



## INFORMATIONAL MEMO

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<b>TITLE:</b>	<b>REQUIRED BENEFITS UTILIZATION SYSTEM (BUS) UPGRADE</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>JUNE 24, 2022</b>
<b>DIVISION AND OFFICE:</b>	<b>CASE MANAGEMENT AND QUALITY PERFORMANCE DIVISION, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>CASE MANAGEMENT AGENCIES, COMMUNITY CENTERED BOARDS, SINGLE ENTRY POINTS</b>
<b>KEY WORDS:</b>	<b>CASE MANAGEMENT AGENCIES, COMMUNITY CENTERED BOARDS (CCB), SINGLE ENTRY POINTS (SEP), PROVIDERS, PROGRAM APPROVED SERVICE AGENCIES, (PASA) BENEFITS UTILIZATION SYSTEM, (BUS), TRANSITION COORDINATION AGENCIES (TCA), REGIONAL ACCOUNTABILITY ENTITIES (RAE)</b>
<b>INFORMATIONAL MEMO NUMBER: HCPF IM 22-021</b>	
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### **Purpose and Audience:**

The purpose of this Informational Memo is to inform Case Management Agencies (CMAs) of a required Benefits Utilization System (BUS) upgrade for system security and stability, as well as providing information about the removal of the Service Plan from the BUS. The upgraded BUS will be accessible via a new URL.

### **Information:**

The Governor's Office of Information Technology has completed a system upgrade of the BUS. This upgrade is required to improve system security and stability to protect members' Protected Health Information (PHI). This upgrade is scheduled to begin the evening of Friday, July 22, 2022. This upgrade will also create a new URL for the BUS.

Case managers are to bookmark the new URL <https://hcltc1.hcpf.state.co.us/bus/loginpage.cfm> to access the BUS.

### BUS Update Guidance

During this upgrade time period, the BUS will be unavailable to all users. All users must be logged out of the BUS 5 p.m. Friday, July 22, 2022. The BUS will be available under a new URL at 7 a.m. on Monday, July 25, 2022. Case managers will be able to access the BUS using their existing usernames and passwords after the upgrade. The updated BUS will look almost identical to the old BUS and all content entered in the older version of the BUS will be accessible.

Agencies are encouraged to run essential reports prior to the upgrade date.

### Service Plan Guidance

In March of 2017, with the roll out of the Bridge as the Department's system of record for Prior Authorization submission, the Department no longer required that the Home and Community-Based Services (HCBS) Section of the Service Plan be completed in the BUS. The ability to complete this part of the Service Plan; however, was retained in the BUS, although the service list has not been updated since 2017.

The BUS upgrade will remove the HCBS Service Section from the BUS. Previously created HCBS Service Plans with HCBS Section entries will be viewable only in "Print View" mode. The Bridge will continue to be the system of record for all members' HCBS Services. CMAs will need to continue to complete all required fields in the Service Plan in the BUS for revisions and continued stay reviews. However, Case Managers will only be able to revise the HCBS section of the Service Plan in the Bridge after the BUS upgrade begins on July 22, 2022.

### **Attachment(s):**

None

### **Department Contact:**

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