



COLORADO

Department of Health Care
Policy & Financing

CICP Communicates

March 16, 2020

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General Reminders

Due to limited staff all CICP questions will be answered based on priority.

To ensure your inquiry has been received and prioritized correctly all inquiries should be submitted to hcpf_cicpcorrespondence@state.co.us.

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Welcome to the latest edition of *CICP Communicates*!

CICP Communicates is a Department of Health Care Policy & Financing (Department) publication which provides information on Colorado Indigent Care Program (CICP) policy, trainings, and meetings.

Thank you for your interest!

COVID-19 Update

The Department has received questions related to the COVID-19 virus and CICP policies. As a general rule, providers should be doing the best thing for overall public health and keeping informed of health and prevention guidelines released by the [CDC](#) and our partners at [Colorado Department of Public Health and Environment \(CDPHE\)](#).

The Department wants to remind providers that applicants do not need to be on site to complete CICP applications. Applicants can submit documentation via email, mail, fax, etc. to complete their application, and signatures can be collected in the same way. To remain proactive, the Department will allow providers to make management exceptions for completing applications. While management exceptions are normally applicant specific, providers do have the ability to make temporary management exception and/or flexibility changes to policies to ease challenges created by following social distancing guidelines and maintaining overall public health. *As this is a developing situation, the Department has developed a resource center for providers on COVID-19. We will post guidance and links to resources as they become available at Colorado.gov/hcpf/covid.*

As always, please use your best judgement when it comes to serving CICP clients and make sure that everything is documented to the best of your ability. Questions can always be sent to the [CICP correspondence](#) email box.

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New CICP Inbox Email

The CICP email address has been updated to hcpf_CICPCorrespondence@state.co.us. Please update your email address lists to use the new address and remove the old one.

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Nondiscrimination Policy

The Colorado Department of Health Care Policy & Financing complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability. [Learn more about our Nondiscrimination Policy.](#)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-221-3943 (State Relay: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-221-3943 (State Relay: 711).

Civil rights complaints can also be filed with the U.S. Department of Health and Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal or by mail, phone, or fax at:

1961 Stout Street Room 08-148
Denver, CO 80294
Telephone: 800-368-1019, Fax: 202-619-3818, TDD: 800-537-7697.
Complaint forms are available online

For more information, please visit our website <https://www.colorado.gov/hcpf/nondiscrimination-policy> or <https://www.colorado.gov/hcpf/americans-disabilities-act>

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