



OPERATIONAL MEMO

Title: Changes to Signature Requirements for Member Paperwork	Topic: Case Management
Audience: Case Management Agencies	Sub-Topic: N/A
Supersedes Number: OM 21-070	Division: Case Management Quality Performance
Effective Date: November 11, 2023	Office: Office of Community Living
Expiration Date: November 11, 2025	Program Area: N/A
Key Words: CASE MANAGEMENT, HOME AND COMMUNITY-BASED SERVICES, HCBS, STATEMENT OF AGREEMENT, FUNCTIONAL ELIGIBILITY ASSESSMENT, LEVEL OF CARE, CSR, ULTC 100.2, SIGNATURE PAGE, PERSON-CENTERED SERVICE PLAN, SUPPORT PLAN, STATE GENERAL FUND PROGRAMS	
Legal Authority: Home and Community Based-Services (HCBS) Federal Waiver agreements and HCPF regulations 8.390 et sequence	
Memo Author: Rhyann Lubitz	
Operational Memo Number: HCPF OM 23-069	
Issue Date: October 26, 2023	
Approved By: Bonnie Silva	

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Purpose and Audience:

The purpose of this Operational Memo is to inform Case Management Agencies (CMAs) of the ending of the temporary operational changes allowed in response to the COVID-19 Public Health Emergency (PHE) to signature requirements for member paperwork.

Information:

The Department of Health Care Policy & Financing (HCPF) received approval from CMS to temporarily change many sections of our programs for individuals impacted by the COVID-19 PHE. This included temporarily accepting verbal consent as an alternative to physical or digital signatures effective Oct. 1, 2021. With the end of the COVID-19 PHE, the flexibilities afforded will end Nov. 11, 2023.

Action To Be Taken:

Effective Nov. 11, 2023, CMAs will continue to accept physical or digital signatures. Verbal consent will no longer be accepted as an alternative to physical or digital signatures.

Attachment(s):

None

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