



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>CRITICAL INCIDENT REPORTING FOR COVID-19</b>
<b>SUPERSEDES NUMBER:</b>	<b>HCPF OM 20-044</b>
<b>EFFECTIVE DATE:</b>	<b>MARCH 19, 2020</b>
<b>DIVISION AND OFFICE:</b>	<b>CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>CASE MANAGEMENT AGENCIES</b>
<b>KEY WORDS:</b>	<b>COVID-19, CORONAVIRUS, CASE MANAGEMENT, CRITICAL INCIDENT REPORTING</b>
<b>OPERATIONAL MEMO NUMBER: HCPF OM 20-080</b>	
<b>ISSUE DATE: AUGUST 6, 2020</b>	
<b>APPROVED BY: BONNIE SILVA</b>	

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*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 Case Management Agencies (CMAs) of Critical Incident Reporting (CIR) requirements for COVID-19 and to clarify the CIR requirements for presumptive cases of COVID-19. This Operational Memo supersedes OM 20-044: Critical Incident Reporting for COVID-19.

### **Information:**

The Department of Health Care Policy & Financing (Department) requires case managers to complete CIRs for all incidents of presumptive and confirmed positive cases of COVID-19. Presumptive cases of COVID-19 means a member is experiencing identified symptoms of the COVID-19 virus and is presumed by a physician to have COVID-19 and/or is pending testing for COVID-19 due to symptoms.

The symptoms of COVID-19 include:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing

- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

When notified that a member has a presumptive or confirmed positive case of COVID-19, the case manager shall:

- Review the member's services and coordinate necessary changes to assist the member during their illness.
- Notify the service providers performing in-person contact with the member to utilize necessary precautions to limit exposure.
- Perform follow-up monitoring with the member during their illness to determine if their needs are being met and coordinate service changes that may be required. Document this action in the BUS under CIR Follow Up.

Incidents reported through the BUS or DDDWeb as a CIR which do not meet the above requirements for presumptive COVID-19 cases will be rejected or assigned the CIR disposition "Report Unnecessary – Not a Critical Incident".

**Reminders:**

- Case Managers will continue to utilize the BUS for Critical Incident Reporting (CIRs) within one business day of notification. COVID-19 is available as a selection under the Illness/Injury type on the BUS Critical Incident Screen. This option should be used when the member has a presumptive or confirmed positive case of COVID-19.
- Case Managers will enter COVID-19 CIRs for the Family Support Services Program (FSSP), State Supported Living Services (SLS) and Ombudsman Reconciliation Act (OBRA) into the existing DDDWeb/CCMS system and send a notification email to [hcpf\\_cirs@state.co.us](mailto:hcpf_cirs@state.co.us). Please note, there is not a dropdown option in this system for COVID-19; therefore, the case manager must enter COVID-19 into the text field.
- Colorado testing centers are notifying Public Health agencies of COVID-19 test results; therefore, Case Managers are no longer required to notify the Local Public Health agency.

Questions regarding this guidance can be sent to [HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us).

**Attachment(s):**

None

**Department Contact:**

[HCPF\\_HCBS\\_Questions@state.co.us](mailto: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.