



**COLORADO**

Department of Health Care  
Policy & Financing

Dear Clinic Provider or Practitioner,

The state of Colorado reactivated [crisis standards of care for staffing of health care systems](#) in late 2021. These crisis standards of care allow hospitals to implement staffing solutions and manage the influx of patients needing care for COVID-19 or any other illness. More than 85 percent of Colorado's intensive care beds are occupied as of early February.

Provider types 16 (clinic) and 25 (non-physician practitioner - group) may be reimbursed for providing physician services and primary care in the home setting (e.g. the in-home evaluation and management CPTs 99341-99350). Applicable providers must deliver services in accordance with the scope of practice and comply with supervision requirements as described in the Colorado Department of Regulatory Agencies rules.

Physician services provided in the home setting must not meet acute hospital level of care. As defined by Colorado law, acute hospital level of care includes the provision of care on a continuous, 24-hour basis and is for beneficiaries who require acute inpatient admission to a hospital and who require at least daily rounding by a physician and a medical team monitoring their care needs on an ongoing basis (10 CCR 2505-10, 8.300.1.L ). Additionally, physician services provided in the home must not qualify as home health services as defined by the Social Security Act (Section 1861(m) of the Social Security Act) and Colorado Law (C.R.S. § 25-27.5-103(6)).

One example of Health First Colorado (Colorado's Medicaid program) providers using in-home care models is Denver Health Medical Plan's partnership with DispatchHealth. DispatchHealth uses qualified practitioners to provide in-home urgent treatment for non-life-threatening medical conditions. DispatchHealth also partners with Denver Health Medical Plan to provide post-discharge visits to reduce hospital readmissions. DispatchHealth's post-discharge care includes, but is not limited to patient evaluation, medication reconciliation, discharge education, and care coordination.

Denver Health is also using telemedicine to stay connected with patients through its [Virtual Hospital at Home](#) (VHH) program, which provides home monitoring for COVID-19 patients who do not meet admission criteria. VHH pairs remote patient monitoring, not a Health First Colorado-covered benefit, with services covered under the [Health First Colorado telemedicine benefit](#) to support patients.

Telemedicine is reimbursable if the services meet the following requirements:

- Initiated by the patient (unsolicited phone calls to members by a provider are not reimbursable);
- Meet the same standard of care had the service been provided in-person;
- Medically necessary or necessary to support the patient in the community;
- Within the rendering provider's scope of practice;
- Compliant with the same documentation requirements as if the services had been rendered in-person.

One additional option for in-home care includes utilizing the Nurse Advice Line. The Nurse Advice Line provides Health First Colorado members free around-the-clock access to medical information and advice by calling 800-283-3221.

Thank you for caring for Health First Colorado members and supporting efforts to address hospital surge. Contact Morgan Anderson at [Morgan.Anderson@state.co.us](mailto:Morgan.Anderson@state.co.us) with any questions about providing in-home physician services during this critical time.

Thank you,

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