Spring 2015 BUS Newsletter

COLORADO
Department of Health Care Policy & Financing

1570 Grant St, Denver, CO 80203

HCPF External Website

BUS Stop

Dear BUS User,

Welcome to the first edition of the HCPF BUS User newsletter.

This newsletter is designed specifically with BUS Administrators and Users at Case Management Agency (SEPs and CCBs) in mind.

The newsletter is designed to keep you up to date on the known issues and latest updates on the BUS.

If you have any comments, or additional content, you would like to see included in future editions, please email one of the BUS contacts on page 2.

Introducing the BUS Stop

The BUS Stop is located in the Provider News Section of the HCPF external website.

The BUS Stop is your one-stop for all the day-to-day issues, system corrections, performance upgrades and upcoming changes to the BUS. Once issues in the BUS have been resolved, or completed, they are moved to the BUS Stop Archive page. Please visit this page to check on past issues and updates.

The latest feature to be added to the BUS Stop is the BUS Third Party User Access Form Tracker. This tracker is designed to help CMAs track the progress of their BUS access requests. If you have any questions about this tracker, please email Terry Burnham.

Upcoming Updates

FMS Services Changes

CWA Service Limits

ColdFusion Software Upgrade

QIS System Updates

DIDD Services Limits Values

New CCT Risk Mitigation module

Read-Only access to the BUS

For the latest projected update schedule, please visit the BUS Stop.

Known Issues

For more information on known issues with the BUS, please visit the BUS Stop.

BUS Acronyms

Unsure what the acronyms on this newsletter mean?

Please visit the BUS Stop acronyms page

BUS Resources

BUS Users will find a number of useful BUS resources on the BUS Stop. Currently these resources include:

- Service Plan Guide
- Transition Coordination Guide
- CCT CIRS Reporting Guide
- BUS Access Form Guide

If you would like to see any additional resources posted to the BUS Stop, or if you have any BUS resources you would like to share with other CMAs, please contact Terry Burnham.

BUS Trackers

If you are experiencing a problem with the BUS, or need help fixing a client's record, please have your Agency Administrator complete a BUS Tracker in the BUS (see example below).

BUS Access

All CMAs must submit a Third Party User Access Request form for new Case Managers, if they require access the BUS. The forms are located on the BUS Stop, where you will also find a helpful guide to completing these forms. Please remember to complete a Third Party User Modification/Revocation form for employees who leave your agency.

BUS Question of the Month

Q. Why did the BUS cross the road?

A. To reach the 500 Internal Server Error message.

Web Portal/BUS Access Issues

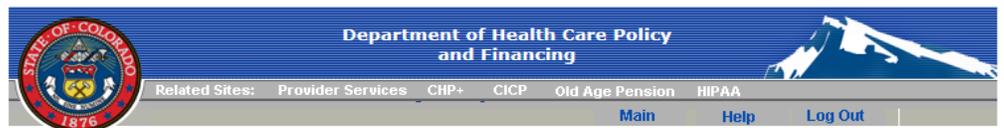To access the BUS, a user must first log on to the Web Portal (below).

If you are having problems logging on to the Web Portal please use the "I forgot my user name" or "I forgot my password" links on the Web Portal page. If you are find yourself locked out of the Web Portal, please contact your Agency Administrator, who is able to reset your Web Portal password.

If you still having problems logging on to the Web Portal, please report this to the Web Portal administrator at CGI, at 1-888-538-4275, or send an email to CGI Helpdesk.

If you are having problems logging on to the BUS (below), including both the BUS Test or Training sites, please contact Terry Burnham.