

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

Office of Community Living  
April 24, 2024



# Telligen: Quarter in Review

Total Health Maintenance Activity outcomes rendered between 01/01/2024 - 3/31/2024:

**2955**

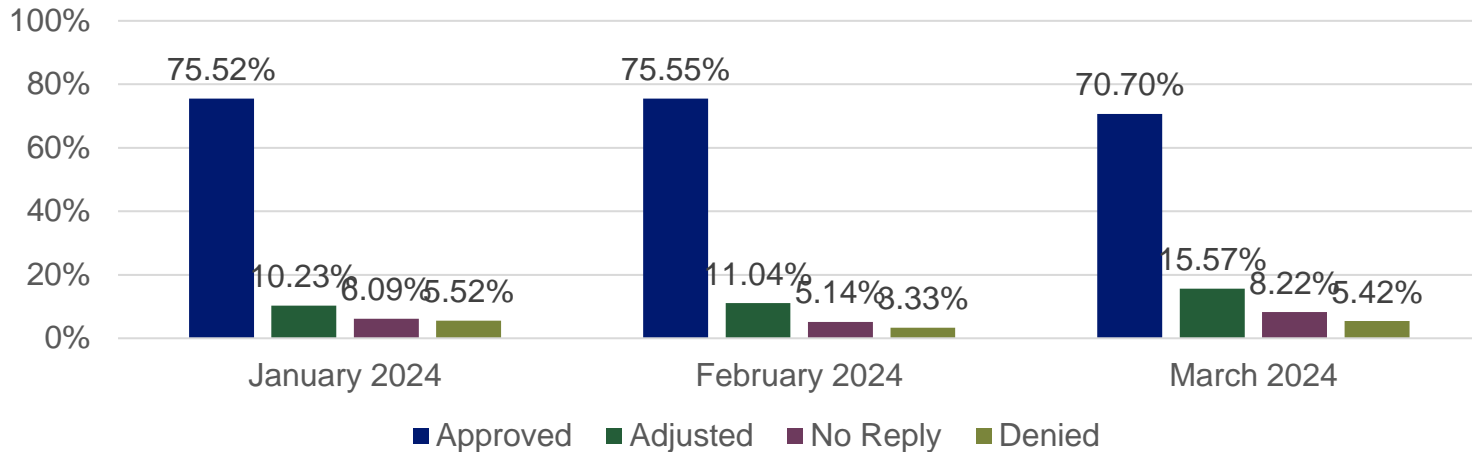
	January 2024	February 2024	March 2024
CDASS	243	271	253
IHSS	627	780	781
Total	870	1051	1034

# 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



	January 2024	February 2024	March 2024
Approved	657	794	731
Cases that required adjustments after initial submission (Partial Denial)	89	116	161
Cases with no reply to requests for additional information (Technical Denial)	53	54	85
Denied	48	35	56
<b>Total Outcomes Rendered</b>	<b>870</b>	<b>1051</b>	<b>1034</b>



# What's Happening in URUM?

- New Case Management Redesign HCBS Regulations 8.7500 March 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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**COLORADO**

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