



COLORADO
Department of Health Care
Policy & Financing

CIRS/BUS Notification Memorandum

TO: All BUS Users
FROM: Michael Pasillas- Critical Incident Policy Specialist
DATE: January 15, 2020
RE: CIRS/BUS Email Notification issue

What is happening? Due to the Department's email transition to Google on Monday, January 13, 2020, auto generated emails from the BUS are bouncing back to the Department as undeliverable. Any email notifications your agency normally receives from BUS@state.co.us regarding Critical Incident Reports (CIRS) are currently not able to be delivered.

We are working with OIT and Google to resolve this issue as quickly as possible. In the interim, please check your Case Manager CIR Worklist for any CIR follow ups or HCPF review status updates.

What can you do until this is resolved?

Case Managers: When a case manager logs onto the BUS they will need to select the "Case Manager Quick Links" hyperlink on the top left of the User landing page. Next, select "Critical Incident Reports" from the Alerts section. Look at the Case Manager CIR Worklist table under the HCPF Review Entered column to see if any action is needed by the case manager for each CIR listed.

Agency Administrators: Agency Administrators can go to the CIRS Administrator Reports page and run a CIRS report using the "Follow Up" radio button option. This will pull a report for the Agency that lists all the CIRS that have been reviewed by the Department and a Follow Up request has been issued asking for additional information needed to complete/resolve the CIR.

If you have any questions about this CIRS/BUS email notification issue, please contact:

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