

Utilization Review / Utilization Management (URUM) Quarterly Report Out

Office of Community Living
October 25, 2023



Telligen: Quarter in Review

Total Health Maintenance Activity outcomes rendered between 07/01/2023 - 09/30/2023:

2772

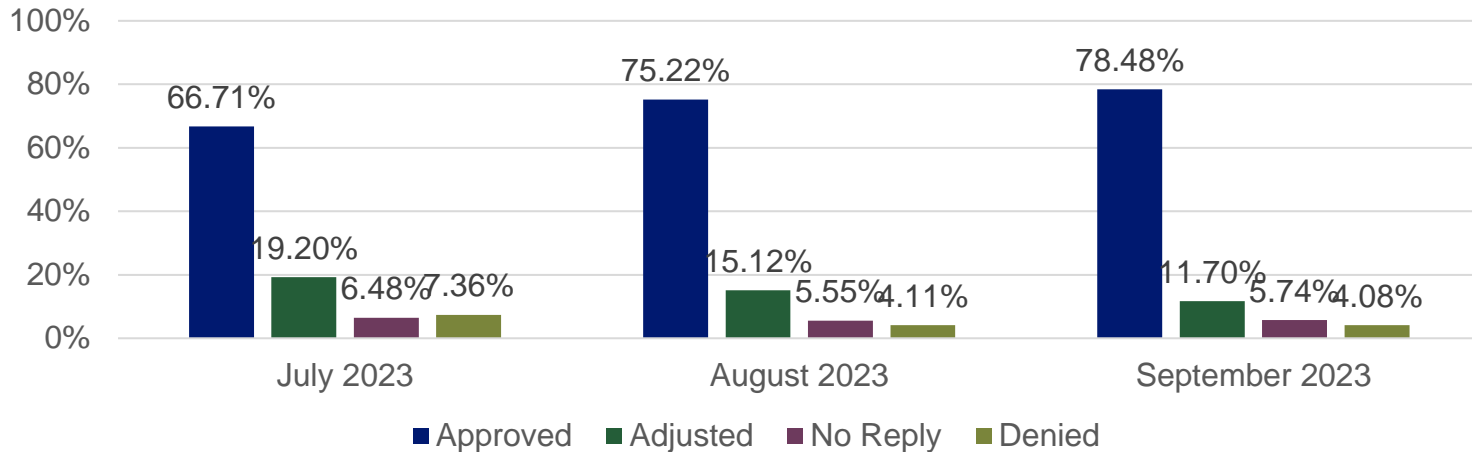
	July 2023	August 2023	September 2023
CDASS	198	276	209
IHSS	604	802	683
Total	802	1078	892

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



	July 2023	August 2023	September 2023
Approved	535	786	711
Cases that required adjustments after initial submission (Partial Denial)	154	158	106
Cases with no reply to requests for additional information (Technical Denial)	52	58	52
Denied	59	43	37
Total Outcomes Rendered	802	1045	906





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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