



Dear Home Health Provider,

This letter is to advise of an important update regarding the Telligen Nurse Assessor process. Telligen has been experiencing a significant and continued backlog in its workload. **Temporary adjustments** are being implemented to help address this issue and ensure that members receive timely services.

Effective immediately:

- The use of the **Skilled Care Acuity Assessment is paused** for members receiving or seeking to receive Private Duty Nursing (PDN) or Long-Term Home Health (LTHH) nursing services.
- **Please stop submitting new referrals** for PDN and LTHH. Existing cases where the assessment has been scheduled **will have the assessment completed**. If the assessment has not been scheduled, the referral will be canceled. Telligen will notify members of the voided referral.
 - If a member has an assessment scheduled with Telligen prior to their Prior Authorization Request (PAR) expiration date, the assessment will take place as scheduled. If the assessment is scheduled past the PAR expiration date, the assessment will be canceled, and the provider may proceed with the necessary PAR approval process through Acentra.
 - If the member receives LTHH and or PDN services in addition to Health Maintenance Activities (HMAs), the case manager will be responsible for submitting the referral.
- **PAR requirements remain in place** and must still be submitted for medical necessity approval as usual. Providers shall submit all LTHH and PDN cases directly to Acentra for approval, including the required clinical documentation. Providers are still expected, and will be monitored for, submission of 15% of their pediatric LTHH population each month.

Billing Information

The lack of a Nurse Assessor recommendation letter has likely impacted the timeline for submitting a PAR. We want to reiterate our request that providers continue to provide care so that members do not experience gaps in their services. **To ensure providers receive reimbursement for the services rendered from August 1, 2025 through September 15, 2025, providers will be allowed to bill for services provided up to the point of PAR determination, for LTHH only.** Providers can bill up to the PAR determination date for the level of services rendered, even if they are higher than the approved PAR amount. Please submit claims for this time period beginning September 15, 2025, and no later than October 30, 2025.

Claims for PDN services will be handled differently; guidance for PDN billing can be found in the [PDN Claim Override Process – Provider Guidance document](#).

Our intent is to allow Telligen to focus their efforts on core clinical priorities while

minimizing delays in the processing of member needs. We understand this is another shift in direction, and we apologize for the changes. These decisions are not made lightly, but our first priority must be to ensure members receive the services they need without unnecessary delay.

We will continue to monitor the situation closely and will provide updates as soon as additional guidance is available. In the meantime, we appreciate providers' understanding, flexibility and commitment to supporting members during this transition.

What's Next

- The Department of Health Care Policy & Financing (the Department) will be releasing more detailed guidance, including an Operational Memo, next week.
- Register for the [Nurse Assessor-specific Office Hours](#) on September 17, 2025, hosted by the Department.
- Contact HomeHealth@state.co.us with any questions or concerns.

Thank you for your continued partnership.

Thank you,

The Department of Health Care Policy & Financing
