



Tips #1 - March 8, 2021

Qualitrac Info

To access Qualitrac: go to <https://myqualitrac.com>

Call Center: 833-610-1052

Qualitrac Training Materials

Visit the Department's web site for all materials here:

www.colorado.gov/hcpf/long-term-services-and-supports-training

Scroll down to Telligen's Qualitrac Review and Provider Portal. Open the panel and select one of these items:



Please see the PASRR specific training and information here:

www.colorado.gov/hcpf/pre-admission-screening-and-resident-review-program#Training



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Qualitrac Tips

Selecting Providers

1. Search by name and select your Case Management Agency as the Treating Provider and the Ordering provider**.
2. Search by name and select your Case Management Agency in the Provider Visibility Panel**.
(This will allow all users in your organization see each other's reviews as needed.)

**Be sure to select the listing that indicates the NPI or other ID number your organization used to register for Qualitrac.

3. Enter at least one Diagnosis and one Procedure code. NOTE: The procedure code may be any code you choose or one that is suggested below. This code will have no bearing on the review, but at least one code is required to be entered in each review.

Suggested codes:

CES/CHCBS/OCC – H2014

IHSS/CDASS – 99509

PASRR – T2010 (For PASRR requests this code will appear as the default)

Concurrent vs Prospective:

If the Requested Certification Start Date is prior the date the review is being submitted, select Concurrent. Otherwise, select Prospective. This does not affect Telligen's review.

Turn-around Times

CES – 10 Business Days

CHCBS – 10 Business Days

Over Cost Containment – 4 Business Days

Over Cost Containment Rapid Review – 2 Business Days with appropriate reason stated

IHSS – 4 Business Days

IHSS Rapid Review – 2 Business Days with appropriate reason stated

CDASS – 4 Business Days

CDASS Rapid Review – 2 Business Days with appropriate reason stated



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The more information the better...

The reviews you submit starting 3/1/2021 are the first time Telligen is completing a review for each individual. Telligen has no historic information other than info in the BUS.

Help us complete review more quickly by...

1. Including copies of the previous year's forms/info to help us avoid Requests for Information (RFI).

Examples of historic forms to submit: [IHSS Calculator](#), [CDASS Task Worksheet](#) and [CHCBS/Cost Containment form](#).

2. If you are submitting a review for CHCBS/Cost Containment for a change of +/- \$50, tell us if this by entering a note.
3. If you are submitting more than one review for the same person, enter a note telling us which review requests you are submitting.
4. Include all documents for each review submitted even if submitting more than one review.