

QUICK GUIDE TO THE BUS FOR RAES



COLORADO

Department of Health Care
Policy & Financing

JUNE 2018

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TIP

Hold the Control Button (Ctrl) and click on a page, to jump directly to the page in this guide.

BUS QUICK GUIDE FOR RAES

Introduction

This Quick Reference Guide is designed to help Regional Accountable Entities (RAEs) navigate through the most commonly viewed pages of the Benefits Utilization System (BUS).

For a more detailed guide for specific pages in the BUS, please see our full Guide to the BUS for RAE Users. If you cannot find the client information you are looking for, please contact your Supervisor or Security Administrator. If you experience any problems with the BUS, please email BUS@state.co.us.

BUS QUICK GUIDE FOR RAES

The BUS Stop

- We have created a HCPF website (BUS Stop) to help BUS users keep up with BUS updates and information. Here you will also find BUS related contacts, announcements and known issues.
- The BUS Stop can be accessed from the HCPF website. Select For Our Providers tab and What's new? (bulletins, newsletters, updates).





BUS QUICK GUIDE FOR RAES


CO **HCPF** | **COLORADO**
Department of Health Care Policy & Financing


Home | For Our Members | For Our Providers | For Our Stakeholders | About Us


For Our Providers


Why should you become a provider?



Provider enrollment & revalidation



Provider services (forms, rates & billing manuals)



What's new? (bulletins, newsletters, updates)


 **CBMS**
Colorado Benefits Mgmt. System

 **DDDWeb**

 **Web Portal**

 **Known Issues**
Known and Pending Issues

 **Resources**
Quick Guides, FAQs, Co-pay Info, EDI, Training and More!

For access to the BUS Stop, select **Resources**.

BUS QUICK GUIDE FOR RAES

Click a button below to visit other Colorado interChange web pages

The image displays a grid of seven buttons for navigating to various web pages. The buttons are arranged in two rows. The first row contains four buttons: 'Known Issues Web Page' (red border, exclamation mark icon, 'Take me there!' button), 'Provider Enrollment & Revalidation' (purple border, document and pencil icon, 'Find help!' button), 'Quick Guides & Portal Help' (green border, book icons, 'Click to Access' button), and 'Regional Provider Support Representatives' (blue border, person at whiteboard icon, 'Learn more!' button). The second row contains three buttons: 'Contact Information' (orange border, large exclamation mark icon, 'Click to Access' button), 'Frequently Asked Questions' (blue border, question marks icon, 'Get Answers!' button), and 'Provider Training' (teal border, person at whiteboard icon, 'Click to Access' button). Below the grid, there is a horizontal navigation bar with several buttons: 'Provider Co-pay', 'EDI Support', 'Medical Program', 'Pharmacy', and 'Case Managers'. An orange callout box with the text 'Select Case Managers' and a large arrow points from the 'Case Managers' button to the 'Pharmacy' button, which is highlighted with an orange border.

Known Issues Web Page
Take me there!

Provider Enrollment & Revalidation
Find help!

Quick Guides & Portal Help
Click to Access

Regional Provider Support Representatives
Learn more!

Contact Information
Click to Access

Frequently Asked Questions
Get Answers!

Provider Training
Click to Access

Provider Co-pay

EDI Support



Medical Program

Pharmacy

Case Managers

Select Case Managers

BUS QUICK GUIDE FOR RAES

  **COLORADO**
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Home | For Our Members | For Our Providers | For Our Stakeholders | About Us

For Our Providers > Provider News > Benefits Utilization System (BUS) Updates

Benefits Utilization System (BUS) Updates



Welcome to the BUS Stop

You might notice this web page looks a little different! We recently redesigned the BUS Stop to make it more user-friendly and easier to navigate. If you are looking for information on the BUS, refer to the green buttons. If you need information on the Bridge, refer to the purple buttons.

Here all BUS and Bridge users can stay up-to-date on current BUS and Bridge updates and information. There are related contacts, announcements and known issues for all of your BUS and Bridge needs.

BUS Contact: Terry Burnham at Terry.Burnham@state.co.us or 303-866-6240
Bridge Contact: DXC Help Desk at cmhelpdesk@dx.com

[BUS Access](#) [BUS Issues](#) [Bridge Access](#) [Bridge Issues](#)
[BUS Memos](#) [BUS Resources](#) [BUS Archives](#) [Bridge Updates](#)
[BUS Training](#) [BUS Reports](#) [CIRs](#)

[BUS Announcements](#)  [Bridge Announcements](#) 

BUS QUICK GUIDE FOR RAES

How to Access the BUS

- Your BUS user name and password are issued by HCPF Security. Please contact your Agency Administrator if you need access to the BUS.
- You can access the BUS directly at <https://ltc.hcpf.state.co.us/bus/loginpage.cfm>.
- There are different environments to select from for BUS Access
 - BUS Access is the production environment. This is where the day-to-day operations will be performed
 - BUS Training Access is to be used for training purposes. Information saved in this environment will only be visible to the user who saved it, and it is NOT able to be copied into the production environment.



The Department of Health
Care Policy and Financing
Benefits Utilization System

Welcome to the Benefits Utilization System (BUS)

To access the BUS please select BUS Access below

[BUS Access](#)

[BUS Training Access](#)

Click the appropriate link

BUS QUICK GUIDE FOR RAEs

The Department of Health
Care Policy and Financing
Benefits Utilization System



Enter your **BUS** username and **temporary** password, as issued by HCPF Security. Complete the CAPTCHA. The User Agreement Box must be checked.

To login to the system please enter your username, password and text below.

User Name:

Password:

Please type what you see:



User Agreement:

USER AGREEMENT / SECURITY REMINDER:
By logging into the Long Term Care Benefits Utilization System you are bound by all of the terms and conditions of the Department of Health Care Policy and Financing's System User Agreement.

Login!

Click **Login**

ERROR

Please update your password at this time.

Ok

Click **Ok** to create a New Permanent Password

	User ID	Last Name	Middle Initial	First Name	Access	Enabled	Locked	A
<input type="button" value="Edit"/>	trae1	Tester	T	Tiny	RAE User	<input checked="" type="checkbox"/>	<input type="checkbox"/>	R

Click **Edit** next your User ID

BUS QUICK GUIDE FOR RAES

The Department of Health
Care Policy and Financing
Benefits Utilization System

User Accounts

Main Menu	User Edit	
Administration	RAE's Region Id	1
User Accounts	User ID	trae1
RAE Help Guide	Last Name	Tester
Logout	Middle Initial	T
	First Name	Tiny
	Password
	Re-Enter Password Only use this field if you
	Email Address	bus@state.co.us
	Phone Number	(ex. 123-123-1234) Ext.
	Fax Number	(ex. 123-123-1234)
	Last Accessed System	05/02/2018 09:41:04

Save Clear

First, create a **new** Password and fill in **BOTH** password fields with your new Permanent password.

When you are finished, click **Save**.

BUS QUICK GUIDE FOR RAES

Assigning Yourself as the RAE Care Coordinator

- If you are the RAE Care Coordinator for a client, you may assign that client in the BUS to yourself.
- You will only be able to set yourself as the RAE Care Coordinator for clients in your RAE.
- You can search for your clients in the BUS by State ID, Last Name, or Date of Birth. In this example we will search by last name for clients with the last name "Pudding."

The screenshot shows the 'Client Search' page of the Benefits Utilization System. The header includes 'The Department of Health Care Policy and Financing' and 'Benefits Utilization System'. A navigation menu on the left contains 'Main Menu', 'Search', 'Administration', 'RAE Help Guide', and 'Logout'. The search criteria section is divided into three sections: Section 1 (State ID and Last Name), Section 2 (Date of Birth and Limit To Agency), and Section 3 (User Agreement). The 'Last Name' field is populated with 'pudding'. The 'Limit To Agency' checkbox is unchecked. The 'User Agreement' checkbox is checked. There are 'Search' and 'Reset' buttons at the bottom right. Two callout boxes provide instructions: one points to the 'Limit To Agency' checkbox with the text 'Unclick the Limit to Agency box if you want to see all clients with the last name of "Pudding," including those inside other RAEs.' and another points to the 'User Agreement' checkbox with the text 'Always remember to read the User Agreement and check the box before clicking Search.'

Always remember to read the **User Agreement** and check the box before clicking **Search**.

BUS QUICK GUIDE FOR RAEs

The Department of Health
Care Policy and Financing
Benefits Utilization System

Client Search

Main Menu	Last Name	First Name	Sex	Managing Agency	Case Manager	Case Manager Email	RAE Region	RAE name	RAE Coordinator
Search	<input type="button" value="View"/>	pudding	Figgy	F	ENVISION	Terry Burnham	RAE 1	Rocky Mountain Health Plans	Name: Tester Toby Email: bus@state.co.us <input type="button" value="Update"/>
Administration	<input type="button" value="View"/>	pudding	Rice	F	WELD COUNTY AREA AGENCY ON AGING	Jane Smith	RAE 2	Northeast Health Partners	<input type="button" value="Update"/>
RAE Help Guide	<input type="button" value="View"/>	pudding	Tapioca	F	Access Long Term Support Solutions	Rhonda Johnson	RAE 1	Rocky Mountain Health Plans	<input type="button" value="Update"/>
Logout	<input type="button" value="View"/>	pudding	Chocolate	M	NORTHEASTERN COLORADO AREA AGENCY ON AGING	Sathya Sundaram	RAE 2	Northeast Health Partners	<input type="button" value="Update"/>

Click the **View** button to view the client's record.

In your search results, you will see a gray **Update** button if the client is in your RAE. **Click the button to assign yourself as the Client's RAE Care Coordinator.**

The Department of Health
Care Policy and Financing
Benefits Utilization System

Coordinator Screen

Main Menu	Coordinator Information
Administration	<p>Client Information</p> <p>Client First Name : Figgy Client Last Name : Pudding</p> <p>Existing RAE Care Coordinator Information</p> <p>Coordinator First Name : Toby Coordinator Last Name : Tester</p> <p>Are you going to be the Primary RAE Care Coordinator for this Client? <input type="radio"/> Yes</p> <p><input type="button" value="Confirm"/> <input type="button" value="Back"/></p>
RAE Help Guide	
Logout	

If you are the Primary RAE Care Coordinator, select the **Yes** radio button. Then click **Confirm**.

BUS QUICK GUIDE FOR RAES

The Department of Health
Care Policy and Financing
Benefits Utilization System

Client - Demographic - Figgy Pudding

RAE Care Coordinator name : Tester Toby / bus@state.co.us

Client Information	
State ID	Z123456 SSN 111-11-1111
First Name	Figgy MI C Last Name Pudding
County	Denver
Primary Language	English
Marital Status	Single
Street Address	123 Main
Mailing Address	
Mailing Address State	
Client ID for Agency	
Current Living Situation:	With Non-relatives
Case Status:	M: Open
CBMS Case Number	

Your information will now display at the top of the Client Information page.

The Department of Health
Care Policy and Financing
Benefits Utilization System

Client - Case Management - Abigail J Smith

⚠ This page will refresh when a Managing Agency or a Secondary Managing Agency is chosen. It is still required to press the SAVE button in order to save your changes in the system.

Managing Agency Information - this agency is responsible for completing the assessment.	
Agency	ENVISION - 970-339-5360
Case Manager	Burnham, Terry
Covering Case Manager :	--
Case Management Specialist :	--

Secondary Managing Agency Information	
Agency :	-
Case Manager	--
Covering Case Manager :	--
Case Management Specialist :	--

Placed Agency Information	
Agency :	
Comment :	

RAE Information
Region : **RAE 2**
RAE Care Coordinator Name: **Tester Toby**
Contact:
Email: **bus@state.co.us**

Your information will also appear at the bottom of the Case Management screen

BUS QUICK GUIDE FOR RAES

Client Information

- Here you will find all the demographic information on the client such as
 - State ID
 - Social Security Number
 - Address
 - Contact Person
 - Referral Client Contact
 - Medical Provider Information
 - Medical Information Health Record
- There also is an Insurance and Legal Client Information sub-page, which you can access by clicking on the yellow sub-menu below Client Information.

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Benefits Utilization System

Client - Demographic - Figgy Pudding

RAE Care Coordinator name : Tester Toby / bus@state.co.us

Main Menu	Client Information					
Advisement Letter	State ID	Z123456	SSN	111-11-1111		
Assessment - 100.2	First Name	Figgy	MI	C	Last Name	Pudding
Client Information	County	Denver				
- Insurance & Legal	Primary Language	English	DOB	01/01/1950	Phone	303-555-1111
Transit	Marital Status	Single	Sex	Female		
Asses	Street Address	123 Main St	City/State/ZipCode		Denver, CO 80203	
Plan	Mailing Address	Mailing Address City				
Risk	Mailing Address State	Mailing Address ZipCode				
n Plan	Client ID for Agency					
Criti	Current Living Situation:	With Non-relatives				
Repo	Case Status:	M: Open				
	SMS Case Number					


Click here to view the **Insurance & Legal Client Information** subpage.

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Assessment – 100.2

- The Assessment – 100.2 screen will show every Assessment for the client and the relevant details such as
 - Assessment Date
 - Event Type
 - Verified Date
 - Authorized Date
 - Assessing Agency
 - Outcome
 - Approval
 - Start Date
 - End Date
 - Close Date
 - Closure reason

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Benefits Utilization System



Client - Assessment - Info - Figgy F Pudding

Main Menu	Event	Assessment Date	Event Type	Verified	Authorized	Final	Assessing Agency	Outcome	Approval	Start Date	End Date	Open End Date	Close Date	Closure Reason
Advisement Letter	View	2	06/04/2014	6 Month Review			Health Care Policy and Financing	Approved	NF	07/10/2014		False		
Client Information	View	1	04/30/2014	Initial Review		05/01/2014	DEPARTMENT HUMAN SERVICES	Approved	PACE LTHH	05/01/2014	04/30/2015	False		
Transition Assessment & Planning														
Risk Mitigation Plan														
Critical Incident Reports														

Click the **View** button to see more Assessment details.

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- In the Detailed View of the Assessment, you will find additional information such as
 - Case Manager
 - Potential Program

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Client - Assessment - Info - Figgy F Pudding

Main Menu

- Advisement Letter
- Assessment - 100.2
 - ADL
 - Medical
 - Assessment Demographic
 - LOC Certification
- Client Information
- Transfer & Discharge
- Assessment & Plan
- Client Information
- Registration
- Assessment - HCA

Event Number 2

Assessment Date 06/04/2014 - (mm/dd/yyyy)

Event Type

- 6 Month Review
- Appeal - Decision Overturned
- CCT Certification Extension
- Continued Stay Review
- DI
- Initial Review
- Nursing Facility Transfer
- Reverse DI
- Unscheduled Review
- Waitlist

Assessing Agency Health Care Policy and Financing

Case Manager Rathbun, Tiffani

Potential Programs

- HCBS-Brain Injury
- HCBS-Community Mental Health Supports
- HCBS-Developmental Disabilities
- HCBS-Elderly, Blind, Disabled
- HCBS-Spinal Cord Injury - LTCO, JEFFCO Only
- HCBS-Supported Living Services
- HCBS-Childrens Waiver
- HCBS-Children with Autism
- HCBS-Children with Life Limiting Illness
- HCBS-Childrens Extensive Support
- HCBS-Childrens Habilitation Residential Program
- Colorado Choice Transitions - HCBS-BI
- Colorado Choice Transitions - HCBS-CMHS
- Colorado Choice Transitions - HCBS-DD
- Colorado Choice Transitions - HCBS-EBD/18-64

Click the yellow sub menus to navigate to the ADL, Medical, Demographic, and LOC Certification pages

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Case Management

- On the Case Management page, you will be able to view the Managing Agency Information which includes
 - Name of Agency
 - Case Manager
 - Covering Case Manager
 - Case Management Specialist
- You will also be able to view the Secondary Managing Agency and Placed Agency information.
- If you are assigned as the RAE Case Coordinator for this client, your information will show at the bottom of the page under RAE information.

The Department of Health
Care Policy and Financing
Benefits Utilization System

Client - Case Management - Figgy Pudding

Warning: This page will refresh when a Managing Agency or a Secondary Managing Agency is chosen. It is still required to press the SAVE button in order to save your changes in the system.

Managing Agency Information - this agency is responsible for completing the assessment.

Agency	ENVISION - 970-339-5360
Case Manager	Burnham, Terry
Covering Case Manager :	--
Case Management Specialist :	--

Secondary Managing Agency Information

Agency :	--
Case Manager	--
Covering Case Manager :	--
Case Management Specialist :	--

Placed Agency Information

Agency :	
Comment :	


RAE Information
Region : RAE 2
RAE Care Coordinator Name: **Tester Toby**
Contact:
Email: **bus@state.co.us**

The RAE Information including Care Coordinator will be displayed here.

BUS QUICK GUIDE FOR RAES

Case Status

- The Case Status Screen displays all the Case Statuses from the
 - Managing Agency
 - Secondary Agency
 - Other Agencies
- For each Case Status, you will be able to see the
 - Case Status Date
 - Status Code (Open, Pending, Appeal, Denial, Closed, etc.)
 - Input User (who entered the Case Status)
 - Input Agency
 - Date Entered



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Client - Case Status - Figgy F Pudding

	Managing Agency				
	Case Status Date	Status Code	Input User	Input Agency	Date Entered
Client Information	There are no case status records for this agency				
	Secondary Agency				
	Case Status Date	Status Code	Input User	Input Agency	Date Entered
Risk Mitigation Plan	08/01/2014	Appeal	Terry Burnham	A Rise Above	08/01/2014 08:04:39 AM
	Other Agencies				
	Case Status Date	Status Code	Input User	Input Agency	Date Entered
Assessment - HCA	There are no case status records for this agency				

Main Menu
Advisement Letter
Assessment - 100,2
Client Information
Transition Assessment & Planning
Risk Mitigation Plan
Critical Incident Reports
Assessment - HCA
Case Management
Case Status
IADL
Log Notes
LTC 803
Program Area

BUS QUICK GUIDE FOR RAES

Service Plan

- On this screen, you will be able to see all of the Service Plans entered for the client and some basic details such as
 - Date the Service Plan was finalized
 - Case Manager
 - Service Plan Agency
 - Start Date
 - End Date

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Client - Service Plan - Figgy F Pudding

Main Menu	Event	Event Type	Final	Verify	Case Manager	Service Plan Agency	Staff Date	Start Date	End Date	
Advisement Letter	* View-Print Options available in OLD format only for Service Plans FINAL on or before 06/19/2011.									
Assessment - 100.2	View	3	Continued Stay Review			Terry Burnham	Health Care Policy and Financing	07/09/2014	07/10/2014	04/30/2015
Client Information	View	2	Continued Stay Review			Tiffani Rathbun	Health Care Policy and Financing	05/14/2014	05/01/2014	04/30/2015
Transition Assessment & Planning	View	1	Initial/Enrollment	02/04/2014		Terry Burnham	Health Care Policy and Financing	02/04/2014	05/01/2014	04/30/2015
Risk Mitigation Plan										
Critical Incident Reports										
Assessment - HCA										
Case Management										
Case Status										

Click the **View** button for a detailed version of the Service Plan.

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- After clicking on the View button, you will be able to view a more detailed version of the Service Plan. This includes additional information such as
 - Medicaid Long Term Care Disclosures
 - Choice Statements
 - Program Area
 - Service Planning
 - Client Roles and Responsibilities
 - Case Manager Roles and Responsibilities
 - Plan Participants
 - Natural Supports
 - Third Party Resources
 - Home Community Based Services the Client is receiving
 - State Plan Benefits the Client is receiving
 - Any Contingency Plan for Client emergencies
 - Client's Personal Goal

The screenshot shows the 'Long Term Care Service Planning Information' page. At the top, it displays 'The Department of Health Care Policy and Financing' and 'Utilization System'. The page title is 'Client - Service Plan - Figgy Pudding'. The main content area includes fields for 'Service Plan Number: 7', 'Service Plan Type:' (with radio buttons for 6 Month Review, CCT Certification Extension, Deinstitutionalization (DI), Reverse Deinstitutionalization, and Revision), 'Staffing Date:' (01/25/2018), 'Select Assessment Certification:', 'Cert Start: 06/01/2017 Cert End: 05/31/2018', and 'Authorization: 06/01/2017'. A red note states: '* (100.2 Assessment certification page completion required for final date stamp)'. Below this, there are two blue buttons: 'Medicaid Long Term Care Disclosures' and 'Choice Statements'. A checkbox is checked with the text: '* Client has been informed that he/she has the right to choose between institutional services or Home and Community Based Services.' Another blue button contains the text: 'Client has been informed of the following Home and Community Based Service (HCBS) Waivers they may be eligible for', followed by checkboxes for 'Brain Injury (BI)' and 'Community Mental Health Supports (CMHS)'. On the left, a vertical navigation menu lists: 'Service Plan', '- Service Plan Information', '- Home/HCBS/State Health Benefits', '- Contingency Plan', 'Service Plan DD Section', 'Administration', 'RAE Help Guide', and 'Logout'. An orange callout box with a downward arrow points to the 'Service Plan Information' menu item, containing the text: 'Click the yellow sub menus to navigate to other pages.'

BUS QUICK GUIDE FOR RAES

Log Notes

- The Log Notes page displays the log notes grid, which will show 60 days of the log notes for the specific client. This grid will automatically default to display all log notes.
- Here you find the details of each log note such as
 - Contact Date
 - Type of Contact
 - Who was Contacted
 - Units
 - Date the Log Note was Entered
 - The Confidentiality of the Log Note
 - Who the Log Note was Entered By
 - Notes

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Benefits Utilization System

Client - Log Notes - Figgy F Pudding

Main Menu **View** All Lognotes Non System Generated Lognotes

Log notes grid shows 60 days of log notes for a client.
If you need to view more historical log notes, please use the View/Print Range or Log Notes Search Options.

	Contact Date	Type of Contact	Who Contacted	Units	Date Entered	Confidential	Entered By	Narrative
<input type="button" value="View"/>	12/17/2015 02:28:59 PM		System		12/17/2015 02:28:59 PM	False	Gangasagar Thota	Risk Mitigation Plan withdrawn.
<input type="button" value="View"/>	11/30/2015 09:01:39 AM		System		11/30/2015 09:01:39 AM	False	Mike Kissinger	Risk Mitigation Plan Added.
<input type="button" value="View"/>	11/09/2015 09:41:04 AM		System		11/09/2015 09:41:04 AM	False	Mike Kissinger	Risk Mitigation Plan Added.

Select the **View** Button for a more detailed view of the Log Note.

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- In the Detailed View of the Log Note, you can find additional details such as the time of contact.

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LogNotes Record View Page

Main Menu	Date Entered: 08/12/2015
Advisement Letter	Date of Contact: 08/12/2015
Assessment - 100.2	Time of Contact: 11:56:15 AM
Client Information	Person Contacted: Adult Protection Worker
Transition Assessment & Planning	Log Note Unit: 0
Risk Mitigation Plan	Type of Contact: Summary Report - CDAS Reassessment
Critical Incident Reports	Confidential: No
Assessment - HCA	Entered By: Gangasagar Thota
Case Management	CIRS Number:
Case Status	Narrative: test cfm file to find
IADL	

- If you want to only view the Non System Generated Log notes (log notes that are manually entered by Case Managers), select the Non System Generated Log notes button and hit refresh.

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Client - Log Notes - Figgy F Pudding

View All Lognotes Non System Generated Lognotes

Log notes grid shows 60 log notes for a client.
If you need to view more log notes, please use the View/Print Range or Log Notes Search Options.

First, select the **Non System Generated Log Notes** button then click **Refresh**.

Units	Date Entered	Confidential	Entered By	
	12/17/2015 02:28:59 PM	False	Gangasagar Thota	Risk Mitigation Plan v
	11/30/2015 09:01:39 AM	False	Mike Kissinger	Risk Mitigation Plan A

BUS QUICK GUIDE FOR RAES

Contact Us

- If you have any comments or feedback about this RAE Quick Reference Guide please send us an email at BUS@state.co.us.

Thank you!