

# STATE OF COLORADO



**Colorado Department of Human Services**  
*people who help people*



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## ADVISORY MEMORANDUM

**TO:** Community Center Board Executive Directors  
Policy Advisory Committee  
ARC Executive Directors  
CMS Steering Committee  
Program Approved Service Agencies

**FROM:** Jay Kauffman, Medicaid Program Administrator

**SUBJECT:** Frequently Asked Questions Process

**DATE:** September 30, 2008

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**PURPOSE:** The purpose of this advisory memorandum is to notify the developmental disabilities system that the Division for Developmental Disabilities (DDD) has reactivated the Frequently Asked Questions (FAQ) process that was initially established during the development and changes to the Home and Community Based Services waiver for the Developmentally Disabled (HCBS-DD/a.k.a. Comprehensive Services). The e-mail address and website are available so that the general public has direct access to DDD to ask questions regarding a variety of issues.

**Note:** The e-mail address and website are not to be used to submit any questions that contains any protected health information (PHI).

### INFORMATION:

#### Location

The FAQ e-mail address is: [DevelopmentDisabilities.FAQ@state.co.us](mailto:DevelopmentDisabilities.FAQ@state.co.us)

The FAQ website address is: <http://www.cdhs.state.co.us/ddd/UserGuidesManualsReferenceMaterial.htm>

## Topics/Questions

Examples of the some questions/topics that may be appropriate are as follows:

- Questions associated with the waiver amendments or renewal application for:
  - HCBS-DD/Comprehensive Services waiver
  - HCBS-SLS waiver
  - HCBS-CES waiver
- Questions related to the rate setting methodology being developed for all DDD waiver services.
- Questions related to the following areas should not be questions related to a specific individual:
  - Benefit Utilization System (BUS), including the ULTC 100.2, the Service Plan and the DD Section.
  - Individualized Plan Cover Sheet (IPCS)
  - Prior Authorization Request process
  - Appeals, including 803 notices
- Questions related to case management services for these program areas, including waiting lists for services. These should not be questions related to a specific individual.

## FAQ Submission and Response Process

### Submission:

- When submitting an FAQ, please ensure that the question is worded as clearly and concisely as possible.
- FAQs shall not include multiple questions dealing with multiple topics.
- FAQs may contain more than one question if those questions are interlinked/interrelated with each other and deal with a single topic. Each question must be separately identified in the FAQ (i.e., question 1., question 2., etc.)
- Do not include any PHI.

### Responses:

- The DDD staff person assigned to monitor, distribute and submit the posted responses is Karen Large. In Karen's absence, one of the other Medicaid staff will take on this responsibility.
- The website will be reviewed each day and a return e-mail acknowledging receipt of new questions will be sent within two business days.
- Generally, DDD will post the response with ten business days. However, if the response requires interdepartmental review (e.g., with the Department of Health Care Policy and Financing) additional time may be required for the response. When this situation occurs, the original submitter will be notified by e-mail of the anticipated date of the response.

Should you have any questions concerning this process, please contact me at 303-866-7455 or [jay.kauffman@state.co.us](mailto:jay.kauffman@state.co.us).

cc. Barbara Prehmus, HCPF  
Amy Haight, HCPF