



OPERATIONAL MEMO

Title: Limited Authorized Representatives for Signing Applications or Renewals	Topic: Eligibility Policy
Audience: Eligibility Sites, County Departments of Human/Social Service, Medical Assistance (MA) Sites, and Eligibility Application Partners (EAP)	Sub-Topic: Authorized Representative
Supersedes Number: N/A	Division: Eligibility Division
Effective Date: March 1, 2024	Office: Medicaid Operations Office
Expiration Date: March 1, 2026	Program Area: Eligibility Policy
Key Words: Telephonic, Signature, Voice, Verbal, Attestation, Recording, Application, Renewal, Non-Magi, MAGI, CHP+, Authorized Representative	
Legal Authority: Section 1902(e)(14)(A) of the Social Security Act	
Memo Author: Mitchell Scott	
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Approved By: Marivel Klueckman	

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Purpose and Audience:

The purpose of this Operational Memo is to provide Eligibility Sites (county departments of human/social service and Medical Assistance (MA) Sites, and Eligibility Application Partners (EAP)) (referred to in this memo as “agency” or “agencies”) of a change in the ability to select an authorized representative exclusively for the purposes of signing an application or renewal for Health First Colorado.

Information:

As part of the COVID-19 Public Health Emergency (PHE) Unwind, the Centers for Medicare and Medicaid Services (CMS) has allowed states flexibility with regards to allowing members to designate an authorized representative via telephone for the purposes of signing an application or a renewal. Beginning March 1, 2024, Colorado will be utilizing this flexibility in order to afford an additional accommodation to those who may require assistance with the signature aspect of applications or

renewals. As part of this flexibility, a record of the authorization to sign must be submitted by the Limited Authorized Representative alongside the application or renewal, and this document must be included with the case file.

Action To Be Taken:

The applicant will be informed and give consent to the Limited Authorized Representative to sign the application or renewal on their behalf. If a Limited Authorized Representative has signed an application or renewal for a member, they are required to complete the Acknowledgement of Receipt of Verbal Consent to Sign form and attach it to the individual's application or renewal. The Acknowledgement of Receipt of Verbal Consent to Sign form will exist as a record of the Limited Authorized Representative's approval to sign the application or renewal on the applicant's behalf. The Limited Authorized Representative should not be added as an Authorized Representative in the Colorado Benefits Management System (CBMS) within the Authorized Representative screen. The eligibility worker should add a case comment in CBMS and retain the form with the application or renewal for audit purposes. The eligibility worker is responsible for following their normal business process after receipt of the application or renewal document.

Attachment(s):

Acknowledgment of Receipt of Verbal Consent to Sign

Acknowledgment of Receipt of Verbal Consent to Sign - Spanish

HCPF Contact:

Please contact the Medicaid Inbox with the email listed below if you have any questions.

hcpf_medicaid.eligibility@state.co.us