

Bridge User Guide

Introduction to the Bridge Navigation
Version 5.0

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COLORADO

Department of Health Care
Policy & Financing

The Bridge, CBMS, and the Colorado interChange: An Overview

This module addresses a specific task or process regarding electronic Prior Authorization creation and maintenance. Below is an overview of the various systems and interfaces that work together to support the work of Prior Authorization creation, approval, and maintenance, as well as claims payment.

The Colorado interChange and the CBMS

The Colorado interChange is the claims payment system for the Department of Health Care Policy & Financing. It is sometimes referred to as the Medicaid Management Information System (MMIS). The Colorado interChange is maintained by our fiscal agent, DXC Technology (DXC). The Colorado interChange also manages provider enrollment to Health First Colorado (Colorado's Medicaid Program) and Child Health Plans *Plus* (CHP+). The Colorado interChange also contains member eligibility information which is uploaded nightly from the Colorado Benefits Management System (CBMS).

Prior Authorizations and the Prior Authorization Subsystem of interChange

A finalized Prior Authorization Request (PAR) in the Colorado interChange is required for services billed by qualified Home and Community Based Services (HCBS) providers to be paid. All finalized PARs are stored in the Prior Authorization subsystem of the Colorado interChange. Finalized PARs in the Prior Authorization subsystem have Colorado interChange PAR numbers and serve as the PAR of record when claims are billed. Clients must have continuous eligibility during the certification span of the Prior Authorization for claims to pay.

The Bridge

The Bridge is the case management interface where HCBS PARs are initiated and transmitted into the Prior Authorization Subsystem. The Bridge is also where aspects of clients' service plans and other data related to clients' HCBS are maintained. Designed and maintained by DXC, it is a subsystem of the Colorado interChange. The Bridge reflects the eligibility information maintained in the interChange. The Bridge pushes information to the Prior Authorization Subsystem nightly. Discrepancies between the information reflected in each system could cause claim denials. The information in the Prior Authorization Subsystem dictates whether a claim pays or denies.

Helpful Contact Information

Case Management Contacts	
Contact	Reason
HCPF_BPA-CBMS-Mismatch@state.co.us	Correction of eligibility-related issues preventing PAR processing. Include all relevant CBMS Screenshots.
ccmhelpdesk@hpe.com	First Point of contact for systems bugs and barriers to PAR processing not related to client ineligibility. Only for use by case managers. Allow five business days for a response from DXC before emailing again. Should resolution not be reached, contact joanne.svenningsen@state.co.us. Include the Contact Tracking Number (CTN) with all communications.
commit_helpdesk@dx.com	Bridge Password resets and Bridge login errors.
lthhpars@hcpf.state.co.us	All Long Term Home Health PARs, including revisions.
Nina.Snyder@state.co.us	Activate/Revoke Bridge access for case managers.
<p><i>All contacts above are for case managers only - do not share with providers. Inquiries to these contacts from providers will go unanswered. Providers are to contact the DXC call center at 1-844-235-2387.</i></p>	

Introduction to the Bridge Navigation

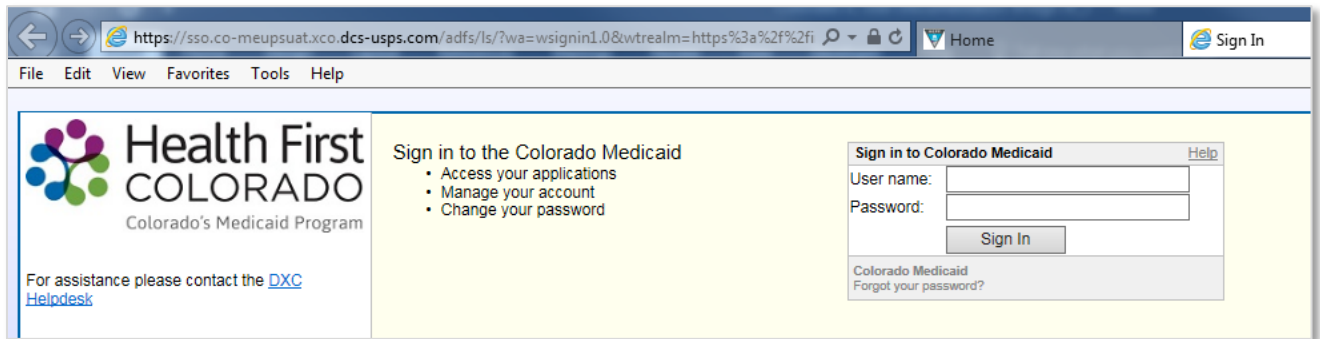
Purpose/Summary:

This section provides an introduction on how to get started with the Bridge and how to navigate the screens in the Bridge.

The Bridge Instructions:

1. Logging into interChange:

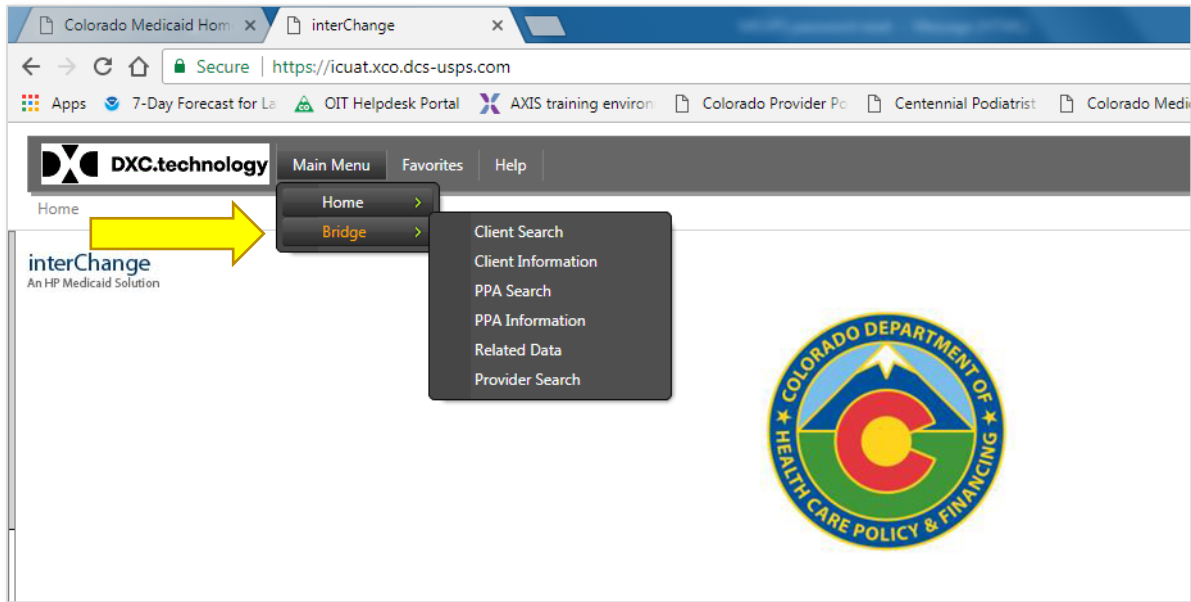
1. Go to <https://home.co-meupsuat.xco.dcs-usps.com/home/> to sign in to the Colorado's Medicaid Program account.
2. Type in your **Username and Password**. Then click **Sign In**.



3. A list of applications appears that the user can select from.
4. Select **Production InterChange**. The screen will navigate to the interChange application.

Applications	
Application	Description
Account Management	Manages contact information, password, and authorizations for applications.
Authorization Request	This is the Authorization Request workflow application
AXIS Production	Production AXIS Application
Production InterChange	Production InterChange Environment

- Once logged in, **select Main Menu** to view all available applications (subsystems).
Select an application (example: Bridge) from the first level submenu to display the corresponding activities in the second level submenu.



2. Opening different tabs/windows in the Bridge:

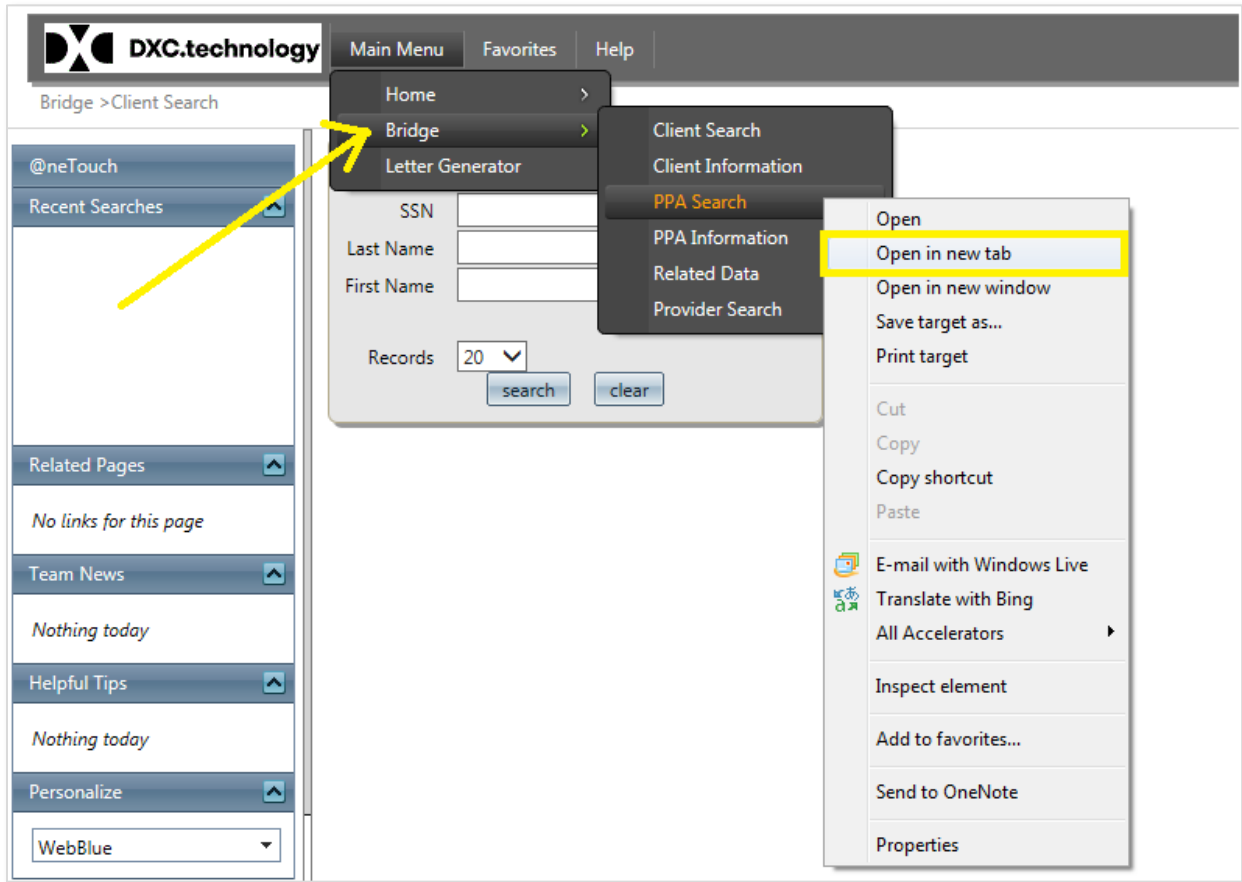
The Bridge allows the user to open multiple screens at once.

To open a second application in a new tab or a window:

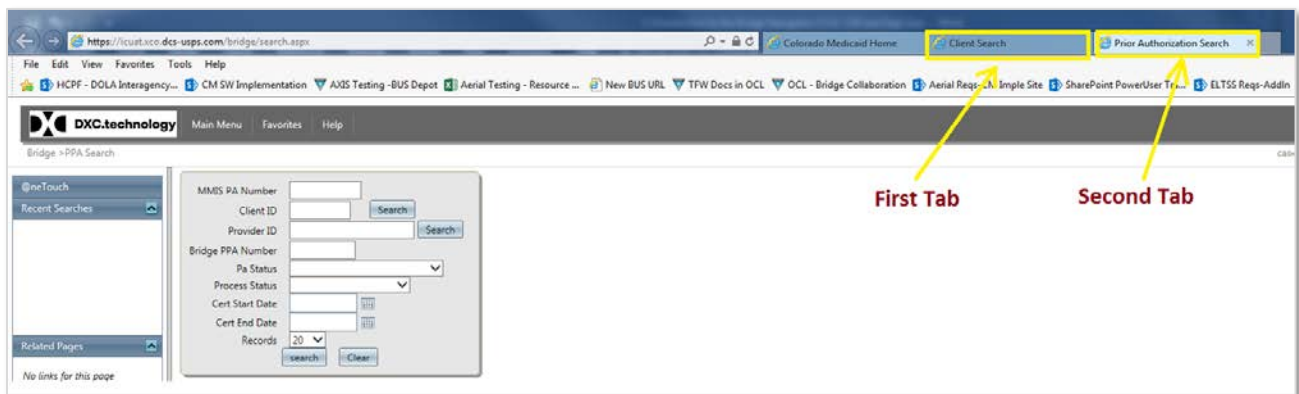
- **Navigate** to the desired option and then right-click on it
- Select **Open in new tab** or **Open in new window**.
 - The example below shows how to open the PPA Search (PPA – Pre-Prior Authorization) submenu in the Bridge in a new tab while having Client Search menu in the Bridge application on the first tab.

INTRODUCTION TO THE BRIDGE NAVIGATION – August 2018

1. Hover over **Main Menu**, select **Bridge**, select **PPA Search**.
2. Right-click on **PPA Search** and select **Open in new tab**.



3. This will open the Prior Authorization application in a new browser tab (as shown below).



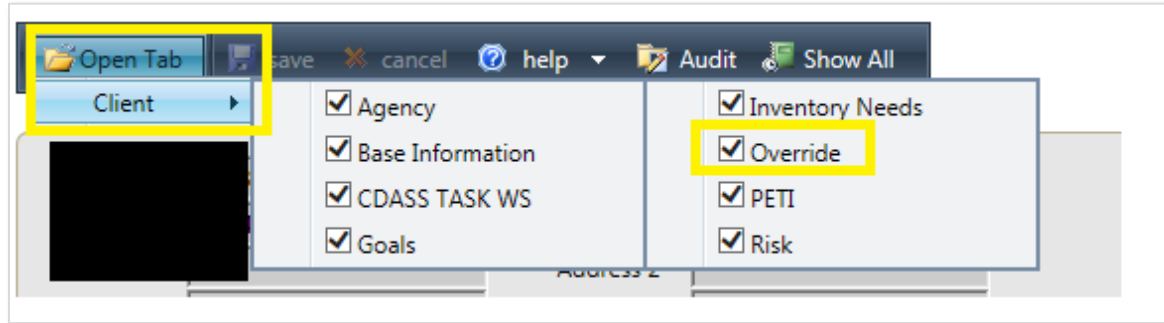
3. Viewing All Tabs in the Bridge:

At times, a tab may not be visible for a user. In this instance, click on the **Open Tab icon**, and then click on the **submenu**. Make sure to **click all the checkboxes** to see the corresponding tabs. These settings

INTRODUCTION TO THE BRIDGE NAVIGATION – August 2018

will be saved for the user when they use the same menu the next time. These settings will apply to all subsequent client searches.

Example: The below screenshot shows different tab options and checkboxes present.



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