



OPERATIONAL MEMO

TITLE:	OPTIONS COUNSELING EXPECTATIONS COVID-19
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	MAY 7, 2020
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	OPTIONS COUNSELING
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APPROVED BY: BONNIE SILVA	

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Purpose and Audience:

This Operational Memo is to inform options counseling contractors of temporary operational changes to options counseling requirements for face-to-face member contact and contract requirements.

Information:

The Department of Health Care Policy & Financing (Department) has issued temporary changes to the contracts governing options counseling for Health First Colorado members who reside in skilled nursing facilities. Effective March 12, 2020, all options counseling visits shall be conducted by telephone or another electronic modality.

Member Signatures

At this time, the Department has waived the signature requirement on all options counseling forms. In place of the signature, options counseling agencies are advised to write on the form "signature not available at the time due to COVID-19".

Telephonic Support for Members

Entities contracted to provide options counselling should attempt to conduct all visits to the best of their ability via phone or other electronic modalities. The Department recommends coordinating with skilled nursing facility staff and the member's family for those who may be hard of hearing or have difficulties communicating over the phone or video.

Adjusted Options Counseling Timeline

The requirement to contact a new referral is 10 business days. The Department understands that telephonic or video options counseling can be more difficult to execute. If an options counseling visit takes longer than the required 10 business days to conduct due to the restrictions on face-to-face visits, agencies are expected to record how many attempts were made and the extenuating circumstances that delayed the visit in the required monthly referral log.

Questions regarding this guidance and all guidance for COVID-19 response can be sent to [HCPF HCBS Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us).

Attachment(s):

None

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