



**SUMMARY OF HCPF OPERATIONAL MEMOS IN RESPONSE TO COVID-19
ALTERNATIVE CARE FACILITIES**

In an effort to make access easier for members to important COVID-19 information and policy changes, LeadingAge Colorado has put together this document listing all operational memos issued by HCPF. The memos are organized by provider with the latest at the top.

[HCPF Webinar](#)

UPDATES RELEVANT TO ACFs

Effective Date: 4/17/2020

Summary: HCPF and CDPHE have formed a COVID-19 Action Team whose goal is to reduce the spread of disease and save lives in nursing homes and ALRs due to the growing number of outbreaks. This team will be focused on securing additional funding, PPE, compliance with guidance in response to COVID-19 issued by HCPF, CDPHE, CDC, and CMS, education, testing, staffing and provider capacity. HCPF is working on rate increases for ACFs due to increased demands on staff. CDPHE is now posting facility specific information on COVID-19 outbreaks. Updated information will be released every Wednesday. HCPF has received approval from CMS for modification of staffing and training requirements and retainer payments for residential facilities. HCPF will decide whether it will be necessary to implement these items. HCPF sent out a staffing survey to residential providers in order to identify gaps and help providers. Survey is due by 4/20/2020. Residents of ACFs will not lose eligibility if their financial resources exceed \$2000.00.

[HCPF WEBINAR](#)

UPDATES RELEVANT TO ACFs

Effective Date: 4/10/2020

Summary: PPE continues to be an issue. CDPHE is working on new process to obtain information from providers on their shortages. HCPF has now dedicated eight staff to spend 25 hours a week to work with the Governor's Office to source PPE for providers. A new PPE Allocation Guidance Group is in the works to assist with distribution. ACFs must allow hospice and home care staff into their homes because they are essential workers. HCPF is now getting information on outbreaks in health care facilities and will be reaching out if they have Medicaid clients.

As of 4/10/2020 there is no shortage of hospital beds, ICU beds or ventilators. Crisis Standards of Care for hospitals have been developed to put in place if there are scarce resources but this has not been activated. HCPF continues to pursue waiver amendments and state plan amendments to assist with response to COVID-19 including staffing flexibility and enhanced payments. The slide presentation contains links to resources from the Alzheimer's Association to assist providers in caring for individuals with dementia in light of pandemic.

[HCPF OM 20-035](#)

GUIDANCE IN RESPONSE TO COVID-19

Effective Date: 4/07/2020

Summary: Instructs ACFs to follow all CDC guidelines in response to COVID-19 virus including suspected or confirmed positive cases, use of telehealth, hygiene and sanitizing procedures, monitoring of residents with illness, following all Governor's orders on stay-at-home and restricting visitors to only essential persons.

[HCPF OM 20-034](#)

INITIAL AND CSR ASSESSMENTS VIA VIDEO

Effective Date: 3/11/2020

UPDATED 4/07/2020 – SUPERSEDES OM 20-018

Summary: Authorizes case managers to perform initial and continued stay review (CSR) assessments and ongoing monitoring contacts via electronic video. Phones may be used only if client does not have access to electronic video. The client or their legal representative can sign the assessment paperwork electronically or by mail. These initial and CSR assessments are authorized for up to one year. HCBS assessments completed via video or phone must have a face to face visit at their next six-month contact. The case manager must track all HCBS CSRs.

Note: during the HCPF HCBS webinars on 3/27/2020 and 4/3/2020 it was reported that individuals enrolled in Medicaid as of 3/18/2020 will continue on Medicaid until the pandemic ends unless the individual dis-enrolls or moves out of state.

HCPF OM 20-032 TELEMEDICINE Effective Date: 4/01/2020

Summary: Authorizes the use of telemedicine via telephone, live chat or video conferencing for physician services that do not require in-person visit. Authorizes physical therapy and occupational therapy and hospice services to be provided only via audiovisual modality. The member must consent verbally or in writing.

HCPF OM 20-031 NON-MEDICAL TRANSPORTATION Effective Date: 4/01/2020

Summary: Limits non-medical transportation (NMT) to essential services and needs only, i.e. grocery, pharmacy, and bank. Members using NMT may not have any symptoms of illness. Limits one member per vehicle. Instructs NMT providers on proper hygienic and sanitization processes. Instructs members to use Non-Emergent Medical Transportation (NEMT) for essential medical appointments.

HCPF OM 20-024 MODIFY VISITORS/OUTINGS TO MITIGATE SPREAD OF COVID-19

Effective Date: 3/24/2020

Summary: Instructs ACFs to modify visitor policies and community outings in alignment with CDC and CDPHE guidelines to mitigate the spread of COVID-19. This memo contains links to CDC and CDPHE websites.

Note: In the HCPF webinar on 3/27/2020 and 4/3/2020, providers were encouraged to work with residents on social distancing in the community. There may be circumstances where a rights modification may be necessary but that is a last resort and all requirements regarding rights modification must be followed. HCPF will be issuing guidance on ways to maintain social distancing and keep residents engaged in memory care communities.

HCPF OM 20-022 COVID-19 CIR REPORTING BY CM Effective Date: 3/19/2020

Summary: Instructs case managers that BUS has been updated to facilitate accurate reporting of members with presumptive or confirmed positive case of COVID-19. Instructs case managers to report cases to CDPHE, review client services and make changes to meet needs during illness and limit exposure to others. ACFs are required to notify the resident's case manager of any resident with presumptive or confirmed positive case of COVID-19 in the residence.

Note: In the HCPF webinar on 3/27/2020 Greg Schlosser from HFEMSD/CDPHE informed providers that they no longer need to notify CDPHE of positive COVID-19 cases. This information is reported to CDPHE directly from the labs.

HCPF OM 20-020 THERAPY SERVICES VIA VIRTUAL VISITS OR ALTERNATE LOCATIONS

Effective Date: 3/17/2020

Summary: Authorizes a variety of therapy services to be delivered to members via virtual visits if it can meet the individual's needs and preferences. It must be documented in their treatment plan and the individual's case manager must be notified. Services may be offered in alternate location if proper social distancing and all other COVID-19 mitigation measures are following per CDC and CDPHE guidelines.

HCPF OM 20-021 AGENCY CLOSURE PROCEDURES DUE TO COVID-19

Effective Date: 3/16/2020

Summary: Instructs service providers such as adult day programs suspending or reducing services due to COVID-19 to immediately notify HCPF, case management agency and members within 24 hours of closure and document the contacts. The CM is to work with client to identify other services/supports necessary to meet client needs.

HCPF OM 20-019 60 DAY EXTENSION FOR CM TO OBTAIN FORMS REQUIRED FOR CLIENT ELIGIBILITY

Effective Date: 3/13/2020

Summary: Allows case managers up to 60 days after assessment or service plan start date to obtain completed forms including PMIP, Statement of Agreement, and physical forms. Services can continue or start during this 60 day period. Resident is to work with the CM during this time to obtain the necessary documentation to verify eligibility.

Note during the HCPF HCBS webinar on 3/27/2020 and 4/3/2020 it was reported that any individual enrolled in Medicaid as of 3/18/2020 will maintain their eligibility until the COVID-19 pandemic is over unless the client dis-enrolls or moves out of state.

HCPF OM 20-017 SCREENING MEMBERS AND RESTRICTING VISITORS

Effective Date: 3/13/2020

Summary: Instructs ACFs to follow CMS guidance for screening, limiting and restricting visitors to mitigate spread of COVID-19. Allows only essential individuals. Post a sign summarizing policy. Notify residents of policy. Screen 100% of individuals entering the ACF including residents and document in a log form. Instructs ACF how to respond to a suspected, presumptive or confirmed COVID-19 positive resident and reporting requirements.

HCPF OM 20-027 USE OF ELECTRONIC SIGNATURE Effective Date: 3/11/2020

Summary: Authorizes case managers to use the member or their legal guardian's electronic signature on HCBS Statement of Agreement and ULTC-100.2 Functional Eligibility Intake forms, which have been modified to accommodate electronic signature.

