



## OPERATIONAL MEMO

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<b>Title:</b> Temporary Case Management Policy Change to Support Case Management Operations	<b>Topic:</b> Case Management
<b>Audience:</b> Case Management Agencies	<b>Sub-Topic:</b> HCBS
<b>Supersedes Number:</b> N/A	<b>Division:</b> Case Management Quality Performance
<b>Effective Date:</b> March 7, 2024	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> March 7, 2026	<b>Program Area:</b> Case Management
<b>Key Words:</b> Case Management Agency, CMA, Case Management, CM, Home and Community Based Services, HCBS, Level of Care Assessment	
<b>Legal Authority:</b> N/A	
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<b>Operational Memo Number:</b> HCPF OM 24-008	
<b>Issue Date:</b> March 26, 2024	
<b>Approved By:</b> Bonnie Silva	

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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 notify Case Management Agencies (CMAs) of temporary changes to Case Management in-person Level of Care assessment requirements to support CMAs and members during the stabilization of the Care and Case Management System (CCM).

### Information:

The Department of Health Care Policy and Financing (HCPF) is implementing a temporary change to the in-person requirements for assessing a member's functional eligibility as outlined in [OM 23-068](#). Intake and Continued Stay Review Level of Care assessments that are not able to be completed according to required timelines due to impacts caused by the CCM may be completed by telephone or using virtual technology methods. All other requirements outlined in [OM 23-068](#) remain in place, including one in-person monitoring contact per certification year.

**Action To Be Taken:**

CMAAs are to follow guidance as outlined in this operational memo until notified by HCPF.

**Definition(s):**

None

**Attachment(s):**

None

**HCPF Contact:**

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