



COLORADO

Department of Health Care
Policy & Financing

Proposed Case Management Agency Qualifications

- Case management entities must provide services in accordance with State business operating hours/days
- All case management agencies in Colorado must be a public or private not for profit or for profit agency that meets all applicable state and federal requirements and is certified by the state department to provide case management services pursuant to CO Rev. Stat § 25.5-10-209.1 and §255-6-106. Case management agencies that are private not for profit must have certification from the State of Colorado or a letter from the Department of the Treasury, Internal Revenue Service classifying the agency as a private not for profit agency
- Case management agencies must be able to provide case management for all Home and Community Based (HCBS) waivers
- Demonstrate proof the agency has employed staff that meet case manager qualifications
- Minimum of two years of experience in assisting high-risk, low income individuals, to obtain medical, social, education and/or other services as an agency
- Must provide case management to individuals who reside in the county/counties for which the agency elected to provide case management
- Possess the administrative capacity to deliver services in accordance with state and federal requirements
- Have established referral systems and demonstrate linkages and referral ability to make community referrals for services with other agencies
- Must document and maintain individual case records in accordance with state and federal requirements
- Demonstrate ability to meet all state and federal requirements governing the participation of providers in the state Medicaid program, including but not limited to the ability to meet state and federal requirements for documentation, billing and auditing
- Must have two months reserved financial capacity to maintain operations
- Must possess appropriate financial management capacity and systems to document and track services and costs in accordance with state and federal

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regulation. Must utilize the Department's prescribed system(s)

- Must demonstrate ongoing financial sustainability and provide stability for case managers, clients and service providers. All agencies are required to submit an audited financial statement to the Department for review annually
- Must establish and maintain working relationships with community-based organizations, hospitals, services providers and other organizations that assist in meeting the needs of clients.
- Shall have a system for recruiting, hiring, evaluating and terminating employees. Case management agencies employment policies and practices shall comply with all federal and state affirmative action and civil rights requirements.
- Shall maintain current written job descriptions for all positions
- Shall maintain adequate liability insurance (including automobile insurance, professional liability insurance and general liability insurance) to meet the Department's minimum requirements for contract agencies
- Shall maintain a website with a minimum of contact info, hours of operation and services provided

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