



Colorado Utilization Management Tip Sheet

HMA Tips

1. IHSS Agency Care Plan
2. LTHH Services
3. Medication Management vs Medical Assistance
4. Exercise

All Requests

5. Avoid RFIs and get quicker results
6. Letters – Partial Denial OK for submission to HCPF
7. Diagnosis – multiple diagnoses do not need to be entered into Qualitrac

IHSS Agency Care Plan

IHSS Agency care plan must include the name of the IHSS agency. The agency care plan must also include a current date. The date may be the date the plan was created, signed, or the effective dates covered in the plan, or date plan was revised.

LTHH Services

For IHSS Cases: Include LTHH 485 and LTHH PAR.

LTHH Services for OCC Cases

For OCC cases: If member has LTHH and Homemaker/PCP - include hours and task description for each homemaker/PCP task.

Medication Assistance vs Medical Management

Medication Assistance: Physical setup, handling of medications, and assisting with the administration of medications which includes putting the medication in the client's hand when the client can self-direct in the taking of medications

Medical Management: Directed by a Licensed Medical Professional to routinely monitor a documented health condition, including blood pressures, pulses, respiratory rate, blood sugars, oxygen saturations, intravenous or intramuscular injections



**See HMA Documentation Guide – Attached to Informational Memo: IM 21-18

[2021 Memo Series Communication | Colorado Department of Health Care Policy & Financing](#)

Exercise

For CDASS – need orders, including frequency of exercises

For IHSS – need description of exercise and hands-on assistance, frequency (how often the exercise is done), duration (how long it takes each time). Please state how exercises are specific to client's documented medical condition(s).

Avoid RFIs and get quicker results

Provide all information needed and for HMA, include what makes a task skilled: description of hands-on assistance, frequency (how often assistance occurs), and duration (how long it takes each time).

Include a screenshot of the pre-prior approval PAR, including Cost Per Day.

Letters

Letters do not have to say “Approved” to be accepted by HCPF. Partial Denial is acceptable when submitting a letter to HCPF.

Diagnoses

One diagnosis is required in Qualitrac. You do not need to enter more than one as others will be seen in BUS/ULTC 100.2.