



COLORADO

**Health Facilities & Emergency
Medical Services Division**

Department of Public Health & Environment

Program Approved Service Agencies Policies and Procedures Guidance Document

(READ COMPLETELY)

The Colorado Department of Public Health and Environment (CDPHE), Health Facilities and Emergency Medical Services Division (HFEMSD) created this document to assist applicants in the initial certification process and to help agencies become more familiar with accessing the required information. Each policy and procedure required for the initial certification process is outlined in the pages that follow to identify the information the HFEMSD survey staff look for when completing initial on-site surveys.

In order for initial certification to be recommended, applicants must ensure each bullet outlined in this document is included in the agency's submitted policy and procedures.

Following the name of the policy and procedure, you will find the statutory and/or rule citation for reference. When developing policies and procedures, the agency must reference the actual citation provided. Policies and procedures must reflect the agency's organizational structure, methods of operation, and values and not simply be a copy and paste of rules and regulations. Policies are intended to operationalize the rules, or explain how the agency will carry out duties in keeping with the applicable rules. The agency must be able to show on an on-going basis the date(s) the policies and procedures were developed and updated.

This document identifies the information the agency is required to provide in the policies and procedures but does not include all required details. All information is available in Colorado statutes and rules. Please refer to the statute/rule citation for specific details that are required in each policy.

This document is intended to provide technical assistance; this document does not replace the need for the agency to understand, utilize, and reference Colorado statute and Department of Health Care Policy & Financing rules. It is the responsibility of the agency to ensure all policies and procedures meet requirements.

Applicants applying to provide Residential Habilitation, Day Habilitation, Behavioral Supports, Supported Living, and/or Children's Extensive Support Services must develop and have ready the following policies and procedures prior to the initial survey (on-site or virtual). If your service agency will not be providing a service, for example medication administration, it is still required to have a policy; however, it can simply state the agency will not provide the service.



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Please click on the hyperlinks below for more policy-specific information. Please check when you have completed each policy:

- ☐ [8.7001.B.3.a.i.1.k. Refund Policies](#)
- ☐ [8.7001.B.2. and 3. Member Rights](#)
- ☐ [8.7001.B.4. Rights Modifications](#)
- ☐ [8.7411 Incident Reporting](#)
- ☐ [8.7408.A.1 Staffing and Employment](#)
- ☐ [8.7408.A.2 Medication Administration](#)
- ☐ [8.7408.A.3 Protected Health Information](#)
- ☐ [8.7408.A.4 Mistreatment, Abuse, Neglect, Exploitation \(MANE\)](#)
- ☐ [8.7408.A.5 Protection of Individual Rights](#)
- ☐ [8.7408.A.6 Non-discrimination policies](#)
- ☐ [8.7408.A.7 Dispute Resolution](#)
- ☐ [8.7408.A.8 Grievances and Complaints](#)
- ☐ [8.7408.A.9 Independent Contractors](#)
- ☐ [8.7408.A.10 Contingency Planning](#)
- ☐ [8.7408.A.11 and 8.7559.C.1 Telehealth Provider Agency Requirements Policy](#)
- ☐ [8.7409.D.1 Personnel Trainings](#)
- ☐ [8.7526.E.1.b.iv, and 8.7536.E.1.b.iii Emergency Procedures](#)

- ☐ [Chapter 24, Section 3.2 and 3.3 Facility Responsibilities](#)
- ☐ [Chapter 24, Sections 7 and 9, Medication Procurement, Storage, Distribution, and Disposal](#)
- ☐ [Chapter 24, Section 8 Medication Reminder Boxes \(MRBs\)](#)

The policies and procedures listed above are only a portion of the policies and procedures the agency is required to develop prior to providing services. It is the agency's responsibility to develop all operating policies and procedures for program administration and service provision as required and applicable to the services for which initial certification is being sought.

Settings Rule Information



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Please note that all new providers of Home and Community Based Services (HCBS) must fully comply with the federal Centers for Medicare and Medicaid Services (CMS) HCBS Final Settings Rule, prior to recommendation for certification by Health Care Policy and Financing (HCPF).

These requirements ensure that individuals receiving services experience these services in a manner that promotes independence and community integration. For example, individuals have the right to privacy, the ability to choose their own schedules for meals and other activities, and have access to the broader community. The PASA must ensure policies, procedures and handouts shared directly with individuals receiving services are written in plain language and do not broadly restrict the rights of persons receiving waiver services.

To access the CMS HCBS Settings Final Rule and related information, please go to:

<https://www.colorado.gov/pacific/hcpf/home-and-community-based-services-settings-final-rule>

Department of Health Care Policy & Financing (HCPF) Rules:

Citations beginning with “10 C.C.R. 2505-10” followed by an 8.7000 number, refer to the Department of Health Care Policy & Financing rules and stand for the Code of Colorado Regulations (CCR).

To access the official, most up-to-date version of the HCPF 8.7000 regulations:

Citations that begin with “C.R.S. 25.5” refer to the Colorado Revised Statute (C.R.S.).

- To access the Colorado Revised Statute go to the Colorado Secretary of State website and select Colorado Revised Statute or go to and select “view the Colorado Revised Statutes” Or click on this link to take you to the secretary of state regulations website: <https://www.sos.state.co.us/CCR/Welcome.do>
- Click on “[browse](#)”
- Then select [1305](#) for the link to the regulations promulgated by the Department of Health Care Policy and Financing.
- Select the link for [2505 Medical Services Board](#)
- Then select the link for [10 CCR 2505-10 8.7000 "MEDICAL ASSISTANCE - SECTION 8.7000 Home and Community-Based Services"](#)
- Then select the link available under "Current version."
- At this level of detail, the documents can also be saved or printed.

ADDITIONAL INFORMATION: YOU MUST ENSURE THE SERVICES YOU APPLIED FOR WITH CDPHE AND MEDICAID (VIA HCPF) ARE THE SAME. IF YOU CHANGE YOUR MIND ABOUT THE SERVICES YOU WOULD LIKE APPROVAL FOR, YOU MUST REAPPLY WITH BOTH CDPHE AND HCPF.