STATE OF COLORADO

Colorado Department of Human Services
people who help people

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<<Insert Date:>>

Subject: Request to Review Target Case Management Records

Dear <<Insert CCB Executive Directors name>>:

<<Insert CCB Name>> is required as set forth in 10 CCR 2505-10 Section, 8.076.2 *et seq*. to participate in the post payment review of Targeted Case Management (TCM) services. The Division for Developmental Disabilities (DDD) will conduct reviews and compliance monitoring of Targeted Case Management services and claims. The review will ensure the appropriate use and delivery of TCM services.

Review Components:
The review will analyze claims paid on behalf of clients to determine whether:

1. The target population for TCM met the applicable criteria specified at 10 CCR 2505-10, Section 8.761.21;
2. The TCM service was delivered by a qualified case manager as specified at 2 CCR 503-1, Section 16.120; and
3. The TCM activity complied with appropriate practices specified in the training provided by the DDD to Case Management Agencies in August 2009.

For specific information on the audit tool and instructions, download the following information from the DDD website at, http://www.colorado.gov/cs/Satellite/CDHS-VetDis/CBON/1251586991108:

- ✓ TCM Post Payment Review Tool
- ✓ Associated Rules
- ✓ "TCM Billing Guide"
- ✓ "Quality Log Notes Quick Guide for Case Managers"
- ✓ Targeted Case Management, Guidelines, Documentation and Billing power point (2009)

Review Process:
The sample for the review includes 25 randomly selected TCM clients including both Home and Community Based Services (HCBS) clients and Early Intervention (EI) Service clients. The review period includes paid TCM claims for the applicable six (6) months prior to this notification (i.e. paid claims for May through October shall be reviewed for those CCBs notified in December).

Documentation for this review shall be provided as set forth in 10 CCR 2505-10, Section 8.076.2 E. For HCBS clients, acceptable documentation shall be the only documentation available through the Benefits Utilization System (BUS). Documentation of case management qualifications for HCBS clients shall be provided to DDD within 45 calendar days of the date of the HCBS case manager qualification request.

Documentation of case management qualifications and case management records for EI clients shall be provided to the DDD within 45 calendar days of this notification. The due date for EI TCM documentation and case management qualifications is <<insert>>.

The attached list contains the clients and case managers randomly selected for this review. You have the option of providing paper copies of the records, electronic copies of records in a format that is compatible with the DDD systems, or request an inspection or reproduction of the records by DDD at your office. Records requested for review shall be provided to the DDD at your expense. Written requests of an inspection or reproduction of the records by DDD at your office shall be received by DDD within 15 calendar days of this request, telephone requests shall not be accepted.

As set forth in 10 CCR 2505-10, Section 8.076.2 F, any records received by DDD after the 45 calendar day deadline shall not be considered in the review, unless DDD has granted a written extension. The written request for an extension to submit records must be received by the DDD within 15 calendar days from the date of the DDD request. Telephone requests, shall not be accepted. The request shall specify the additional time requested and the circumstances present that require an extension of time.

Audit Completion:
You may request an exit conference in person or by telephone with the DDD before the final written post-review correspondence is released. During this review, the CCB may discuss preliminary findings of the review, the documentation the CCB may use to refute the findings and the next steps in the review process.

DDD shall develop the Final Post Review Correspondence. This correspondence will include:

1. Areas of strength,
2. Areas needing improvement,
3. Required actions (e.g., Plan of Correction), when applicable,
4. Information identifying the overpayment demand or notice of no re-payments, and;

5. Procedures for requesting an informal reconsideration or an appeal.

Informal Reconsideration or Appeal Process:
The procedures DDD will utilize for informal reconsideration or appeal are set forth at 10 CCR 2505-10, Section 8.076.3.

Please direct questions concerning the information contained herein, or questions related to the upcoming FY 2011-12 TCM review to:

Jay Kauffman
303-866-7455
Jay.kaufman@state.co.us

Sincerely,

Barbara Ramsey
Interim Division Director for the DDD

CC: <<Insert CCB Case Management Director's name>>
<<Insert CCB Finance Director's name>>