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## End of Summer 2015 BUS Newsletter

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**COLORADO**  
Department of Health Care  
Policy & Financing

1570 Grant St, Denver, CO 80203

[HCPF External Website](#)

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[BUS Stop](#)

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Dear BUS User,

Welcome to the second 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. 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.

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### Introducing the BUS Update Memo

BUS Update Memos will be sent to Agency Administrators in advance of any changes or major fixes made to the BUS. Each memo will include the following information:

- What is changing?
- Why these changes are being made?
- When these changes are taking effect?
- Contact information for questions about these updates

If you have any questions regarding the BUS Update Memos please email one of the BUS contacts from page 2.

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### Upcoming Updates

QIS System Updates

New CCT Risk Mitigation module

RCCO Read-Only access to the BUS

BUS Tracker Enhancements

Dedicated BUS email address

For the latest upcoming updates 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](#)

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## BUS Trackers

BUS Trackers are a very important part of the BUS system. A BUS Tracker should always be entered when you need a client's record fixed, or if you are experiencing any other issues with BUS functionally. BUS Trackers can be entered by Agency Administrators and are the quickest way to bring a client record problem to the BUS team.

When entering a BUS Tracker it is important to correctly identify the client involved and describe the problem as accurately as possible. Three new enhancements that will be made to the BUS Tracker in the near future:

- Ability to add Case Manager information to the BUS Tracker
- Ability to view BUS Trackers on the BUS Stop
- The Agency Administrator and/or Case Manager will be notified by email once the Tracker has been resolved

Please use the BUS Tracker system to report issues with the BUS instead of sending emails and leaving voice mail with the BUS team. The BUS Team have recently brought the BUS Tracker system up to date and try to monitor it on a daily basis.

## 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 when they leave your agency.

## BUS Contact Information

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## BUS Question of the Month

Q. Would any BUS User like to guess at what this common BUS error message actually means?

