



## BUS Update Memorandum

TO: All BUS Users  
FROM: Rhonda Johnson - BUS Administrator  
DATE: June 28, 2019  
RE: Service Plan Roles and Responsibilities Update in the BUS

### What is changing?

On July 8, 2019, two new bullet points will be added to the Service Plan Roles and Responsibilities page in the Benefits Utilization System (BUS) to acknowledge Critical Incident Reporting (CIR) education to waiver participants. One new bullet point will be listed under the Client Roles and Responsibilities, to ensure the client will inform his/her Case Manager of any critical incidents that occur. The second bullet point will be listed under the Case Manager Roles and Responsibilities section, confirming the Case Manager has provided the client with education regarding the definition of a critical incident and the process to report a critical incident.

### Why is this change being made?

The Centers for Medicare and Medicaid Services (CMS) is requesting the verification of client education of the CIR process. Currently there is no specific critical incident language in the Client or the Case Manager Roles and Responsibilities in the BUS. Adding these additional bullet points to the Roles and Responsibilities page in the BUS will serve as a reminder and a confirmation that this education was covered during the annual service plan meeting.

New View of the Service Plan Roles and Responsibilities Page in the BUS:

Client - Service Plan - Baklava D pudding - ****-**-6666	
<b>Main Menu</b>	<b>Roles and Responsibilities</b>
Advisement Letter	
Assessment - 100.2	<b>Client Roles and Responsibilities</b>
Client Information	<input checked="" type="checkbox"/> *Client has been informed of the roles and responsibilities for participation in an HCBS program.
Transition Assessment & Planning	I agree to participate in the coordination of my services and will be responsible to: <ul style="list-style-type: none"> <li>• Give accurate information to my case manager regarding my ability to complete activities of daily living.</li> <li>• Assist in promoting my own independence.</li> <li>• Cooperate with my providers and case management agency.</li> <li>• Notify my case manager of changes in my support system, medical condition and living situation including any hospitalizations, emergency room admissions, nursing home placements or Intermediate Care Facility for the Mentally Retarded (ICF/MR) placements.</li> <li>• Notify my case manager if I have not received Home and Community Based Services for 30 days or 1 calendar month.</li> <li>• Notify my case manager of any changes in my care needs and/or problems with services.</li> <li>• Notify my case manager of any changes that may affect Medicaid eligibility.</li> <li>• <b>Notify my case manager of any critical incidents that occur</b></li> </ul>
Risk Mitigation Plan	
Assessment - HCA	
Case Management	
Case Status	
Critical Incident Reports	
IADL	
Log Notes	
LTC 803	<b>Case Manager Roles and Responsibilities</b>
Program Area	
Referral	<input checked="" type="checkbox"/> *Client has been informed of the HCBS case manager's roles and responsibilities.
Service Plan	The Case Manager agrees to: <ul style="list-style-type: none"> <li>• Coordinate needed services.</li> <li>• Communicate with service providers regarding service delivery, and concerns.</li> <li>• Review and revise services, as necessary.</li> <li>• Notify clients regarding any change in services.</li> <li>• Notify clients when services are denied, suspended, terminated, or reduced.</li> <li>• Document, report, and resolve client complaints and concerns.</li> <li>• Report abuse, neglect, mistreatment, and exploitation to the appropriate authority.</li> <li>• <b>Provide client with the critical incident definition and explain process of notifying case manager of critical incidents that occur</b></li> </ul>
- Service Plan Information	
- Medicaid Long Term Care Disclosures	
<b>- Roles and Responsibilities</b>	
- Complaint Process	
- Service and Provider Choice	
- Statement of Agreement	
- Service Plan Participants	
- Natural Supports	
- Third Party Resources	
- State Plan Benefits	
- Home Health	
- HCBS Services	
- Contingency Plan	
- Personal Goal	
- Verify	
- Finalize	
	<input type="button" value="Save"/> <input type="button" value="Save and Continue"/>

If you have any questions about this change to the Service Plan Roles and Responsibilities page in the BUS, please contact:

CIRS Administrator, Michael Pasillas, [Michael.Pasillas@state.co.us](mailto:Michael.Pasillas@state.co.us)

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