



New Required Home Modification Forms

These six new forms were created to improve the HCBS Home Modification benefit. The goal of the forms is to reduce miscommunication, shorten timelines, and increase the quality of work and client satisfaction. The forms were created with the input of an HCBS Home Modification stakeholder workgroup, and each of the forms is described below. These forms will be required for use by all case managers, occupational/physical therapists, and providers during the home modification process.

1. Home Modification Approval Process Flow Chart

This document is intended to be used as a guide for everyone involved in the HCBS Home Modification process. Case managers may use it to explain to clients how they access the benefit and points where the client would make decisions about the process.

2. OT/PT Home Modification Evaluation

Different levels of thoroughness in evaluations has led to misunderstandings by providers, clients, case management, and HCPF staff about what a client needs. This form is intended to make the recommendations clearer by prompting for common issues, such as ranking the modifications by priority, including detail that providers often lack about a client's ability to use the recommended modifications, and an area for the therapist to write down the client's requests. This form is completed by the therapist with input from the client, then sent to the client's case manager. The case manager then requests bids from providers based on the recommendations in the evaluation.

3. Home Modification Request for Bid

The bid request form is a cover sheet to the OT/PT Evaluation when case managers request bids from providers. Case managers may submit this form as proof of solicitation of bids in case providers do not respond. Once a provider receives this form with the OT/PT Evaluation, they would use the Provider Bid Form to send a bid to the case manager.

4. Home Modification Provider Bid

Standardizing the bids which are reviewed by the Department will streamline the approval process by reducing follow-up for clarification or documentation. This form is also as similar to the OT/PT Home Modification Evaluation as possible to reduce changes from recommendations by therapists and proposed work by providers. These bids will be created by providers with input from the client and sent to the client's case manager.

5. Home Modification Change Order

Unauthorized changes to bids approved by the Department have led to many complaints by clients and billing issues. This form will cut down on clients and providers agreeing to changes without Department oversight.

6. Home Modification Inspection Report

This form will notify clients, providers, and case managers of the results of a home modification inspection by the Division of Housing (DOH). If a client requests an inspection, DOH will inspect the work and write an inspection report that includes instructions as to what the provider is required to fix. This form will increase the quality of work and client satisfaction.

There are more forms in the drafting process that will be tested soon. Please contact Naomi Hubert, naomi.hubert@state.co.us, 303-864-7825 with any questions, comments, or suggestions.

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