QUICK GUIDE TO THE BUS FOR RAES

COLORADO
Department of Health Care
Policy & Financing

JUNE 2018

Contents

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

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.

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).

Click a button below to visit other Colorado interChange web pages

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

Select
**Case
Managers**

Provider Co-pay

EDI Support

-Medicare Program

Pharmacy

Case Managers

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

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: e W t F W j

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
Edit	trae1	Tester	T	Tiny	RAE User	☑	☐	R

Click **Edit** next your User ID

The Department of Health
Care Policy and Financing
Benefits Utilization System

User Accounts

User Edit

RAE's Region Id	1
User ID	trae1
Last Name	Tester
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

Main Menu
Administration
User Accounts
RAE Help Guide
Logout

Save   Clear

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

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

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."

BUS QUICK GUIDE FOR RAES

The Department of Health Care Policy and Financing
Benefits Utilization System

Client Search

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

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
Administration
RAE Help Guide
Logout

Coordinator Information

Client Information
Client First Name :   Figgy
Client Last Name :   Pudding

Existing RAE Care Coordinator Information
Coordinator First Name :   **Toby**
Coordinator Last Name :   **Tester**

Are you going to be the Primary RAE Care Coordinator for this Client?   ○ Yes

[Confirm] [Back]

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

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Client - Demograhic - Figgy Pudding

Main Menu

Advisement Letter
Assessment - 100.2
Client Information
 - Insurance & Legal
Transition Assessment & Planning
Risk Mitigation Plan
Critical Incident Reports
Assessment - HCA
Case Management
Case Status
IADL
Log Notes

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

Client Information

State ID	Z123456 SSN 111-11-111
First Name	Figgy MI C ast 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	

-1111

CO 80203

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

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Client - Case Management - Abigail J Smith

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
Referral
Service Plan
Service Plan DD Section
Administration
RAE Help Guide
Logout

⚠ **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

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.

BUS QUICK GUIDE FOR RAES

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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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															
Assessment - 100.2	View	2	06/04/2014	6 Month Review				Health Care Policy and Financing	Approved	NF	07/10/2014		False		
Client Information															
Transition Assessment & Planning	View	1	04/30/2014	Initial Review		05/01/2014		DEPARTMENT HUMAN SERVICES	Approved	PACE LTHH	05/01/2014	04/30/2015	False		
Risk Mitigation Plan															
Critical Incident Reports															

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

- 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
Tra...
As...
Pl...
...Plan
Cr...ent
Re...
As... - 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

...se **Manager**   Rathbun, Tiffani

...tential **Programs**
- ☐ HCBS-Brain Injury
- ☐ HCBS-Community Mental Health Supports
- ☐ HCBS-Developmental Disabilties
- ☐ 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

Case Management

- On the Case Management page, you will be able to view the Managing Agency Information which includes

    o Name of Agency

    o Case Manager

    o Covering Case Manager

    o 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.

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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Benefits Utilization System

Client - Case Status - Figgy F Pudding

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 |

Managing Agency

Case Status Date	Status Code	Input User	Input Agency	Date Entered
There are no case status records for this agency				

Secondary Agency

Case Status Date	Status Code	Input User	Input Agency	Date Entered
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
There are no case status records for this agency				

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

	Event	Event Type	Final	Verify	Case Manager	Service Plan Agency	Staff Date	Start Date	End Date
View	3	Continued Stay Review			Terry Burnham	Health Care Policy and Financing	07/09/2014	07/10/2014	04/30/2015
View	2	Continued Stay Review			Tiffani Rathbun	Health Care Policy and Financing	05/14/2014	05/01/2014	04/30/2015
View	1	Initial/Enrollment	02/04/2014		Terry Burnham	Health Care Policy and Financing	02/04/2014	05/01/2014	04/30/2015

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

- 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

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

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

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

- 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.

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.](mailto:BUS@state.co.us)

    Thank you!