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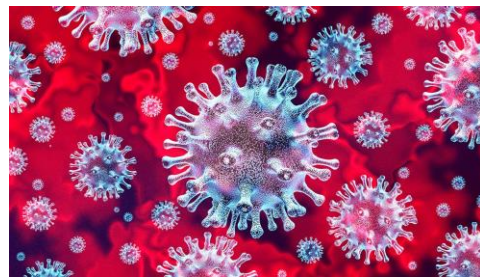
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# COVID-19 Updates



**Thank you for serving Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) members.**

The Department of Health Care Policy & Financing knows providers, case managers, and county and eligibility partners have many questions about the novel coronavirus disease (COVID-19) and its impact on our programs. We are sharing updates on emergency policies, COVID-19 specific billing codes and other important information on our website at [colorado.gov/hcpf/covid](https://colorado.gov/hcpf/covid) and through this and other newsletters.



**Providers:** Please sign up for general updates, including COVID-19 information, on the [Provider News webpage](#).

**County and Eligibility Partners:** [Please sign up](#) for County Connections and the HCPF Memo Series.

For comprehensive public health information about COVID-19 in Colorado, refer to the [Colorado Department of Public Health & Environment \(CDPHE\) website](#). This website includes information for the general public and [special resources for health care providers](#) on patient evaluation, testing, personal protective equipment and many more topics.

The information in this newsletter provides a weekly summary of COVID-19 guidance for Health First Colorado and CHP+ providers, Regional Accountable Entities, case managers, counties and other eligibility partners. Some audiences may receive audience specific guidance through other Department newsletters; this newsletter is a roundup of all of those communications in one place.

**Information  
for Health**

[Telemedicine Provider Information](#) - Updated week of 4/6/20.

**First Colorado  
and CHP+  
Providers and  
Case  
Managers**

**[Durable Medical Equipment \(DME\) and Oxygen Supplies](#)**

- Updated week of 4/6/20.

**System & Billing Guidance**

- [Durable Medical Equipment \(DME\) and Oxygen Supplies During COVID-19 State of Emergency](#) - Issued 4/8/2020.
- [Medication Prior Authorization Deferments](#) - Issued 4/7/2020.
- [Special Update Concerning COVID-19 and Substance Use Disorder \(SUD\) Benefits](#) - Issued 4/7/2020.
- [COVID-19 Guidance for Pharmacies](#) - Issued 4/7/2020.

**Guidance Memos**

- [Operational Memo OM 20-038](#)- Informs nursing facilities of instructions for temporarily waiving certain training and certification requirements for nurse aides in nursing facilities. Issued 4/8/20.
- [Operational Memo OM 20-037](#)- Informs Community Centered Boards (CCBs) and single entry points (SEPs) of temporary changes to administrative requirements within the Fiscal Year 2019-20 CCB and SEP contracts. Issued 4/8/20.
- [Operational Memo OM 20-036](#)- Informs home and community-based services (HCBS) providers and case management agencies of the temporary suspension of in-person inspections for the home modification and home accessibility adaptation benefits and the temporary suspension of in-person inspections for IRSS-Host Home settings during the COVID-19 pandemic. Issued 4/8/20.
- [Operational Memo HCPF OM 20-035](#)- This memo outlines operational information for HCBS residential services pertaining to COVID-19. Issued 4/7/20.
- [Operational Memo HCPF OM 20-034](#)- This memo informs case management agencies (CMAs) about temporary operational changes for face-to-face member contact and assessment. Issued 4/7/20.

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**Information  
for County**

**County and Eligibility Site Guidance  
Resources**

## and Eligibility Partners

- [COVID-19 County Closures](#) - Updated 4/7/2020.

### Guidance for operations during this State of Emergency

- Know where resources are for members. To find providers, encourage members to go to [HealthFirstColorado.com](https://www.healthfirstcolorado.com) or to reach out to their [Regional Accountable Entity](#) or [CHP+ Managed Care Organization](#) (who can also assist with finding a provider and can assist with care coordination).

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## Information for Members

The Department is collecting Frequently Asked Questions from Health First Colorado and CHP+ members. Responses to the frequent questions will be posted to [healthfirstcolorado.com/covid](https://www.healthfirstcolorado.com/covid).