

QUICK GUIDE TO THE BUS FOR RCCOS



COLORADO

Department of Health Care
Policy & Financing

MARCH 2016

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TIP

Hold the Control Button (Ctrl) and click on a page, to jump directly to the page in this guide.

BUS QUICK GUIDE FOR RCCOS

Introduction

This Quick Reference Guide is designed to help Regional Care Collaborative Organizations (RCCOs) navigate through the most commonly viewed pages of the Benefits Utilization System (BUS).

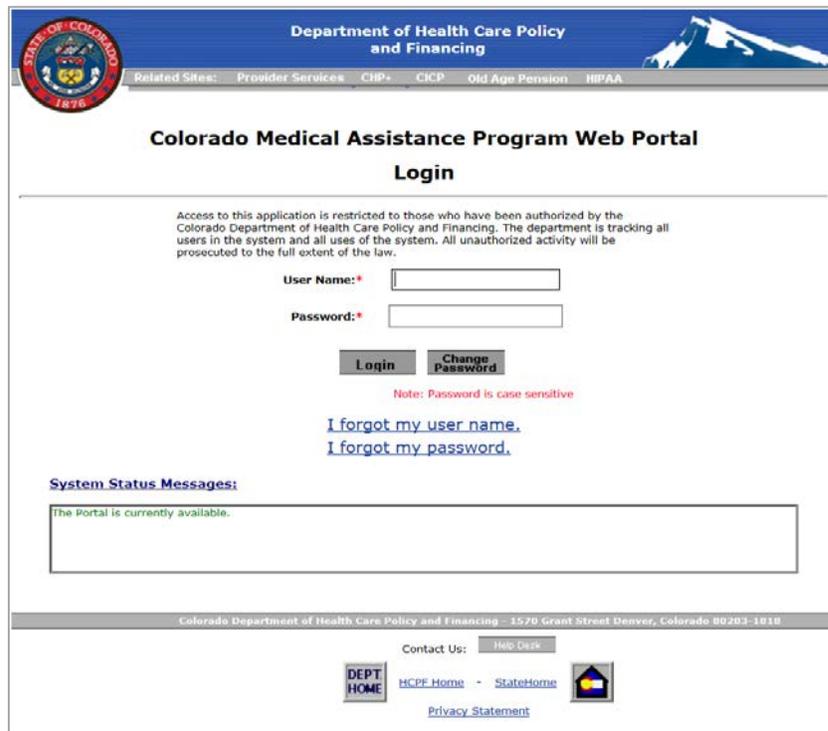
For a more detailed guide for specific pages in the BUS, please see our full Guide to the BUS for RCCO Users. If you cannot find the client information you are looking for, please contact your Supervisor or Security Administrator. If you experience any problems with the BUS, please email BUS@state.co.us.

Please note: If you are a Trading Partner Administrator or agency user and you submit claims through the Colorado Medical Assistance Program Web Portal, the Department of Health Care Policy and Financing (HCPF) will not be able to grant you access to the BUS.

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How to Access the BUS

- Your Web Portal and BUS user name and passwords are issued by HCPF Security. Please contact your Agency Administrator if you need access to the BUS.
- You can access the BUS directly via the Colorado Medical Assistance Program Web Portal located at <https://sp0.hcpf.state.co.us/Mercury/login.aspx>.



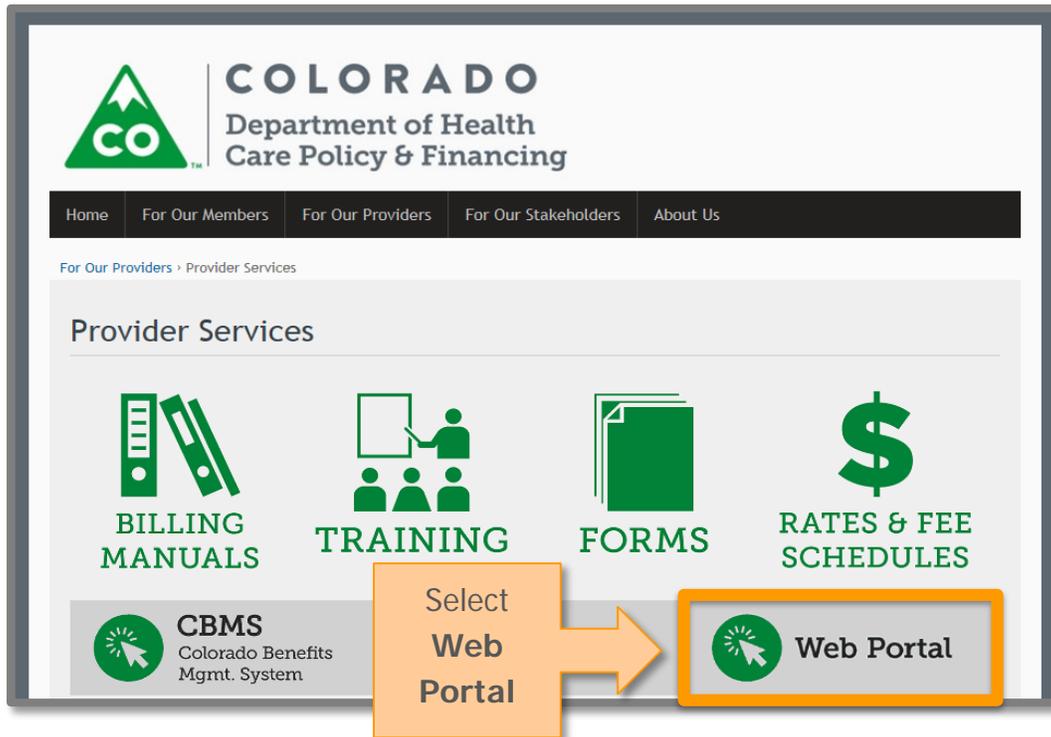
- You can also access the BUS via the HCPF external website located at www.Colorado.gov/hcpf.



BUS QUICK GUIDE FOR RCCOS

The screenshot displays the website header for the Colorado Department of Health Care Policy & Financing. The navigation menu includes: Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The main content area is titled "For Our Providers" and features four primary links: "Why should you become a provider?", "How to become a provider (enroll)", "Provider services (training, & more)", and "What's new (bulletins, ...)". The "Provider services" link is highlighted with an orange border and an orange callout box that reads "Select Provider services (training, & more)". Below these links are three utility buttons: "Get Help Help for Providers", "Get Info FAQs & More", and "Find a Doctor Are you a client looking for a doctor?".

BUS QUICK GUIDE FOR RCCOS



TIP

Save the Web Portal and HCPF Provider Services as favorites for easy access to the BUS.

BUS QUICK GUIDE FOR RCCOS

If you forget your **Web Portal** username or password, please use these links. If you are unable to resolve this yourself, please contact your agency's Security Administrator.

Enter your **Web Portal** username and password. This password is different to your BUS Access username and password.

Select **BUS Access**

BUS QUICK GUIDE FOR RCCOS

The Department of Health
Care Policy and Financing
Benefits Utilization System

To login to the system please enter your username and password below.

User Name:

Password:

User Agreement:

USER AGREEMENT / SECURITY REMINDER:
By logging into the Long Term Care Benefits Utilization System you are bound by all of the terms and conditions of the Department of Health Care Policy and Financing's System User Agreement.

[Return to Web Portal](#)

Enter your **BUS** username and temporary password, as issued by HCPF Security. The User Agreement Box must be checked.

ERROR

Please update your password at this time.

Click **Ok** to create a New Permanent Password

Last Name: [A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) |

User ID	Last Name	Middle Initial	First Name	
<input type="button" value="Edit"/>	UserID	Russell	J	Laura

Click **Edit** next your User ID

BUS QUICK GUIDE FOR RCCOS

The Department of Health
Care Policy and Financing
Benefits Utilization System

Colorado



User Accounts

Main Menu	User Edit	
Administration	RCCO's Region Id	1
User Accounts	User ID	urcco1
RCCO Help Guide	Last Name	TestUser
Logout	Middle Initial	I
	First Name	RCCO
	Password
	Re-Enter Password	<input type="text"/> Only
	Email Address	rcco.TestUser@state.co.us
	Phone Number	303-866-2822 (ex. 123-123-1234) Ext.
	Fax Number	(ex. 123-123-1234)
	Last Accessed System	03/09/2016 02:37:40

Save Clear

First, create a new Password and fill in **BOTH** password fields with your new Permanent password.

When you are finished, click **Save**.

BUS QUICK GUIDE FOR RCCOS

Searching for Clients

- You can search for your clients in the BUS by State ID, Last Name, or Date of Birth. In this example we will search by last name for clients with the last name "Pudding."

The screenshot shows the 'Client Search' page of the 'Benefits Utilization System' by 'The Department of Health Care Policy and Financing'. The page includes a navigation menu on the left with options like 'Main Menu', 'Search', 'Administration', 'RCCO Help Guide', and 'Logout'. The search criteria section is divided into three sections: Section 1 (State ID, Last Name, Date of Birth), Section 2 (Limit To Agency), and Section 3 (User Agreement). The 'Last Name' field is populated with 'Pudding'. The 'Limit To Agency' checkbox is checked. The 'User Agreement' checkbox is also checked. There are 'Search' and 'Reset' buttons at the bottom. Two callout boxes provide instructions: one points to the 'Limit To Agency' checkbox with the text 'Unclick the Limit to Agency box if you want to see all clients with the last name of "Pudding," including those inside other RCCOs.' and another points to the 'User Agreement' checkbox with the text 'Always remember to read the User Agreement and check the box before clicking Search.'

Always remember to read the **User Agreement** and check the box before clicking **Search**.

BUS QUICK GUIDE FOR RCCOS

The Department of Health
Care Policy and Financing
Benefits Utilization System

Coordinator Screen

Main Menu	Coordinator Information
Administration	<p>Client Information</p> <p>Client First Name : Butterscotch</p> <p>Client Last Name : Pudding</p>
RCCO Help Guide	<p>Existing RCCO Care Coordinator Information</p> <p>Coordinator First Name : RCCO User</p> <p>Coordinator Last Name : TestAdmin</p>
Logout	<p>Are you going to be the Primary RCCO Care Coordinator for this Client? <input type="radio"/> Yes</p>
	<input type="button" value="Confirm"/> <input type="button" value="Back"/>

If you are the Primary RCCO Care Coordinator, select the **Yes** radio button. Then click **Confirm**.

The Department of Health
Care Policy and Financing
Benefits Utilization System

Client - Demographic - Butterscotch Pudding

Main Menu	RCCO Care Coordinator name TestAdmin RCCO User / rcco.Test@state.co.us
Advisement Letter	Client Information
Assessment - 100.2	<p>State ID Z190000 SSN 133-11-777</p> <p>First Name Butterscotch MI P Last Name Pudding</p> <p>County El Paso</p> <p>Primary Language English</p> <p>Marital Status Single</p>
Client Information	<p>Street Address</p> <p>Mailing Address</p> <p>Mailing Address State</p> <p>Client ID for Agency</p> <p>Current Living Situation: Nursing Facility</p> <p>Case Status: M: Waitlist O: Closed</p> <p>CBMS Case Number</p>
Insurance & Legal	
Transition Assessment & Planning	
Risk Mitigation Plan	
Critical Incident Reports	
Assessment - HCA	
Case Management	
Case Status	
IADL	
Log Notes	

Your information will now display at the top of the Client Information page.

BUS QUICK GUIDE FOR RCCOS

**The Department of Health
Care Policy and Financing**
Benefits Utilization System



Client - Case Management - Butterscotch Pudding

⚠ This page will refresh when a Managing Agency or a Secondary Managing Agency is chosen. It is still required to press the SAVE button in order to save your changes in the system.

Main Menu	
Advisement Letter	
Assessment - 100.2	
Client Information	Managing Agency Information - this agency is responsible for completing the assessment.
Transition Assessment & Planning	Agency : MESA COUNTY DEPT. OF HUMAN SERVICES - 970-248-2888
Risk Mitigation Plan	Case Manager : --
Critical Incident Reports	Covering Case Manager : --
Assessment - HCA	Case Management : --
Case Management	Specialist : --
Case Status	
IADL	Secondary Managing Agency Information
Log Notes	Agency : Health Care Policy and Financing - 303-866-2883
LTC 803	Case Manager : Burnham, Terry - 303-866-6240 - terry.burnham@state.co.us
Program Area	Covering Case Manager : --
Referral	Case Management : --
Service Plan	Specialist : --
Service Plan DD Section	
Administration	Placed Agency Information
RCCO Help Guide	Agency :
Logout	Comment :

RCCO Information
 Region : **RCCO 1**
 RCCO Care Coordinator Name: **TestAdmin RCCO User**
 Contact: **303-866-4925**
 Email: **rcco.Test@state.co.us**

Your information will also appear at the bottom of the Case Management screen

BUS QUICK GUIDE FOR RCCOS

Client Information

- Here you will find all the demographic information on the client such as
 - State ID
 - Social Security Number
 - Address
 - Contact Person
 - Referral Client Contact
 - Medical Provider Information
 - Medical Information Health Record
- There also is an Insurance and Legal Client Information sub-page, which you can access by clicking on the yellow sub-menu below Client Information.

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Benefits Utilization System

Client - Demographic - Figgy F Pudding
RCCO Care Coordinator name : TestAdmin RCCO User / rcco.Test@state.co.us

Main Menu		Client Information			
Advisement Letter		State ID	Z998877	SSN	111-33-5555
Assessment - 100.2		First Name	Figgy	MI	F
Client Information		Last Name	Pudding		
Insurance & Legal		County	Broomfield		
Transition Assessment Planning		Primary Language	English	DOB	06/30/1900
Pharmacy		Phone	123-456-9999		
Critical Incident Report		Marital Status	Divorced	Sex	Male
		Street Address	5555 Christmas Lane	City/State/ZipCode	Broomfield CO 80020
		Mailing Address	5555 Christmas Drive	Mailing Address City	Broomfield
		Mailing Address State	CO	Mailing Address ZipCode	80020
		Client ID for Agency	X998877		
		Current Living Situation:	Alone		
		Case Status:	S: Closed		
		MS Case Number			
		Contact Person			
		Name	Bling Bam Burnham		
		Relationship	Medical Proxy		
		Organization			
		Send Correspondence to Guardian	No		
		Phone	123-456-8888		
		Phone	123-456-7777		
		Street Address	6666 Xmas Drive		

Click here to view the **Insurance & Legal Client Information** subpage.

BUS QUICK GUIDE FOR RCCOS

Assessment – 100.2

- The Assessment – 100.2 screen will show every Assessment for the client and the relevant details such as
 - Assessment Date
 - Event Type
 - Verified Date
 - Authorized Date
 - Assessing Agency
 - Outcome
 - Approval
 - Start Date
 - End Date
 - Close Date
 - Closure reason

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Benefits Utilization System

Client - Assessment - Info - Figgy F Pudding

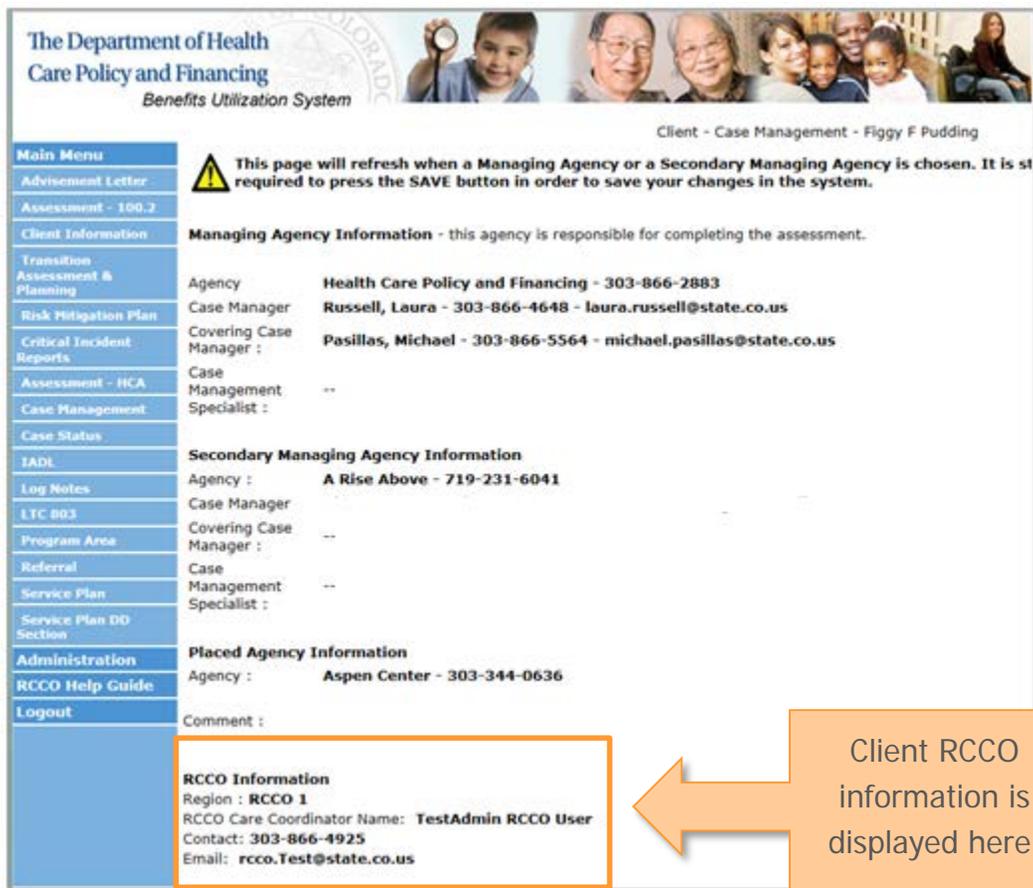
Main Menu	Event	Assessment Date	Event Type	Verified	Authorized	Final	Assessing Agency	Outcome	Approval	Start Date	End Date	Open End Date	Close Date	Closure Reason
Advisement Letter	View	2	06/04/2014	6 Month Review			Health Care Policy and Financing	Approved	NF	07/10/2014		False		
Client Information	View	1	04/30/2014	Initial Review		05/01/2014	DEPARTMENT HUMAN SERVICES	Approved	PACE LTHH	05/01/2014	04/30/2015	False		
Transition Assessment & Planning														
Risk Mitigation Plan														
Critical Incident Reports														

Click the **View** button to see more Assessment details.

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Case Management

- On the Case Management page, you will be able to view the Managing Agency Information which includes
 - Name of Agency
 - Case Manager
 - Covering Case Manager
 - Case Management Specialist
- You will also be able to view the Secondary Managing Agency and Placed Agency information.
- If you are assigned as the RCCO Case Coordinator for this client, your information will show at the bottom of the page under RCCO information.



The Department of Health
Care Policy and Financing
Benefits Utilization System

Client - Case Management - Figgy F Pudding

Warning: This page will refresh when a Managing Agency or a Secondary Managing Agency is chosen. It is required to press the SAVE button in order to save your changes in the system.

Main Menu

- Advisement Letter
- Assessment - 100.2
- Client Information
- Transition Assessment & Planning
- Risk Mitigation Plan
- Critical Incident Reports
- Assessment - HCA
- Case Management
- Case Status
- IADL
- Log Notes
- LTC 803
- Program Area
- Referral
- Service Plan
- Service Plan DD Section
- Administration
- RCCO Help Guide
- Logout

Managing Agency Information - this agency is responsible for completing the assessment.

Agency: **Health Care Policy and Financing - 303-866-2883**
Case Manager: **Russell, Laura - 303-866-4648 - laura.russell@state.co.us**
Covering Case Manager: **Pasillas, Michael - 303-866-5564 - michael.pasillas@state.co.us**
Case Management Specialist: --

Secondary Managing Agency Information

Agency: **A Rise Above - 719-231-6041**
Case Manager: --
Covering Case Manager: --
Case Management Specialist: --

Placed Agency Information

Agency: **Aspen Center - 303-344-0636**
Comment: --

RCCO Information
Region: **RCCO 1**
RCCO Care Coordinator Name: **TestAdmin RCCO User**
Contact: **303-866-4925**
Email: **rcco.Test@state.co.us**

Client RCCO information is displayed here.

BUS QUICK GUIDE FOR RCCOS

Case Status

- The Case Status Screen displays all the Case Statuses from the
 - Managing Agency
 - Secondary Agency
 - Other Agencies
- For each Case Status, you will be able to see the
 - Case Status Date
 - Status Code (Open, Pending, Appeal, Denial, Closed, etc.)
 - Input User (who entered the Case Status)
 - Input Agency
 - Date Entered

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Benefits Utilization System



Client - Case Status - Figgy F Pudding

Main Menu					
Advisement Letter	Managing Agency				
Assessment - 100,2	Case Status Date	Status Code	Input User	Input Agency	Date Entered
Client Information	There are no case status records for this agency				
Transition Assessment & Planning	Secondary Agency				
Risk Mitigation Plan	Case Status Date	Status Code	Input User	Input Agency	Date Entered
Critical Incident Reports	08/01/2014	Appeal	Terry Burnham	A Rise Above	08/01/2014 08:04:39 AM
Assessment - HCA	Other Agencies				
Case Management	Case Status Date	Status Code	Input User	Input Agency	Date Entered
Case Status	There are no case status records for this agency				
IADL					
Log Notes					
LTC 803					
Program Area					

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Service Plan

- On this screen you will be able to see all of the Service Plans entered for the client and some basic details such as
 - Date the Service Plan was finalized
 - Case Manager
 - Service Plan Agency
 - Start Date
 - End Date



Client - Service Plan - Figgy F Pudding

Main Menu	Event	Event Type	Final	Verify	Case Manager	Service Plan Agency	Staff Date	Start Date	End Date	
Advisement Letter	* View-Print Options available in OLD format only for Service Plans FINAL on or before 06/19/2011.									
Assessment - 100.2	View	3	Continued Stay Review			Terry Burnham	Health Care Policy and Financing	07/09/2014	07/10/2014	04/30/2015
Client Information	View	2	Continued Stay Review			Tiffani Rathbun	Health Care Policy and Financing	05/14/2014	05/01/2014	04/30/2015
Transition Assessment & Planning	View	1	Initial/Enrollment		02/04/2014	Terry Burnham	Health Care Policy and Financing	02/04/2014	05/01/2014	04/30/2015
Risk Mitigation Plan										
Critical Incident Reports										
Assessment - HCA										
Case Management										
Case Status										

Click the **View** button for a detailed version of the Service Plan.

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- After clicking on the View button, you will be able to view a more detailed version of the Service Plan. This includes additional information such as
 - Medicaid Long Term Care Disclosures
 - Choice Statements
 - Program Area
 - Service Planning
 - Client Roles and Responsibilities
 - Case Manager Roles and Responsibilities
 - Plan Participants
 - Natural Supports
 - Third Party Resources
 - Home Community Based Services the Client is receiving
 - State Plan Benefits the Client is receiving
 - Any Contingency Plan for Client emergencies
 - Client's Personal Goal

The Department of Health and Human Services
Colorado
Utilization System

Client - Service Plan - Flggy F Pudding

Long Term Care Service Planning Information

Service Plan Number: 3
Service Plan Type:
 CCT Certification Extension
 Continued Stay Review
 Deinstitutionalization (DI)
 Initial/Enrollment
 Reverse Deinstitutionalization
 Unscheduled Review

Staffing Date: - 07/09/2014 (mm/dd/yyyy)
Select Assessment Certification:
---Select One---

* (100.2 Assessment certification page completion required for final date stamp)

Medicaid Long Term Care Disclosures

Choice Statements

Client has been informed that he/she has the right to choose between institutional services or Home and Community Based Services.

Client has been informed of the following Home and Community Based Service (HCBS) Waivers they may be eligible for

Brain Injury (BI)
 Community Mental Health Supports (CMHS)
 Developmental Disabilities (DD)
 Elderly, Blind, and Disabled (EBD)

Click the yellow sub menus to navigate to other pages.

BUS QUICK GUIDE FOR RCCOS

Log Notes

- The Log Notes page displays the log notes grid, which will show 60 days of the log notes for the specific client. This grid will automatically default to display all log notes.
- Here you find the details of each log note such as
 - Contact Date
 - Type of Contact
 - Who was Contacted
 - Units
 - Date the Log Note was Entered
 - The Confidentiality of the Log Note
 - Who the Log Note was Entered By
 - Notes

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Care Policy and Financing
Benefits Utilization System

Client - Log Notes - Figgy F Pudding

Main Menu **View** All Lognotes Non System Generated Lognotes

Log notes grid shows 60 days of log notes for a client.
If you need to view more historical log notes, please use the View/Print Range or Log Notes Search Options.

	Contact Date	Type of Contact	Who Contacted	Units	Date Entered	Confidential	Entered By	Narrative
<input type="button" value="View"/>	12/17/2015 02:28:59 PM		System		12/17/2015 02:28:59 PM	False	Gangasagar Thota	Risk Mitigation Plan withdrawn.
<input type="button" value="View"/>	11/30/2015 09:01:39 AM		System		11/30/2015 09:01:39 AM	False	Mike Kissinger	Risk Mitigation Plan Added.
<input type="button" value="View"/>	11/09/2015 09:41:04 AM		System		11/09/2015 09:41:04 AM	False	Mike Kissinger	Risk Mitigation Plan Added.

Select the **View** Button for a more detailed view of the Log Note.

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- In the Detailed View of the Log Note, you can find additional details such as the time of contact.

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Benefits Utilization System

LogNotes Record View Page

Main Menu	Date Entered: 08/12/2015
Advisement Letter	Date of Contact: 08/12/2015
Assessment - 100.2	Time of Contact: 11:56:15 AM
Client Information	Person Contacted: Adult Protection Worker
Transition Assessment & Planning	Log Note Unit: 0
Risk Mitigation Plan	Type of Contact: Summary Report - CDAS Reassessment
Critical Incident Reports	Confidential: No
Assessment - HCA	Entered By: Gangasagar Thota
Case Management	CIRS Number:
Case Status	Narrative: test cfm file to find
IADL	<input type="button" value="Exit"/>

- If you want to only view the Non System Generated Log notes (log notes that are manually entered by Case Managers), select the Non System Generated Log notes button and hit refresh.

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Care Policy and Financing
Benefits Utilization System

Client - Log Notes - Figgy F Pudding

View All Lognotes Non System Generated Lognotes

Log notes grid shows 60 log notes for a client.
If you need to view more log notes, please use the View/Print Range or Log Notes Search Options.

First, select the **Non System Generated Log Notes** button then click **Refresh**.

Units	Date Entered	Confidential	Entered By	Risk Mitigation Plan
	12/17/2015 02:28:59 PM	False	Gangasagar Thota	Risk Mitigation Plan
	11/30/2015 09:01:39 AM	False	Mike Kissinger	Risk Mitigation Plan

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Contact Us

- If you have any comments or feedback about this RCCO Quick Reference Guide please send us an email at BUS@state.co.us.

Thank you!