



OPERATIONAL MEMO

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| TITLE: | CASE MANAGEMENT AGENCY MEMBER IN-PERSON REQUIREMENTS AND RURAL TRAVEL ADD-ON |
| SUPERSEDES NUMBER: | N/A |
| EFFECTIVE DATE: | JULY 1, 2020 |
| DIVISION AND OFFICE: | CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING |
| PROGRAM AREA: | CASE MANAGEMENT |
| KEY WORDS: | RURAL TRAVEL ADD-ON, COVID-19, CORONAVIRUS, CASE MANAGEMENT, FACE-TO-FACE, IN-PERSON, TCM, HCBS, MONITORING VISIT, STATE SLS, OBRA-SS |
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| 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 inform Community Centered Board (CCB) and Single Entry Point (SEP) Case Management Agencies (CMAs) of temporary operational changes to case management documentation requirements for face-to-face visits for eligible Health First Colorado Home and Community-Based Services (HCBS) waiver, State Supported Living Services (State SLS) program, and Omnibus Reconciliation Act of 1987 Specialized Services (OBRA-SS) program members.

Information:

In-Person requirements for SEPs and CCBs that went into effect July 1, 2020 are to be conducted via the temporary COVID-19 guidance outlined below for eligible members enrolled in one of the 10 HCBS waivers, the State SLS program, and the OBRA-SS program.

Due to COVID-19, the Department of Health Care Policy & Financing (Department) directed CCBs and SEPs to complete the In-Person requirements by telephone or another electronic modality as outlined in Operational Memo 20-075 (under "Operational Memos" at <https://www.colorado.gov/pacific/hcpf/2020-memo-series-communications>). Case managers should use electronic video (such as Apple FaceTime or Zoom) to complete the required contact unless the member only has the option to use a telephone.

SEPs are reimbursed for In-Person work via contract payments. CCBs bill fee-for-service claims via the Colorado interChange Medicaid Management Information System (MMIS) for the HCBS waivers and are reimbursed through contractual payments for State SLS and OBRA-SS programs.

Due to these temporary changes requiring In-Person work to be conducted virtually, the Department will not reimburse SEPs and CCBs for the Rural Travel Add-On for assessments and monitoring performed by telephone or another electronic modality. The SEP contract payments will not include the Rural Travel Add-On. The CCBs may not bill the interChange for Rural Travel Add-On for the HCBS Waivers and contract payments will not include Rural Travel Add-On for State SLS and OBRA-SS programs.

During the temporary COVID-19 period, In-Person Monitoring requirements for the HCBS waivers, the case manager will enter the contacts as outlined in the [Single Entry Point Rate Technical Guide and the Community Centered Board Technical Guide](#).

- The guides direct the case manager to enter the contact in the log note section of the Benefit Utilization System.
- The case manager will answer "yes" to the question, "Did this contact take place Face to Face?". This will allow the Department to pay services that are temporarily provided virtually.
- The case manager will then indicate in the log note text section that the In-Person Monitoring was performed through alternative methods to ensure health and safety during the COVID-19 pandemic, per direction received from the Department as outlined in Operational Memo 20-075.¹ The case manager will indicate how the contact was performed in the documentation narrative.

¹ See OM 20-075 under "Operational Memos" at <https://www.colorado.gov/pacific/hcpf/2020-memo-series-communications>.

Attachment(s):

None

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