

- A withdrawal is requested by the member or the member's legal representative,
- The member dies, or
- The member ceases to be a resident of Colorado.

CMAs are to work collaboratively with the members financial eligibility site for impacts related to functional and financial eligibility. Each CMA will be provided a list of direct contacts for questions related to eligibility.

On June 30, 2024, the 14-month eligibility unwind will be completed. For members identified as not meeting programmatic requirements on/after June 30, 2024, the CMA can outreach the member regarding the programmatic requirements and issue a Notice of Action (LTC-803) according to HCPF regulations.

CMAs are to follow HCPF guidance for any service changes related to the end of the PHE. All guidance will be issued through HCPF memo series communication.

Webinar sessions will be held with CMAs to review the guidance in this memo. Each CMA is highly encouraged to attend one of the available webinars.

Webinar 1

Date: Tuesday, April 4, 2023

Time: 11 a.m. – 12 p.m. MT

Webinar 2

Date: Friday, April 7, 2023

Time: 9:30 – 10:30 a.m. MT

To join either webinar at a date/time listed above, please click on the link below:

<https://us06web.zoom.us/j/86795441480?pwd=UnpvbXI2V0pTdUI6Y0g2ZFQvamxkZz09>

Passcode: 968343

Compensation:

HCPF will provide a one-time payment to Single Entry Point and Community Centered Boards for completing the required outreach to members who were identified as no longer meeting programmatic requirements. The CMA must have completed updates to their “PHE members pending closure” spreadsheet no later than June 15, 2023, to receive this payment.

Private Case Management Agencies will not receive this one-time payment for performing end of PHE activities under the Children’s Home and Community-Based Service (CHCBS) waiver as this waiver performs case management activities as an HCBS service. Private CMAs are responsible for creating an HCBS authorization for case management services and billing through the authorization.

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

Attachment(s):

None

Department Contact:

hcpf_hcbs_casemanagement@state.co.us

Lindsay.Snyder-Hurley@state.co.us for questions regarding CCB payments

Sarah.McDonnell@state.co.us for questions regarding SEP payments

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.