



POLICY MEMO

POLICY MEMO NUMBER: HCPF PM 18-001

TITLE: IMPLEMENTATION OF THE HCPF MEMO SERIES

SUPERCEDES NUMBER: N/A

ISSUE DATE: DECEMBER 19, 2018

EFFECTIVE DATE: JANUARY 1, 2018

DIVISION AND OFFICE: EXECUTIVE DIRECTOR'S OFFICE

PROGRAM AREA: N/A

APPROVED BY: KIM BIMESTEFER

KEY WORDS: MEMO SERIES, POLICY MEMO, OPERATIONAL MEMO, INFORMATIONAL MEMO

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Policy Memo is to inform supervised agencies, contracted entities, and others of implementation of the Memo Series as the official guidance communications method issued by the Colorado Department of Health Care Policy and Financing (hereby referenced as the Department or HCPF).

Background:

Prior to January 2018, the Department communicated with supervised agencies, contractors, and others through a variety of methods. Each of the Department's Offices communicated through previously approved methods, such as Agency, Dear Director or Dear Administrator Letters, e-newsletters, Communication Briefs or guidance provided through other electronic communications. Archiving and public record retention varied based on the communication method.

Effective January 1, 2018, the Department's Executive Team approved the HCPF Memo Series as a new method of providing policy and operational guidance. The HCPF Memo Series communications will be available in one place on the Department's website for easier search and navigation. Some existing forms of policy and operational communications, such as Provider Bulletins and Billing Manuals, will remain in place.

Information/Procedure:

The Executive Director of the Department of Health Care Policy and Financing has the authority to adopt policies related to the administration and operation of the

Department. Based on the authority of the Executive Director, the HCPF Memo Series shall be used as the Department's official communication method relating to policy, operational guidance and information sharing.

The HCPF Memo Series has three types of official communications: A Policy Memo, an Operational Memo and an Informational Memo. The intention of the Memo Series is to clarify protocols and ensure Department expectations are clear and actionable for the recipients of Department communications.

Policy Memo

A Policy Memo is a communication that sets or changes Departmental policy because of the new federal and/or state legislation, rules or regulations. In addition, a Policy Memo can provide clarification or concise interpretation of previous federal and/or state legislation, rules or regulations. A Policy Memo may also provide more specific guidance on how to apply a statute or rule.

Operational Memo

An Operational Memo provides detailed instructions and/or clarifications to operationalize a new or existing state and/or federal law, new or existing state and/or federal rule, or Department policy. Operational Memos can cover administrative issues such as implementation of processes and best practices, documentation and reporting, measurements on performance and compliance, contractual obligations and requirements and instructions to handle specific situations. The purpose of an Operational Memo is to ensure transparent, uniform administration of the Department's programs.

Informational Memo

An Informational Memo provides important information for external audiences that is strictly informational and timely. Informational Memos may include announcements on funding and allocations, opportunities for stakeholder engagement and feedback,

training, webinar and listening session information and other types of information that do not require policy communication and/or operationalization.

Memo Series Numbering and Issuance

Each Memo issued through the HCPF Memo Series shall be sequentially numbered with the Memo type, calendar year released and the Memo issuance number. For instance, the twentieth (20) Operational Memo issued in calendar year 2018 would be numbered

HCPF OM 18 - 020
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Agency + Memo + Calendar + Memo Issuance
Type Year Number

Any Memo issued shall include the following information in the document header:

1. The Memo issuance number
2. The title of the Memo
3. What communication the Memo supersedes, by communication type and date
4. The date the Memo was issued
5. The date the Memo is considered effective
6. The Division and Office that issued the Memo, based on the Department's organizational structure
7. The Program Area that issued the Memo; this may not necessarily be tied to the Department's organizational structure
8. The individuals in Department's leadership structure that reviewed and approved the Memo issuance
9. The keywords tied to the Memo's content based on subject and audience

Archiving & Public Records

Memo Series communications shall be archived and publicly available at the Department's Memo Series website (<http://www.colorado.gov/hcpf/memo-series>) within a reasonable timeframe after Memo issuance. Memos will be archived first by calendar year issued then by Memo type. Memos archived will also provide the Memo's title, the

date of Memo issuance, information on the Memo's audience, the Memo's keywords, and any links or attachments issued with Memos.

The Department will regularly review previously issued policy and operational guidance and Memo Series guidance available on its public website and shall remove superseded or outdated communications.

Distribution of Memo Series

In addition to being posted on the Memo Series website, Memos issued shall be distributed through the Department's existing communication methods, including e-newsletters and bulletins and existing distribution lists and electronic communications.

Decommissioned Communication Vehicles

Effective July 1, 2018, the following communications vehicles are considered decommissioned and will no longer be issued:

1. Agency Letters
2. Dear Director Letters
3. Dear Administrator Letters

Any communications in those formats will be considered to **remain in effect** if issued prior to July 1, 2018 and until superseded by a Memo Series communication.

Any communications, policy or operational guidance not mentioned this section issued to supervised agencies, contracted entities, program stakeholders, providers and others **remains in effect** unless otherwise communicated by the Department.

Memo Series Effective Date

The HCPF Memo Series will be effective January 1, 2018. Any Memos distributed after that date will be considered official guidance to the audience any Memo was issued to.

Attachment(s):

None

Department Contact:

[HCPF Memo Series@state.co.us](mailto:HCPF_Memo_Series@state.co.us)