

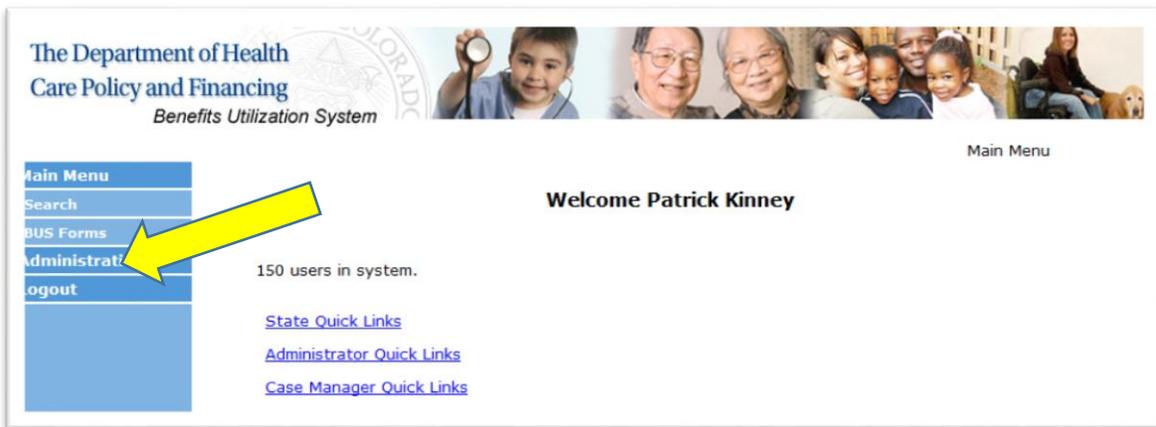
Enhancements to the BUS Tracker System

The BUS Tracker system is used by Agency Administrators at Case Management Agencies (CMAs) to report issues with client records in the Benefits Utilization System (BUS). These minor enhancements will allow the Department of Health Care Policy and Financing to perform more accurate tracker analysis and share tracker status information via the BUS Stop.

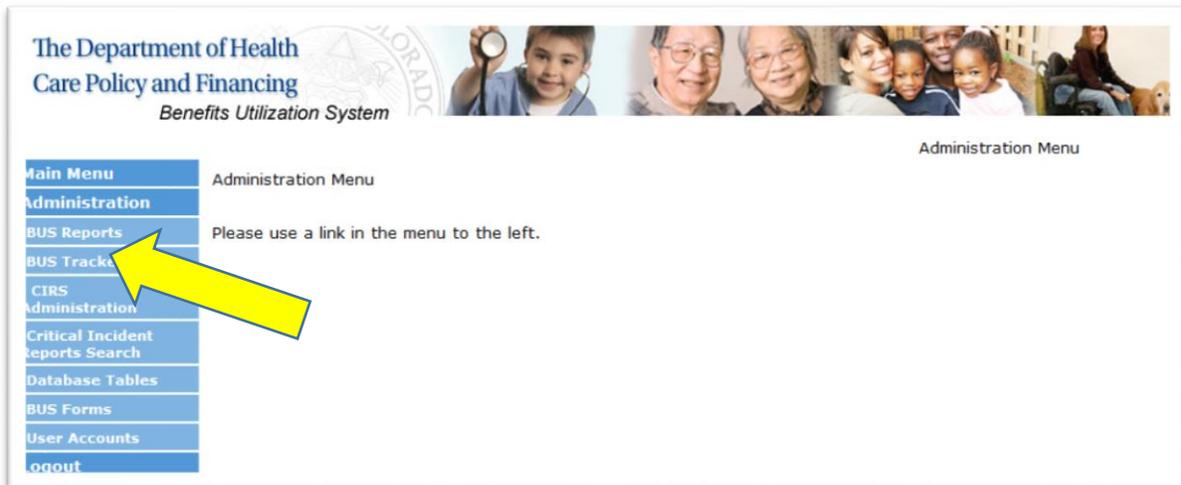
These enhancements include:

- A link to known BUS issues;
- The option for tracker requesters to add Case Manager information;
- Email notification of tracker updates (optional);
- BUS Tracker status posted to the BUS Stop.

To access the BUS Tracker system, click Administration.



Select BUS Tracker



On the BUS Tracker Home page is now a link to known BUS Issues. Before submitting a new tracker, CMAs should use this link to check if their tracker is a known issue. This link also includes additional information on how to resolve common BUS issues. The new BUS Tracker Home Page also includes new links that allow BUS administrators to create new trackers and search for existing trackers.

The Department of Health
Care Policy and Financing
Benefits Utilization System

Main Menu

- Administration
- BUS Reports
 - Case Manager (Only) Report
 - Case Manager (Only) Log Notes Report
 - Case Manager (Only) Referral Dates Report
 - Case Manager Face to Face Log Notes Report

Welcome - BUS Tracker Application Page
Please select Search to view trackers or New to submit a tracker.

**** Before creating new tracker please check known BUS issues. [Click Here](#)**

To Create new Tracker [Click here](#)

To Search Existing Tracker [Click here](#)

Creating a New Tracker

The Create a New Tracker screen contains some new functionality, including a link to known BUS issues and the option to add Case Manager information.

Main Menu

- Administration
- BUS Reports
 - Case Manager (Only) Report
 - Case Manager (Only) Log Notes Report
 - Case Manager (Only) Referral Dates Report
 - Case Manager Face to Face Log Notes Report
 - Case Manager Assessment Report
 - Case Manager Service Plan Report
- BUS Tracker
 - Search
 - New
- CIRS Administration
- Critical Incident Reports Search
- Database Tables
- BUS Forms
- User Accounts
- Logout

**** Please before creating new tracker check known BUS issues. [Click Here](#)**

Create New - Trackers

Request Type:*

Priority:*

Requester:

Requester Email:

Requester Phone:

Date Detected: (mm/dd/yyyy)

Case Manager:

Web Page Address:

***** Please enter URL of Client page. For example: "https://ltc.hcpf.state.co.us/bus/ClientEdit.cfm"**

Client State ID:* (XXXXXXX)

Client SSN:* (xxx-xx-xxxx)

Brief Description:*

Detailed Description:*

* Required fields to submit new tracker.

Searching For Existing Trackers

The Search Existing Trackers screen now includes the functionality to search BUS Trackers by Case Manager.

Search - Trackers

Tracker ID is [is] []

Date Detected after [] (mm/dd/yyyy)

Requester contains []

Case Manager contains [] ←

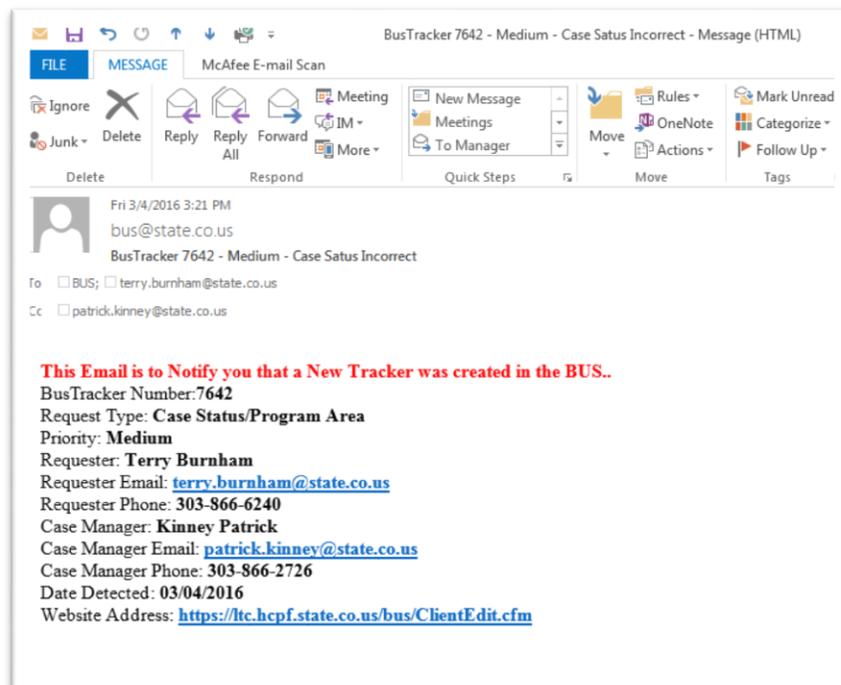
Status is [All]

Assigned To is [All]

[Search Items]

Email Notification of Tracker Updates

When a BUS Tracker is created, updated or resolved, an email will be generated by the BUS and sent to the Requester and the Case Manager (example below). These emails are optional and Requesters and Case Managers can opt out of receiving them.



BUS Tracker Status on the BUS Stop

CMAs can now check the status of their BUS Trackers on the BUS Stop. The information displayed will include:

- Tracker ID;
- The date the Tracker was detected;
- Tracker requester;
- Latest Tracker status.

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Home For Our Members For Our Providers For Our Stakeholders About Us

For Our Providers > Provider News > Benefits Utilization (BUS) Updates > BUS Tracker Status Page

BUS Tracker Status Page

Below is a list of the BUS trackers submitted by Case Management Agencies. If you do not see your Tracker on this list, or have any questions about the BUS Tracker list please contact [Patrick Kinney](#), 303 866 2726.

Updated March 1st, 2016

Tracker id	Date Detected	Requester	Status
7642	3/4/2016	Terry Burnham	New
7641	3/3/2016	Gangasagar Thota	New
7640	3/1/2016	Terry Burnham	New
7639	12/3/2015	Gangasagar Thota	LTSS Review
7638	12/3/2015	Gangasagar Thota	New
7637	12/3/2015	Gangasagar Thota	New
7636	12/3/2015	Mike Kissinger	New
7635	9/10/2015	Amanda Harrison	New
7634	9/8/2015	Sarah Serrar	OIT Ticket
7633	9/8/2015	Sarah Serrar	OIT Ticket
7632	9/2/2015	Jennine Sauter-Burton	OIT Ticket
7631	9/2/2015	Louis Jaime	OIT Ticket
7630	8/27/2015	Saori Kimura	OIT Ticket
7629	8/27/2015	Lori Woods	Closed
7628	8/27/2015	Sarah Serrar	Closed
7627	8/26/2015	Lorena Zilo	OIT Ticket
7626	8/26/2015	Bryana Marsicano	Closed
7625	8/24/2015	Sarah Serrar	New
7624	8/20/2015	Sarah Serrar	Closed
7623	8/20/2015	Cheri Ulmer	OIT Ticket
7622	8/19/2015	Kellen Roth	Closed
7621	7/30/2015	Karen Garrison	OIT Ticket
7620	8/12/2015	Annie Kimbrel	Closed
7619	8/17/2015	Sarah Serrar	Closed

Print

Contact [Patrick Kinney](#) - BUS Business Analyst

The BUS Tracker Status page is located on the BUS Stop at

<https://www.colorado.gov/pacific/hcpf/bus-tracker-status-page>