



## OPERATIONAL MEMO

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<b>Title:</b> New Learning Management System for Home and Community-Based Services Providers: Required training materials for Licensure, Provider Enrollment, Revalidation, Best Practices, and Settings Rule	<b>Topic:</b> HCBS Provider Training
<b>Audience:</b> Home and Community-Based Services (HCBS) Providers, Case Management Agencies (CMAs)	<b>Sub-Topic:</b> Provider Guidance
<b>Supersedes Number:</b> HCPF OM 21-052	<b>Division:</b> Benefits and Services Management
<b>Effective Date:</b> Jan. 1, 2025	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> Jan. 1, 2027	<b>Program Area:</b> Provider Training
<b>Key Words:</b> Enrollment, Revalidation, Provider Specialty, Training, Department of Public Health and Environment, CDPHE, License, Survey and Certification, C & T, Home and Community Based Services, HCBS, Program Approved Service Agency, PASA, Waiver, Case Management Agency, CMA, Settings Rule, Best Practices	
<b>Legal Authority:</b> N/A	
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<b>Approved By:</b> Candace Bailey	

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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 inform Case Management Agencies (CMAs), HCBS providers, and other interested stakeholders of a new, required training module for providers. This new training module updates the existing HCBS Provider Enrollment and Revalidation Training required for initial enrollment and revalidation as an HCBS provider, includes new material, and is being delivered via a new Learning Management System (LMS).

## Background:

The process for HCBS enrollment and HCBS revalidation can require engagement across more than one state agency and steps taken across these agencies often must occur in a distinct order. Further, successful enrollment and revalidation requires the submission of accurate and timely information to the correct agency.

Since Aug. 13, 2021, newly enrolling providers have been required to watch a recorded, online training webinar regarding the enrollment process and to take a quiz to demonstrate understanding of the content.

The Department of Health Care Policy and Financing (HCPF) has updated and expanded the current online training webinar which includes a comprehensive review of the HCPF and HCBS enrollment and revalidation process, the Colorado Department of Public Health and Environment (CDPHE) certification and licensure process, best business practices for HCBS providers, reporting critical incidents and mistreatment, as well as important information about the HCBS Settings Rule.

## Action To Be Taken:

Providers submitting new or revalidating HCBS applications on and after Jan. 1, 2025, will be required to complete the revised and expanded training in the LMS and attach the Certification of Completion to new and revalidation applications. To receive a certificate of completion, all training topics and videos must be reviewed, and the quiz must be completed with a passing rate of at least 80%.

New administrative staff unfamiliar with, or new to the HCBS provider enrollment processes, as well those not familiar with Best Practices and the Settings Rule, are strongly encouraged to review the module as it provides guidance for new and existing providers on these important aspects of being an HCBS Provider. Agency staff are responsible for ensuring appropriate staff review and understand the material. HCPF has also developed a written companion guide that outlines the enrollment process to use as a desk reference. Providers are encouraged to bookmark the site of the LMS for future reference.

The previous HCBS Enrollment training video and quiz have been removed from the website. Applications submitted before Jan. 1, 2025, with evidence of having taken the older provider enrollment training will be processed accordingly.

Providers can create a free account and access the LMS to access these trainings on [www.train.org/colorado](http://www.train.org/colorado) by searching for “HCBS Provider Enrollment Course”. [Visit Train.org/Tutorials](http://Train.org/Tutorials) to view tutorials on: “How to Complete your TRAIN Profile”, “How to Manage Your Learning in TRAIN”, and “How to Use the TRAIN Search Function”.

## Additional Resources

<https://cdphe.colorado.gov/health-facilities/facility-licensing-and-certification/medicare-and-medicaid-certification-for>

## Attachments:

None

## HCPF Contact for Module Content Questions

[HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)