

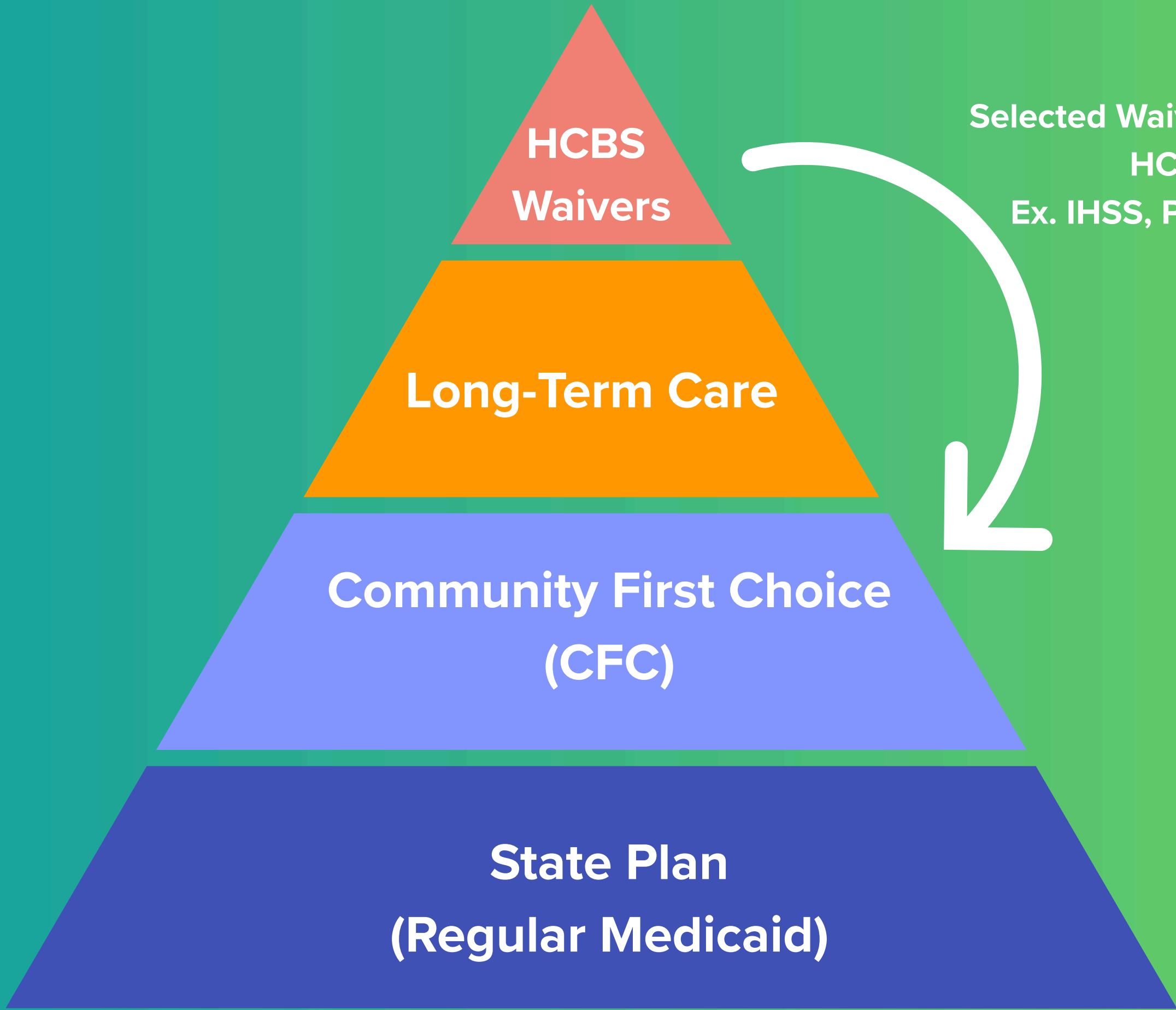
Meet the Nurse Assessor: What to Expect

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What is CFC?



Selected Waiver Services are moving from
HCBS Waivers to CFC
Ex. IHSS, Personal Care, Homemaker



CFC Services IHSS & CDASS



Homemaker*

Household support such as meal preparation, grocery shopping, and laundry to maintain a clean, safe living environment. Homemaker services help ensure that the home supports the member's health and independence.



Personal Care

Assistance with daily living tasks such as bathing, dressing, and meals. This service focuses on supporting members in maintaining personal hygiene and daily routines safely at home.



Health Maintenance Activities (HMA)

Skilled tasks performed by trained attendants or family caregivers, such as medication administration, tube feedings, and exercise programs. Skills validation required.

* For Homemaker a 10 hour/week cap will be implemented for a Legally Responsible Person (LRP). LRP means any person who has legal responsibility to care for another person such as the parent or guardian of a minor or the member's spouse.

Why Services Are Transitioning to CFC

- Colorado is aligning long-term care services under a federal option (CFC)
 - Increases federal matching funds
- Allows the state to provide more consistent benefits
- Standardizes assessments and service hours
- Reduces inequities between waiver types
- Helps families access more robust benefits without needing a waiver

Nurse Assessors

- HCPF implemented the Nurse Assessor process to ensure service hours are consistent and standardized across all agencies.
- Telligen is the state's contracted partner responsible for completing these assessments.
- All Nurse Assessors are licensed nurses located across the country.
- They bring experience from a wide range of populations (such as pediatrics, seniors, and individuals with IDD).
- However, your assigned nurse may not always have experience with your specific population.

The Role of the Nurse Assessor

A Nurse Assessor is a licensed nurse who evaluates an individual's needs to determine appropriate service levels within CFC.



**Comprehensive
Health &
Functional
Assessment**



**Service Hour &
Support
Recommendations**



**Education on
Available Service
Models**



**Informed
Decision-Making
Support**

What Nurse Assessors Can and Cannot Do

Nurse Assessors CAN:

- Complete a full assessment
- Ask clarifying questions about daily care needs
- Recommend service hours and levels
- Provide education on CFC service models
- Send recommendations to the Case Manager and agency

Nurse Assessors CANNOT:

- Approve or deny Medicaid eligibility
- Create the final service plan
- Select your service delivery model
- Provide case management
- Offer medical care or diagnoses

Age Appropriate Guidelines

- For members under 18, Nurse Assessors and agencies must follow state Age Appropriate Guidelines when determining hours.
- Support hours are based on what is typical for a child that age.
- Tasks considered age-appropriate may not be approved for Personal Care or Homemaker.
- Tasks beyond age expectations can be approved.
- HMA is not age-restricted when medically necessary.



Examples:

- A 10-year-old is typically independent with bathing, but requires adult supervision for medication.
- Teens may receive fewer Homemaker hours due to increased independence.

Age-Appropriate Norms and Task Definitions

Homemaker Norms - 10 CCR 2505-10 8.7527						
Task	Definition	0-71 months	6-10 years	11-14 years	15-17 years	18+
Floor Care	Includes mopping, sweeping and/or vacuuming. Comments: Spills and mud shall be wiped as needed.	0 minutes	0 - 10 minutes	15 minutes	15 minutes	15 minutes
Bathroom	This task includes cleaning the toilet, commode or bedpan; sink and counter; mirrors; tub or shower.	0 minutes	0 minutes	0 - 10 minutes	15 minutes	15 minutes
Kitchen	This task includes wiping up spills in the refrigerator and tossing out old food. Cleaning of the kitchen floor and dishwashing is counted separately under Floor Care and Dishwashing.	0 minutes	0 minutes	0 - 10 minutes	15 minutes	15 minutes

STEP
01

Initiate Referral

Case Managers may request an assessment

STEP
02

Schedule Appointment

Telligen contacts the member to schedule a nurse assessment

STEP
03

Conduct Assessment

Nurse meets with the member to review medical and functional needs.

STEP
04

Develop Recommendation

Nurse provides service recommendations to the member, Case Manager, and agency.

STEP
05

Member Choice

Member selects preferred service delivery model.

What to Expect During the Appointment

The nurse may ask about:

- Daily living needs
- Safety concerns
- Medical routines and diagnoses
- Behavioral or cognitive supports
- Mobility, transfers, and equipment
- Community access needs
- Parent/caregiver responsibilities
- School routines (for children)



TIP: Answer based on a typical day, not the very best day.

How do I prepare?

Getting ready is simple:



Respond Promptly – If contacted by Telligen, schedule the appointment as soon as possible.



Monitor Renewal Dates – If an assessment has not occurred before the prior authorization renewal, initiate follow-up with the Case Manager or agency.



Access Resources – The HCPF Nurse Assessor website provides step-by-step guidance and materials.

✨ Remember: You're not alone—support is here every step of the way!

Documentation That is Helpful

Bring if available (NOT required):

- Medication list
- Recent provider notes
- Discharge summaries
- School IEP or 504 plan (for children)
- Therapy plans (PT/OT/SLP)
- Behavior support plans
- Photos of medical equipment



These help the nurse understand complexity more accurately.

Telligen Corrective Action Plan (CAP)

HCPF has issued a CAP to Telligen with the following metrics:

- 25% backlog reduction weekly until complete
- 100% of new HMA referrals to meet standard turnaround time of 7 business days
- Timely communication - Expedited (72 hrs), contact (24 hrs), and letter distribution (1 BD)

Goals are achieved when:

- Backlog is eliminated
- Staffing is 95% or greater
- System fixes are completed

Want to Learn More about Self-Direction?

- **Consumer Directed Attendant Support Services (CDASS)**
 - [CDASS Enrollment Steps](#) ____
 - [CDASS Resources](#)
- **In-Home Support Services (IHSS)**
 - [IHSS Enrollment Steps](#) [IHSS Resource](#)
 - [Guide & IHSS E-Learning](#) _____



Resources

Home - Consumer Direct Care Network Colorado Home - Consumer Direct Care Network Colorado (consumerdirectco.com)

HCPF Consumer Directed Attendant Support Services
<https://hcpf.colorado.gov/consumer-directed-attendant-support-services>

HCPF In Home Support Services
<https://hcpf.colorado.gov/in-home-support-services>

HCPF Community First Choice
<https://hcpf.colorado.gov/community-first-choice-option>

PASCO Community First Choice
<https://pascohh.com/community-first-choice-112024/>

Join us for future CFC webinars!

- First Wednesday of every month at 4:00 PM
- Deep dives into important CFC topics like:
 - Skilled vs Unskilled Care
 - Meeting the Nurse Assessor
 - CFC Partners and Resources
- During these meetings we will be answering your questions!
- We want to hear from you about what topics would be most helpful for you!
 - Please fill out our survey that we will send out with this slide deck



Q&A