



Dear Case Manager,

Case managers may periodically receive the Bridge error message "B074 – Eligibility Break" on Pre-Prior Authorizations when the member has the following types of eligibility spans within the same Home and Community Based Services (HCBS) Waiver Certification Period:

1. A span originating in Trails indicating they are a Foster Child
2. A span originating in CBMS indicating enrollment in an HCBS Waiver

Case managers receiving this error are advised to contact [ccmhelpdesk@dx.com](mailto:ccmhelpdesk@dx.com) with the program provider ID and subject line "Finding #14332." Case managers should record the call tracking number (CTN) for the interaction. Case managers will be notified when the issue is resolved.

If a resolution is not reached within 10 business days, contact [Sathya.Sundaram@state.co.us](mailto:Sathya.Sundaram@state.co.us) and include the CTN previously provided.

Thank you,

Department of Health Care Policy & Financing

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*Please do not reply to this email; this address is not monitored.*

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