



OPERATIONAL MEMO

TITLE:	CLARIFICATION FOR HCBS COMMUNITY CONNECTOR AND SUPPORTED COMMUNITY CONNECTIONS PROVIDERS RELATED TO COVID-19
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	MAY 18, 2020
DIVISION AND OFFICE:	BENEFITS AND SERVICES MANAGEMENT DIVISION & CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	CASE MANAGEMENT AGENCIES, HCBS WAIVERS, COMMUNITY CONNECTOR, SUPPORTED COMMUNITY CONNECTIONS
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OPERATIONAL MEMO NUMBER: HCPF OM 20-060	
ISSUE DATE: MAY 18, 2020	
APPROVED BY: BONNIE SILVA	

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 provide clarification for Home and Community-Based Services (HCBS) Community Connector (CC) and Supported Community Connections (SCC) Providers and Case Management Agencies (CMAs) on temporary changes approved by the Department of Health Care Policy & Financing (Department) in response to the COVID-19 pandemic.

Information:

The Department issued guidance in two separate memos (OM 20-024, superseded by OM 20-046) providing information on the temporary changes allowed for some HCBS benefits in response to the COVID-19 pandemic. However, the Department understands

there is a need to provide further clarification about the guidance for Community Connector within the Children's Extensive Support (CES) and Supported Community Connections within the Supported Living Services (SLS) and Children's Habilitation Residential Program (CHRP) waivers.

The changes the Department authorized allow for additional flexibilities but must be cost neutral. Under this new and temporary flexibility, Community Connector (CC) and Supported Community Connections (SCC) may now be provided by the member's legally responsible person or by using telehealth methods. A legally responsible person for children is the parent or legal guardian. For adults, this is the legal guardian or spouse. These changes are intended to allow members currently receiving CC or SCC to continue to receive the critical services on the service plan without risking exposure to outside individuals.

To ensure the cost neutrality of this change, services provided by a legally responsible person must remain at the amount authorized on March 24, 2020.

Service plans that were revised to add or increase Community Connector (CC) or Supported Community Connections (SCC) provided by a legally responsible person must be revised back to the services and amount authorized on March 24, 2020. CC and SCC can still be provided by a legally responsible person.

Services that were authorized and provided prior to issuance of Operational Memo 20-046: Updated: Changes to Benefits and Services in Response to COVID-19 will be paid and providers do not have liability for these claims unless rendered without appropriate case management authorization.¹

¹ OM 20-046 can be found at <https://www.colorado.gov/pacific/hcpf/2020-memo-series-communications>.

Attachment(s):

None

Department Contact:

HCPF_HCBS_Questions@state.co.us

Department COVID-19 Webpage:

<https://www.colorado.gov/pacific/hcpf/COVID>

For specific information, please call the CDPHE Call Center at 303-692-2700.

For general questions about COVID-19: Call CO-Help at 303-389-1687 or 1-877-462-2911 or email COHELP@RMPDC.org, for answers in English and Spanish (Español), Mandarin (普通话), and more.