Dear Case Manager,

Please review the Operational Memo on Notice of Action (803) and Appeals. This memo provides broad Department of Health Care Policy & Financing (the Department) clarification for Home & Community Based Services (HCBS) case managers on the regulations for Recipient Appeals. In June of 2018, the Department provided a Notice of Action (803) and Appeals training to HCBS case managers, which can be found on the Long-Term Services and Supports Training web page. Since the June 2018 training, changes were made to the Recipient Appeals regulations and those changes are included in this memo. The complete regulations for Recipient Appeals is found in 10 CCR 2505-10 8.057.

Also, see the Policy Memo informing supervised agencies, contracted entities, and others, of implementation of the Memo Series as the official guidance communications method issued by the Department. All Department memos can be found on the 2018 Memo Series Communications web page.

Thank you,

Department of Health Care Policy & Financing

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