



Dear Single Entry Point and CMA Case Manager,

The Department of Health Care Policy & Financing (the Department) has implemented changes to the Bridge. The Bridge is the IT application that case managers use to submit Home and Community Based Services (HCBS) Prior Authorizations (PARs). This communication supersedes the email sent below.

The following changes were implemented to the Bridge on May 15, 2024:

- **Effective May 15**, specific error messages display at the top of the screen in the Bridge if a line item entered by a case manager does not match the assigned Support Level for members enrolled on the HCBS Waiver for Persons with Developmental Disabilities (HCBS-DD).
- A case manager will not be able to submit the Pre Prior Authorization (PPA) for approval if the Support Level does not match all data points throughout the PPA.
- **This change to the Bridge ends the need for Supervisors to review, approve and submit all PPAs for members enrolled on the HCBS Waiver for Persons with Developmental Disabilities (HCBS-DD).**
- The Department will release an Operational Memo to outline the changes to the Bridge that directly impact members enrolled on the HCBS-DD Waiver, and members enrolled on the HCBS Supported Living Services (SLS) Waivers, specifically the Members' Support Level, Risk Review and PPA submission process.
- Case managers are also required to enter a member's Public Safety Risk and Risk to Self, as well as an Effective Date for all members annually within the certification year or **no greater than 90 days prior** to the PPA certification start date.
- If case managers do not have a current Risk value recorded in the Bridge, the case manager will receive a B051 error code and the PPA will suspend until a current Risk value is entered.
- The Department will also be posting a new "Risk Factor Training" to the Long-Term Services and Supports Case Management Forms and Tools Page under the Supports Intensity Scale (SIS) section.

- The Department will continue to approve PARs in the Bridge for Support Level E members on the HCBS-SLS waiver. To request approval, email the Over Cost Containment (OCC) inbox at ltssocc@state.co.us.

CMAAs with questions related to these Bridge system changes may contact ccmhelpdesk@gainwelltechnologies.com.

Thank you,

Department of Health Care Policy & Financing

Dear Case Management Agency,

The Care and Case Management (CCM) Bridge was enhanced to improve records processing and to align with the State of Colorado service levels in the Home and Community-Based Services (HCBS) DD Waiver and the HCBS SLS Waiver for more efficient and accurate claims processing. Case Management Agencies (CMAs) will see the following changes:

- The Support Level calculation was updated to be in alignment with updated State of Colorado rules and regulations.
- On the Risk panel, the "Review Date" field was changed to "Effective Date."
- The HCBS DD-Waiver and the HCBS SLS-Waiver require that the Risk value be entered, and that the Risk Effective Date be greater than 90 days prior to the Pre- Prior-Authorization (PPA) certification "Start Date."
- System changes ensure that HCBS DD-Waiver services selected will match with the client's Support Level.
- Automated exceptions were added to both waivers. Within the DD-Waiver, Level 7 clients may receive Level 6 services if Level 7 services are unavailable. Within the SLS-Waiver, clients that meet the definition for Level E may receive any services for any support level.
- Updates to existing PPAs may require service changes or supervisor approval if the existing services do not align with the client's current support level.

CMAAs with questions about the Bridge may email the commit_helpdesk@gainwelltechnologies.com.

Thank you,

Department of Health Care Policy & Financing