Bridge User Guide

Consumer Directed Attendant Support Services (CDASS) FAQs

Version 1.0

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COLORADO
Department of Health Care Policy & Financing

Consumer Directed Attendant Support Services (CDASS) FAQs:

1. **Does the order matter in which services are added in the Bridge? (ex: Should the case manager enter CDASS before adding the Financial Management Service vendor fee)?**

   No, the order does not matter as long as the Financial Management Service vendor fee and CDASS are added before submitting the Pre-Prior Authorization.

   In the instance that agency services are ending and CDASS is being added, then the agency service needs to be ended prior to adding CDASS. Otherwise, it will identify duplication of services due to overlapping dates.

2. **Does each Financial Management Service vendor set its own rate, and is the rate something that case managers get when the member chooses the vendor?**

   Each Financial Management Service vendor has a contracted rate. Check with the Financial Management Service vendor if unsure of the member's selected vendors per member per month (PMPM) rate. Contact the FMS vendor directly to ask about their rates.

3. **When should case managers start entering their own CDASS Prior Authorization Requests (PARs) into the Bridge?**

   Please refer to the Operational Memo for Prior Authorization Request submission, which can be found on our Memo Series website - CDASS PAR Submission Process. Contact the FMS vendor directly to ask about their rates.

4. **What is the process for Prior Authorization Requests that are Over Cost Containment (OCC) at the state level?**

   Enter the requested allocation into the member's selected Financial Management Service (FMS) vendor's portal, which will generate the initial Prior Authorization Request (print out) and send the OCC packet to ltssoc@state.co.us. Do **not** submit the Prior Authorization Request in the Bridge until the OCC Department approval has been received. The OCC approval must be attached to the Prior Authorization Request in the Bridge when submitting the Pre-Prior Authorization (PPA). The case manager's supervisor must submit the PPA to not receive an OCC error code message. Once the PPA is submitted, a notification will be received by the Department for the PPA requiring state review. The Prior Authorization Request will not be approved without the OCC approval. When the Prior Authorization Request is over cost containment, the Prior Authorization status or Amendment Status will display "Pending State Review" status. The Operational Memo identifying the process is available our Memo Series website - Over Cost Containment Process.

5. **If the member has overspent their allocation in the first few months of their certification period such that more units for that timeframe have been billed than were planned for, will the first worksheet allow case managers to end date the line?**

   Yes, it will allow case managers to end date the task worksheet, but will require the additional task worksheet for a revision to have consecutive dates and enough units combined for the entire certification period exceeding billed units. Do not end date the line item.

6. **If the member over-spends during a portion of a CDASS period and then a revision is required, how does the system know for the subsequent CDASS period (the revision period) that the member/FMS vendor would only be able to bill on a portion of the allocated amount?**

   The revision must have consecutive end/start dates. The total units for each task worksheet will combine and collapse into one total once the line item is added within the certification period.

7. **When a member's monthly need for services increases permanently after the Prior Authorization Request has been finalized, must a new worksheet be created? (Ex: A member's approved Prior Authorization Request allows for 12 hours of service, but that need increases to 14 hours after three months.)**

   Units cannot be added to an existing task worksheet once the PPA has been submitted. If determined support needs have increased, a revision to the task worksheet must be completed by end dating the current task worksheet and adding a new task worksheet reflecting the ongoing support needs.

8. **If the Prior Authorization Request is Over Cost Containment for Department review, how will the Department know it needs to be reviewed? How will the case manager know when the Department has either approved or rejected the Over Cost Containment request in the Bridge?**

   The Department will be notified by the Bridge when the Pre-Prior Authorization is Over Cost Containment. The case manager must continue to send the OCC packet to ltssoc@state.co.us. The approved copy must be attached to the Prior Authorization Request in the Bridge, and the Bridge user can attach the document in the attachment panel under Pre-Prior Authorization Information. The case manager will need to review in the Bridge for Department approval.

9. **How can case managers view the CDASS Task Worksheet and Allocation Training presentation by DXC?**

   The DXC CDASS Task Worksheet & Allocation Training Presentation - August 2018 is available on the Long-Term Services and Supports Training page under the "Consumer Directed Attendant Support Services (CDASS)" section.

   Additional Bridge training materials and webinars are available on the Bridge Training Resources page.

10. **Does this task worksheet and allocation worksheet replace the current ones that are used?**

    No. The excel task worksheet and monthly allocation worksheet will be used to determine CDASS allocations for members prior to their initial training with Consumer Direct Colorado (CDCO). When the member begins CDASS the case manager will enter the task worksheet information into the Bridge to then generate the monthly allocation worksheet. These separate worksheets should reflect each other.

11. When members have services other than CDASS, in what order should those services be entered on the Pre-Prior Authorization?

The order doesn't matter if case managers have the task worksheet and allocation added. There cannot be agency homemaker, homemaker enhanced, personal care, or long-term home health line items with overlapping dates with CDASS.

12. Can case managers print the task worksheet and allocation for retention in the agency's member file?

No, there is not an option to print from the Bridge. The case manager is able to use a screenshot to capture the information from the Bridge and paste into another document to save for the member file. The current Department approved task worksheet and allocation documents completed prior to CDASS training should continue to be completed separately from the Bridge.

13. For SLS members, is the CDASS Prior Authorization Request separate, or are there additional line items and steps on the same Prior Authorization Request?

Additional line items for other services should be added to the Prior Authorization Request with CDASS service line items.

14. Must case managers continue to enter Prior Authorizations into the Bridge and the Financial Management Service portals? Is there a way for case managers to enter the information only once?

The CDASS Prior Authorization Request must be entered into the Bridge for approval and Financial Management Service portal.

15. What changes to the Prior Authorization and the Task Worksheet should the case manager make if a member loses HCBS due to a hospitalization or a stay in a nursing facility?

When a member's certification span needs to be end dated due to either a prolonged institutionalization or loss of eligibility, the Prior Authorization Request will be end dated in the Bridge with the effective date of closure by the case manager.

Any end dating of a Prior Authorization Request will extend to the individual services approved on the Prior Authorization. The worksheet and allocation end dates should match the CDASS line items.

Should the member become eligible again for an HCBS waiver, the case manager will perform a new assessment and then create a new Prior Authorization Request.

For general questions regarding the Bridge, contact CCMHelpdesk@dxc.com