



CDASS Allocation Decrease Workflow Process for Case Managers

CDASS rates are decreasing **effective** October 1, 2020. The rates for Homemaker, Enhanced Homemaker (SLS only), Personal Care, and Health Maintenance Activities are being reduced by 1%.

The rate reduction applies to CDASS in the Elderly, Blind and Disabled (EBD), Brain Injury (BI), Spinal Cord Injury (SCI), Community Mental Health Supports (CMHS), and Supported Living Services (SLS) waivers.

Timeline and Reporting Requirements:

Prior to Sept. 1, 2020	Consumer Direct of Colorado (CDCO) will provide the FMS Portal Instructions, Member Notification Letter template and the Case Management Agency Reporting spreadsheet
Sept. 1-11, 2020	Case manager PAR revision and FMS portal entry; FMS Q&A Sessions
Sept. 11, 2020	Deadline for mailing Member Notification Letters for CDASS participants / Authorized Representatives
Sept. 15, 2020	Case Management Reporting spreadsheet due to the Department
Oct. 1, 2020	Rate change effective date

Review FMS Portal Instructions:

Each Financial Management Service (FMS) vendor has developed instructions for case managers on how to revise a member's prior authorization request (PAR) in their FMS portal or an alternative process for PAR submission. Included will be instructions on locating the member's allocation amount prior to the October 1, 2020 rate decrease and the member's decreased allocation amount effective October 1, 2020. FMS vendors will have Q&A sessions for case managers from September 2-11, 2020.

PAR Revisions for Certifications Ending After October 1, 2020:

The Bridge and FMS portals are being updated with the new rates. It is imperative that case managers start entering revisions into Bridge and FMS portals no sooner than September 1, 2020. This process must be complete by September 11, 2020.

For CDASS participants with a certification end date after October 1, 2020, the case manager will complete the following steps to revise the PAR:

1. The Case Manager will revise the PAR in the Bridge to end date the current CDASS task worksheet effective September 30, 2020. Detailed instructions on how to complete a CDASS revision in the Bridge is available on the Consumer Direct website at <https://consumerdirectco.com/>.
2. The Case Manager will then add a new CDASS task worksheet with a start date of October 1, 2020.
 - a. The task worksheet hours entered by the Case Manager for October 1, 2020 must match the hours entered on the previous task worksheet unless the case manager is also completing a revision based on a change in member support needs.
 - b. If the member enrolled in HCBS-SLS has an authorization for skilled and unskilled service categories (T2025 U8 and T2025 U8 SE), the case manager must complete the revision process for both service lines.
3. The Bridge will automatically calculate the allocation reflecting the rate decrease as the case manager completes the steps for a CDASS revision. **Note: the case manager must follow the revision process and should not end date the PAR's T2025 line item or alter service line item units.**
4. The case manager will revise the PAR in the FMS portal or submit the required documents to the FMS vendor using the instructions provided by the FMS vendors.

Important: The Case Manager must ensure the task worksheet hours entered are accurate, as they cannot be modified once the PAR is submitted and approved through the Bridge.

New PARs for Certifications Starting on or after October 1, 2020:

Do not enter the PAR in the Bridge prior to September 1, 2020. Please complete the new PAR entry process after September 1, 2020. Detailed instructions on how to complete a CDASS allocation in the Bridge is available on the Consumer Direct website at <https://consumerdirectco.com/>.

Member Notification Letter Requirements:

Case Managers must complete and send the Member Notification Letter by **September 11, 2020** to all CDASS members and Authorized Representatives (AR), if applicable, that are enrolled with your Case Management Agency. The notice must indicate the CDASS member's monthly and annual allocation before and after the October 1, 2020 rate change.

Consumer Direct will send the letter template. FMS vendors will provide instructions on how to locate allocation amounts for the Member Notification Letters.

Please note: Case Managers must complete the notice with the amounts provided by the FMS provider. Utilizing monthly allocation amounts from any source other than

the FMS providers will result in inaccurate notification to members/AR. Do not use the allocation worksheet or Bridge to determine the allocation amounts.

Case Management Reporting Requirements:

Each case management agency must complete the Department approved reporting spreadsheet titled "CDASS Member Allocation Notification for Rate Decrease Effective 10.1.20." The report includes, but is not limited to:

1. The date each member was mailed the Member Notification Letter.
2. The date PAR revisions / authorizations were completed in the Bridge
3. The date the PAR was submitted to the FMS vendor using the FMS designated process.

One report must be completed per case management agency and sent via encrypted email to katherine.mcguire@state.co.us at the Department by **September 15, 2020**.

Questions / Support:

Case managers must contact the DXC help desk if experiencing any issues with completing the revision of the PAR in the Bridge or receiving entry errors. The case manager may submit a help desk ticket at ccmhelpdesk@dx.com. All PAR details must be thoroughly reviewed by the case manager for accuracy prior to submitting for pre-prior authorization (PPA). **Do not complete the PPA submission if errors are identified.**

Please provide the following when submitting a help desk ticket:

1. Subject Line: "CDASS Issue-Please Assist"
2. Detailed information about the issue and errors experienced.

For non-DXC questions, please contact the FMS vendors or CDCO directly.

Acumen Fiscal Agent

Toll Free Phone: 833-277-1615

Website: www.acumenfiscalagent.com/colorado/

Email: CDASS@acumen2.net

Palco

Toll Free Phone: (866) 710-0456 and select the option for Colorado

Website: www.palcofirst.com/programs/colorado/cdass

Email: CO-CDASS@palcofirst.com

Public Partnerships (PPL)

Toll Free Phone: 888-752-8250

Website: www.publicpartnerships.com/cofacts

Email: ppcdass@pcgus.com

Consumer Direct of Colorado (CDCO)

Toll Free Phone: 844-381-4433

Website: www.consumerdirectco.com

Email: infocdco@consumerdirectcare.com

Examples of Member Notification Letter Tables:

EBD, SCI, BI or CMHS waiver:

	Allocation Amount Prior to Rate Change	NEW Allocation Amount Effective October 1, 2020
Monthly Allocation Amount	\$ 0,000.00	\$ 0,000.00
Yearly Allocation Amount	\$ 0,000.00	\$ 0,000.00

SLS waiver:

	Allocation Amount Prior to Rate Change	NEW Allocation Amount Effective October 1, 2020
Monthly Personal Care and Homemaker Allocation Amount	\$0,000.00	\$0,000.00
Monthly Health Maintenance Allocation (if applicable)	\$0,000.00	\$0,000.00
Yearly Allocation Amount	\$0,000.00	\$0,000.00