

# Response to Medical Services Board (MSB) Questions Regarding Private Duty Nursing (PDN)

Cost Control and Quality Improvement (CCQI) Office

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# Our Mission:

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.



# Utilization Management (UM) and Private Duty Nursing

## Utilization Management Process

- Prior Authorization Process (PAR)
- Adverse Determination Process

# What We've Done

- Reviewed all PDN denials from July 2024 - December 2024
  - Program approvals given when appropriate
- Reviewed the Peer to Peer process internally & with the UM vendor, Acentra
- Identified the need for further discussion:
  - “Continuous” policy clarification
  - Differences between PDN and Intermittent Nursing

# UM Vendor

Acentra is our HCPF UM Vendor partner

Contract was awarded after an exhaustive RFP process which looked at vendor capabilities, quality and affordability. Another RFP will invite competitive bid for this work as of July 2026 when current agreement closes

Acentra is tasked to complete an individualized review of each PDN request, review for medical necessity or a change in member condition- If any decrease in approved hours, a licensed physician reviews and then HCPF RN does a third review for any change in condition. There is a step-down hours process. This vendor also provides their medical director for P2P, reviews and appears on behalf of HCPF for PDN appeals

This vendor also collects an annual provider satisfaction survey on all aspects of their work

# PAR Process

1. Required PDN PAR Documentation submitted by the Home Health Agency (HHA) to demonstrate medical necessity.
2. A first level review is performed by a nurse.
3. A second level review is performed by a physician.
4. A third level of review is performed by our internal HCPF clinical and policy staff.

# Adverse Determination Process

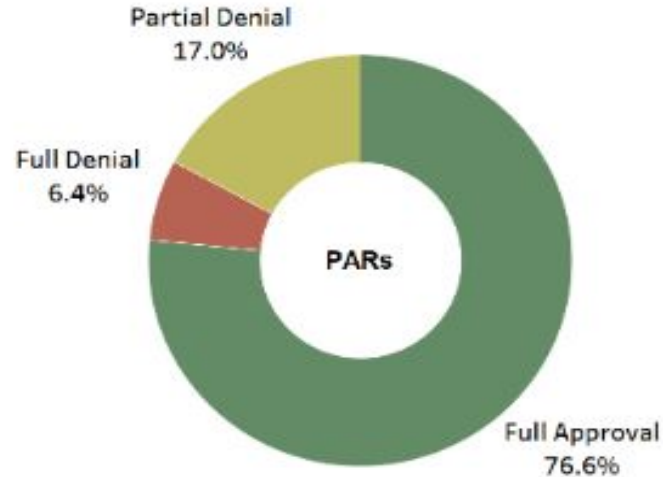
After receiving an adverse determination (partial or full denial of request) there are existing process' to request a reconsideration, peer-to-peer or appeal:

1. Reconsideration-(Provider can request)
2. Peer-to-Peer- (Provider can request)
3. Appeal- (Member can request)

# 2024 PDN Determination Data

## PDN PARs by Approval Type

January 2024 to December 2024





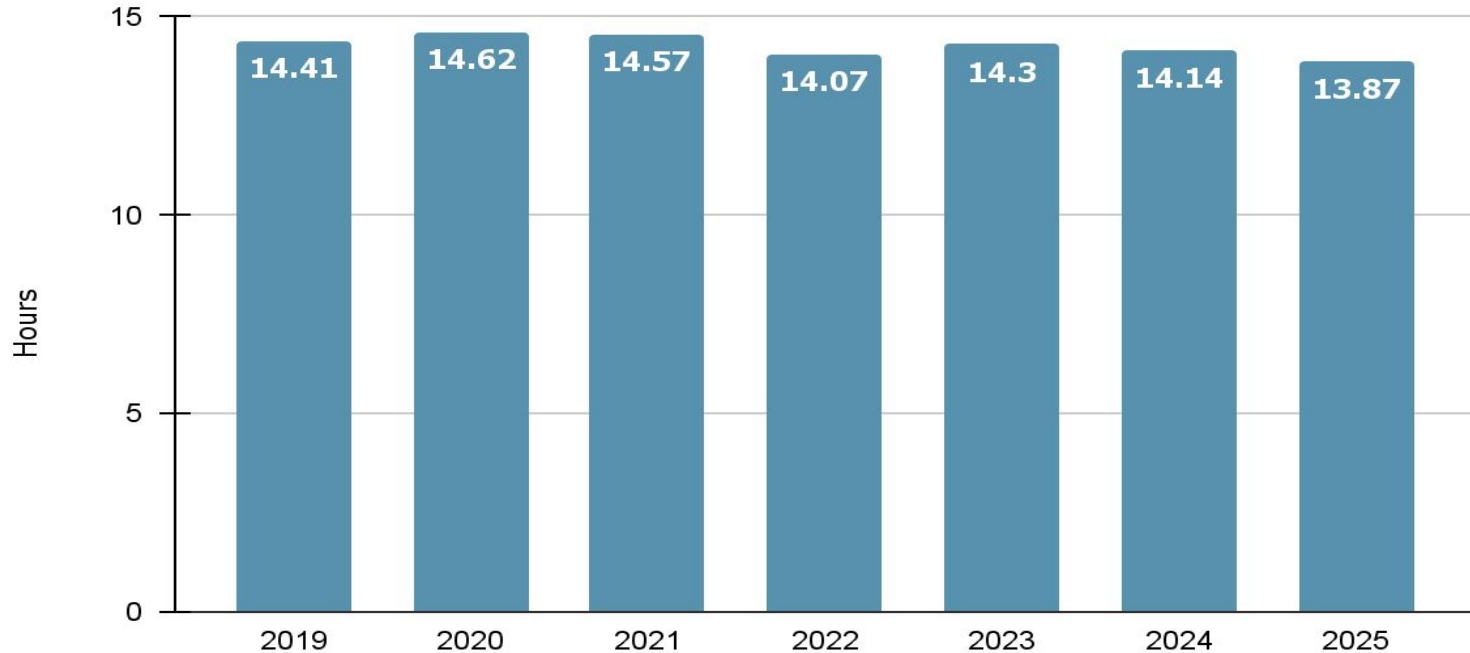
# 2024 PDN Approval Data

- CY 2024 Approvals
  - Approval 76.6%
  - Denial 23.4%(full and partial)

- Jan-June 2024
  - Approval 77.1%
  - Denial 22.9%
- July-Dec 2024
  - Approval 75.3%
  - Denial 24.7%

# PDN Daily Average Approved Hours

Daily Average Approved Hours



# Thank You!

