



## CDASS Rate Increase Workflow Process for Case Managers

CDASS rates are increasing **effective** July 1, 2022. The rates for Homemaker, Enhanced Homemaker (SLS only), Personal Care, and Health Maintenance Activities are being increased. The rate increase applies to CDASS in the Elderly, Blind, and Disabled (EBD), Brain Injury (BI), Spinal Cord Injury (SCI), Community Mental Health Supports (CMHS), and Supported Living Services (SLS) waivers.

The CDASS PAR Revisions - Quick Guide can be found at <https://hcpf.colorado.gov/bridge-training>.

**Please note:** for members with CDASS start dates beginning on or after July 1, 2022, please do not enter or submit a new prior authorization request (PAR) until after June 1, 2022.

### Bridge & FMS Revision Process

The Bridge will be ready for revisions / submissions beginning June 1, 2022. Submitting a new PAR or revision prior to this date will result in calculation errors which must be fixed by Gainwell.

1. Case manager completes PAR entry in the Bridge using the standard process.
  - a. Detailed instructions on how to complete a CDASS allocation in the Bridge are available on the Consumer Direct website at <https://consumerdirectco.com/> > Resources > CDASS Resources > Case Manager Tools and Information > CDASS PAR Revisions - Case Manager Guide - November 2021
    - a. Please review the new functions for copying the allocation worksheet and identifying geographic pricing difference.
    - b. Double-check service hours, full date span, and total units on service line before you submit.
    - c. If you experience issues or problems with submitting the Pre-Prior Authorization (PPA) - stop. Do not submit. Contact the Gainwell CCM Help Desk for assistance.
2. Case manager completes PAR entry in the FMS portal using the standard process.
  - a. If a member resides in the City & County of Denver and has a

differential listed in the Bridge Allocation Worksheet, please record the monthly and annual differential amount with date span. This information must be submitted to the FMS in an additional email to the revision in the portal following the FMS interim process.

- b. If you experience issues with the FMS portal or have questions, please contact the FMS vendor for assistance.

### Member Notification Letter Requirements

1. Using the appropriate template provided with this workflow, CMs will enter the CDASS member's monthly and annual allocation before and after the July 1, 2022 rate change.
  - a. These amounts are only available in the FMS provider portal once the PAR is approved. Do not use the allocation worksheet or Bridge to determine the monthly allocation amounts.
1. CMs must mail the Member Notification Letter by June 16, 2022 to all CDASS members and their Authorized Representatives (AR), if applicable.
2. Take note of the approval and mailing dates for the CMA Reporting Requirements.

### Utilization Review/Utilization Management (UR/UM) Requirements

PAR Type	Telligen Review Required
New PAR with HMA or OCC (July 1, 2022 or later)	Yes
Revision for Rate Change Only	No
Revision for Service Needs Change, no HMA and not OCC	No
Revision for increased Service Needs Change with HMA or OCC	Yes
Rate Change triggered Over Cost-Containment	No

If a PAR requires submission to Telligen for UR/UM Review, you may substitute the Excel Task & Allocation Worksheets for the 99509 Total Daily Cost procedure code PAR screenshot during the rate change.

1. Complete the Excel Task Worksheet and Excel Allocation Worksheet for submission to Qualitrac.
2. PARs without other services: upload copies of both worksheets. The 99509 Cost per Day procedure code does not need to be entered.
3. PARs with other services: in addition to the worksheets for CDASS, enter the

other service procedure codes as usual. Enter the Total Daily Cost of all other services on the PAR in the 99509 Cost per Day procedure code.

## Case Management Agency Reporting Requirements

Each CMA must fill out the Department-approved reporting spreadsheet titled “CDASS Member Allocation Notification for Rate Increase Effective 7.1.22” which can be found in the case management agency’s SharePoint in the “Case Management-7/1/22 CDASS Rate change” folder. The report must include, but is not limited to:

1. The date the PAR was approved/accessed in the FMS portal.
2. The mailing date of the Member Notification Letter.

Each case management agency’s report must be completed and saved in SharePoint by **June 17, 2022**.

## Timeline

June 1, 2022	Consumer Direct of Colorado (CDCO) will provide the Notification Letter template and the Case Management Agency Reporting spreadsheet to all CMAs.
June 1-15, 2022	Case managers complete PAR revisions in the Bridge and FMS portals.
June 1-15, 2022	FMS notifies CMs when PAR is approved. CM must go to the FMS portal to obtain member monthly allocation amounts required for the Member Notification Letter.
June 16, 2022	Deadline for mailing Member Notification Letters to CDASS participants / Authorized Representatives
June 17, 2022	Case Management Reporting spreadsheet due to the Department (ONE per CMA)
July 1, 2022	Rate change effective date

## Questions / Support

Please contact the FMS providers for any portal questions, access requests, and/or assistance with locating the member’s prior monthly budget and new monthly budget for the Member Notification Letter.

### Palco

Toll Free Phone: 866-710-0456 and select the option for Colorado

Website: <https://palcofirst.com/colorado/>

Email: [CO-CDASS@palcofirst.com](mailto:CO-CDASS@palcofirst.com)

## Public Partnerships (PPL)

Toll Free Phone: 888-752-8250

Website: <https://www.publicpartnerships.com/>

Email: [ppcdass@pcgus.com](mailto:ppcdass@pcgus.com)

**Consumer Direct of Colorado (CDCO)**

Toll Free Phone: 844-381-4433

Website: [www.consumerdirectco.com](http://www.consumerdirectco.com)

Email: [infocdco@consumerdirectcare.com](mailto:infocdco@consumerdirectcare.com)

**Gainwell CCM Help Desk**

If experiencing any issues with completing the revision of the PAR in the Bridge, submit a help desk ticket to [ccmhelpdesk@gainwelltechnologies.com](mailto:ccmhelpdesk@gainwelltechnologies.com).

PAR details must be reviewed prior to submitting pre-prior authorization (PPA). **DO NOT** complete PPA submission if errors are identified. Please provide the following when submitting a help desk ticket.

- Subject Line: “CDASS Issue-Please Assist”
- Provide detailed information of the issue and errors experienced.
  - Revision to tasks due to copy or keying error must include detailed changes provided in the request.
  - Revision of task minutes does not normally require the line or PAR to be deleted.