



COLORADO

Department of Health Care
Policy & Financing

Proposed Case Manager Qualifications

- All Home and Community Based (HCBS) case managers must be employed by an approved Case Management Agency
- Case Manager Educational experience:
 - Bachelor's degree in a human behavioral science
Or
 - Associate's degree with 2 years of providing direct services
Or
 - An individual who does not meet the minimum educational requirement may qualify as a case manager under the following conditions:
 - Experience as a caseworker or case manager with LTSS population, in a private or public social services agency may substitute for the required education on a year for year basis;
 - When using a combination of experience and education to qualify, the education must have a strong emphasis in a human behavioral science field;
 - Agency who is using a combination of education and work experience must clearly document and maintain records to support education and work experience
- Case Manager Supervisor Educational experience:
 - Case manager supervisor must meet all the qualifications for case managers and have additional experience in providing long-term services and supports
- Case Managers may not:
 - Be related by blood or marriage to the individual;
 - Be related by blood or marriage to any paid caregiver of the individual;
 - Be financially responsible for the individual;
 - Be empowered to make health-related decisions on behalf of the individual;
 - Be a provider for the individual, or have interest in or are employed by a provider
- Case Managers must complete the following within 6 months of hire date:
 - Completion of Department approved case management training
 - All case management staff must receive training specific to the needs and diagnoses of the participants served;
 - The case manager must demonstrate competency in all the following areas:
 - Application of a person-centered approach to planning and

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- practice;
- Knowledge of and experience working with populations served by the case management agency;
- Interviewing and assessment skills;
- Knowledge of the policies and procedures regarding public assistance programs;
- Ability to develop support plans and service agreements;
- Knowledge of long-term supports and services and other community resources; and
- Negotiation, intervention, Cultural and Linguistic training and interpersonal communication skills
- Completion of Department approved Case Management Certification
- Background Checks:
 - All case management staff must have the following minimal background checks and screenings:
 - Criminal checks
 - Child Abuse and Neglect Central Registry Checks
 - Medicaid Exclusion list
 - Nurse Registry
 - Sex Offender Registry
 - TB test results
 - Adult Protective Services data system check
 - Proof of these screenings must be maintained and made available for audits.

