

Updates to the Nurse Assessor Program

Wednesday, September 10, 2025

Presented by Candace Bailey, HCBS Division Director

Office of Community Living (OCL)





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.



COLORADO
Department of Health Care
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Agenda

- Why the Changes
- What's Changing
- Home Health Agency Guidance
- Case Management Guidance
- Implementation Details
- Monitoring & Oversight
- Why This Approach
- Acknowledgement of Impact
- Looking Ahead

Why the Changes

Current Situation

Telligen is facing significant staffing shortages and backlogs, which have raised concerns about assessment quality and caused delays in prior authorizations and service delivery.

Our Goal

Ensure members receive timely, uninterrupted services.

Our Response

Effective immediately, the Department is implementing temporary, targeted adjustments to Telligen's workload and processes to reduce delays and maintain service quality.

What's Changing

Effective Immediately

- The Skilled Care Acuity Assessment is paused for Long-Term Home Health (LTHH), Private Duty Nursing (PDN), and Certified Nursing Assistant (CNA) services.
- Prior Authorization Requests (PARs) are still required and will continue to be reviewed by Acentra.
- If a member receives both HMA and PDN/LTHH, the Nurse Assessor will complete the assessment for all applicable services.

Home Health Agency Guidance

- Do not submit new referrals for PDN or LTHH.
- Scheduled assessments will be completed; unscheduled referrals will be canceled.
- PARs are still required and must be submitted directly to Acentra with clinical documentation.
- Providers must continue submitting 15% of their pediatric LTHH population each month.
- For LTHH, providers may bill from the start of care through the PAR determination date, even if services exceed the approved amount.
- Claims must be submitted between **Sept 15 - Oct 31, 2025**.
- Separate [billing guidance applies to PDN](#).

Case Management Guidance

- Continue submitting referrals for HMA services.
- The Nurse Assessor will evaluate all HMA requests and complete the Direct Care Services Calculator for Personal Care and Homemaker services-when identified, then return results to the Case Manager.

Implementation Details

- Scheduled assessments will move forward as planned.
- Unscheduled referrals will be canceled, and providers should proceed directly with PAR submission. You do not need to do anything for this process.
- Members with pending referrals will receive notifications.
- Agencies and providers will follow the guidance outlined in the forthcoming Operational Memo and other communications released earlier this week.

Monitoring & Oversight

- The Department is working on necessary contract actions.
- Their role has been narrowed to focus on quality and expertise.
- All assessors are being retrained by HCPF staff on benefit-specific requirements.
- HCPF will provide ongoing monitoring and oversight.

Why This Approach

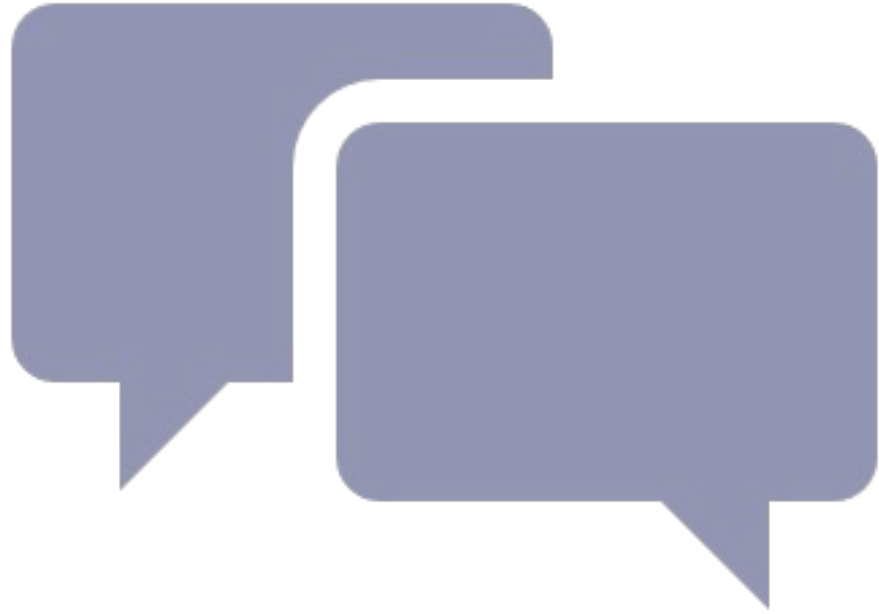
- Ensure members receive timely services, especially during hospital discharges or urgent needs.
- Maintain clinical oversight to confirm medical necessity.
- Reduce disruptions in HCBS and home health services.
- Give Telligen time to stabilize staffing and strengthen processes.

Acknowledgement of Impact

- We recognize this is another shift in process and apologize for the disruption.
- Thank you to case managers for monitoring PAR expirations and to providers for continuing care without gaps.
- We value the input of our stakeholders and partners.
- We remain committed to ensuring timely, high-quality care for Coloradans.
- We appreciate your flexibility, advocacy, and dedication.

Looking Ahead

- Telligen will focus on core clinical priorities.
- The Department will release detailed guidance and an Operational Memo later this week or early next.
- Nurse Assessor-specific Office Hours will be held on **Sept 17, 2025**.
- Temporary changes will be lifted once Telligen stabilizes.
- We are committed to continued updates and transparency.



Questions?



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Next NA Office Hours

Wednesday, September 17, 2025

10:00 a.m. to 11:00 a.m.

[Meeting Registration Link](#)

Thank you!

Send Questions and Comments to
HomeHealth@state.co.us

hcpf.colorado.gov/nurse-assessor

