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Sent: Friday, May 15, 2020 4:01 PM
To:
Subject: COVID-19 Updates May 15, 2020

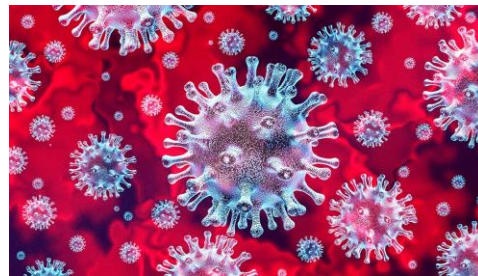
May 15, 2020

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 (the Department) 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 and through this and other newsletters.



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.

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.

Statewide Resource: [OnwardCO](#) - One-stop resource for the people of Colorado impacted by job loss during the COVID-19 pandemic.

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.

NEW: [Getting Health Care Coverage Through Health First Colorado and Child Health Plan Plus](#) - A guide for prospective members. Please help us connect Coloradans who have recently lost health care coverage through their employer to this new resource.

Information for Health First Colorado and CHP+ Providers and Case Managers

Billing Guidance by Provider Type

- [Telemedicine Grant Opportunities Through COVID-19 Emergency Funding](#) - 5/12/2020.

Long-Term Services and Supports (LTSS) and Disability Community COVID-19 Webinars

- Disability Community
 - [COVID-19 Disability Community Webinar Recording](#) - 5/8/20.
 - [COVID-19 Updates Disability Community Presentation](#) - 5/8/20.
- Home and Community-Based Services (HCBS) Providers and Case Management Agencies
 - [COVID-19 HCBS Providers and Case Management Agencies Webinar Recording](#) - 5/8/20.
 - [COVID-19 Updates for HCBS Providers & CMA Presentation](#) - 5/8/20.

Guidance Memos

- [Informational Memo IM 20-021](#): Informational Memo for Nursing Facilities Regarding Civil Monetary Penalty Usage for Communication Devices- Issued 5/14/20.
- [Operational Memo OM 20-059](#): Operational Memo for Provider-Owned residential settings regarding the handling of Federal COVID-19 stimulus payments- Issued 5/13/20.
- [Operational Memo OM 20-057](#): Day Program Service Operations Under COVID-19 Safer at Home Order and [COVID Screening Questions, Staff and Visitors Form](#)- Issued 5/12/20.
- [Operational Memo OM 20-056](#): Informs Transition Coordination Agencies (TCA) of temporary changes to transition coordination activities during COVID-19 pandemic- Issued 5/11/20.

[COVID-19 Workforce Virtual Toolkit](#): Resources for Health Care Decision-Makers Responding to COVID-19 Workforce Concerns.

- This collection provides a curated set of resources and tools for decision-makers managing health care workforce challenges in response to the COVID-19 emergency.

Resource for Residential Care Facilities and Job Seekers

The Department launched [ConnectToCareJobs.com](#), a new website to help prevent health care workforce shortages in Colorado, during the coronavirus disease (COVID-19) public health emergency and beyond. Focused entirely on health care, [ConnectToCareJobs.com](#) quickly connects residential care facilities and providers with health care professionals seeking employment.

[ConnectToCareJobs.com](#) allows health care providers to select open positions they are hiring for and be matched with job seekers that fit their hiring needs. Job seekers can create a profile identifying the position they are interested in, the distance they are willing to travel for the position, and other professional skills and experience.

Licensed residential care facilities:

- Will receive an invitation from the Department to create an account at [ConnectToCareJobs.com](#)
- Input specific jobs you are hiring for with anticipated start dates
- Update the jobs you are hiring for as new needs are identified
- Receive immediate job seeker matches

Job seekers:

- Visit [ConnectToCareJobs.com](#) to create your account
- Fill out the form with information about your skills and availability
- The matching tool will pair your profile with facilities looking for staff in your field
- A facility in need of your specific talents may then contact you directly

Many health care employers and employees have experienced significant disruptions due to the COVID-19 pandemic. The Department worked with [ADvancing States](#) and [Centene Corporation](#) to develop [ConnectToCareJobs.com](#) to help Colorado

residential care facilities who need employees connect with health care professionals who need jobs. [ADvancing States](#) represents the nation's 56 state and territorial agencies on aging and disabilities and long-term services and supports directors. [Centene Corporation](#) volunteered to donate resources to build, host and develop [ConnectToCareJobs.com](#).

The initial launch of [ConnectToCareJobs.com](#) is focused on residential care facilities; the site may expand to include hospitals and home care agencies in subsequent phases.

Information for County and Eligibility Partners

In addition to the Department COVID-19 website, updates will continue to be sent out via existing channels, such as the County Connections e-newsletter and the HCPF Memo Series. Please sign up for these newsletters through the [Department website](#).

Guidance Memos:

- [Operational Memo OM 20-058](#): County Administration Expenditures During COVID-1. Issued 5/13/20.
- [Operational Memo OM 20-055](#): COVID-19 Guidance for Non-emergent Medical Transportation Providers. Issued 5/11/20.
- [Operational Memo OM 20-042](#): This Operational Memo provides guidance related to the RRR process for redeterminations. This can be used to help minimize and reduce backlog of redeterminations. This Memo is not particular to COVID-19 but can be used to help manage backlog during the public health emergency.
- [Operational Memo OM 20-041](#): This Operational Memo provides guidance on the process for e-signature for all county-based contracts with the Department. This Memo is not particular to COVID-19 but will help reduce administrative burden during the public health emergency.
- [Policy Memo PM 20-003](#): New Unemployment Compensation Programs Under the Cares Act. Issued 5/7/20.
- [Policy Memo PM 20-002](#): COVID-19 Recovery Rebate (Economic Stimulus): Income and Resource Eligibility. Issued 5/6/20.

County Leadership Update

- [HCPF Budget Update for County Partners](#): Director Bimestefer provided an update to County Partners on the budgetary impact as a result of COVID-19. The information in this slide deck is particular to county departments of human/social services.

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](#) (RAE) or [CHP+ Managed Care Organization](#) (which can also assist with finding a provider and care coordination).
- The Member Contact Center can assist with claims and billing issues: 1-800-221-3943.

Information for Members

The Department is collecting Frequently Asked Questions from Health First Colorado and CHP+ members at [healthfirstcolorado.com/covid](https://www.healthfirstcolorado.com/covid).