

# Utilization Review / Utilization Management (URUM) Quarterly Report Out

Office of Community Living  
January 24, 2024



# Telligen: Quarter in Review

Total Health Maintenance Activity outcomes rendered between 10/01/2023 - 12/31/2023:

**2620**

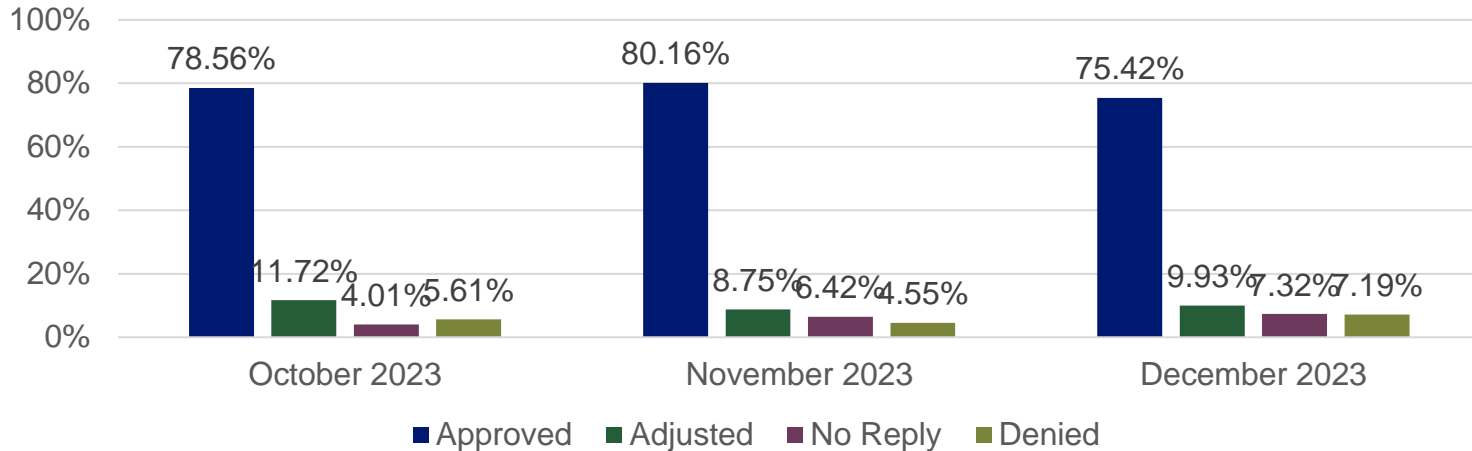
	October 2023	November 2023	December 2023
CDASS	269	209	213
IHSS	729	648	552
Total	998	857	765

# Outcome Types

- **Approval:** All services outlined in the request are adequately justified and the case is approved without any alterations to the service plan.
- **Partial Denial:** Some adjustments to the case were required. It does not always mean that the requested hours were decreased.
- **Technical Denial:** Additional information was requested from the case manager, but not received by Telligen. After 10 business days of no response, a Request for Information (RFI) will automatically result in a Technical Denial.
- **Denial:** The submission request was denied entirely.

# CDASS & IHSS Combined Outcomes of Reviews

## HMA Monthly Outcomes



	October 2023	November 2023	December 2023
Approved	784	687	577
Cases that required adjustments after initial submission (Partial Denial)	117	75	76
Cases with no reply to requests for additional information (Technical Denial)	40	55	56
Denied	56 Clinical - 2	39 Clinical - 1	55 Clinical - 0
<b>Total Outcomes Rendered</b>	<b>998</b>	<b>787</b>	<b>765</b>



# What's Happening in URUM?

- Developed Telligen Specific Training for case managers Fall 2023
- Develop Member Resource Guide for URUM Winter 2023/2024
- Developing Protective Oversight and Accompaniment Guide for case managers Winter 2023/2024

Next URUM Report out will be during April's PDPPC





**Was this information helpful?**

**What would you like to learn more about during next quarter's presentation?**

# Thank you!

Participant Directed Program

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