



## OPERATIONAL MEMO

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<b>Title:</b> Ending of the Nurse Assessor Program	<b>Topic:</b> Benefits
<b>Audience:</b> Home Health Agencies (HHAs), Case Management Agencies (CMAs), Members, Families, Advocates, In-Home Support Services (IHSS) Stakeholders, and Consumer Directed Attendant Support Services (CDASS) Stakeholders	<b>Sub-Topic:</b> Provider Guidance
<b>Supersedes Number:</b> HCPF OM 25-059	<b>Division:</b> Benefits and Services
<b>Effective Date:</b> Dec. 22, 2025	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> Dec. 15, 2026	<b>Program Area:</b> Policy
<b>Key Words:</b> Nurse Assessor, Skilled Care Acuity Assessment, Long-Term Home Health (LTHH), Private Duty Nursing (PDN), Registered Nurse (RN), Licensed Practical Nurse (LPN), Certified Nursing Assistant (CNA), Health Maintenance Activity (HMA), Case Management Agency (CMA), Community First Choice (CFC)	
<b>Legal Authority:</b> N/A	
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### Purpose and Audience:

The purpose of this Operational Memo is to notify members, family members, advocates, Home Health Agencies (HHAs), Case Management Agencies (CMAs) and other interested stakeholders that the Nurse Assessor Program will end for all programs including Health Maintenance Activities (HMA) for participant directed programs, Private Duty Nursing (PDN), and Long-Term Home Health (LTHH).

### Information:

Since its launch, the Nurse Assessor Program has faced numerous operational challenges. As a result, the Department is implementing the following changes to

preserve member access to services and reduce administrative burden to individuals, case managers, and providers.

#### Ending of the Nurse Assessor Program for Health Maintenance Activities (HMA)

Effective immediately the Department is stopping all new referrals for HMA assessments conducted through the Nurse Assessor Program. This means:

- No new referrals should be sent to Telligen to initiate an HMA assessment.
- HMA assessments currently scheduled with Telligen will be processed through to completion. Members with a scheduled Nurse Assessor/Telligen assessment for HMA will complete this assessment and receive their outcome notice by December 24, 2025.
- Member referrals with a pending, not-yet-scheduled assessment will be cancelled. Only assessments that already have a scheduled appointment will be completed.
- Members needing an HMA assessment for new or existing services, as of December 22, 2025, will be assessed for and receive authorization from their Case Manager (CM).
- Case managers will resume full responsibility for determining HMA hours using the Direct Care Services Calculator (DCSC). More information on the specific details on the use of the DCSC will be provided in a forthcoming memo.

#### Status of PDN and LTHH Assessments

Since September 8, 2025, HCPF paused the NA program for LTHH and PDN. Because of those ongoing operational challenges, HCPF will not be resuming the use of the Nurse Assessor program for LTHH and PDN services. Providers will continue to use the established process of submitting required documentation and prior authorization requests to the Utilization Management vendor, Acentra.

- Members receiving PDN or LTHH will continue to work with their Home Health Agency (HHA) to assess for need and receive services based on Acentra's Prior Authorization Request decision.

### **Action To Be Taken:**

#### Members

- No action is required from members unless contacted by their HHA or CMA.

#### Case Management Agencies (CMAs)

Case managers must:

1. Stop submitting HMA referrals to Telligen immediately.
2. Starting December 22, 2025, determine HMA hours using the DCSC in accordance with policy guidance and regulations.
  - a. CMAs will be required to attend Training and Office Hours.
3. Resume full authorization responsibility for HMA under Participant-Directed service delivery options (CDASS and IHSS).
4. Continue conducting Level of Care assessments, Person-Centered Support Planning, and benefit counseling consistent with standard procedures.

#### Home Health Agencies (HHAs)

HHAs must take the following actions:

1. Continue to submit all PDN and LTHH PARs directly to Acentra, including required clinical documentation as outlined in [OM 25-060](#), “Action to be Taken - Home Health Agencies,” until further guidance is issued.
2. Continue to provide ongoing care consistent with physician-ordered Plans of Care to avoid service gaps.
3. Continue to use internal clinical tools as needed to determine levels of care for PDN or LTHH—these do not need to be submitted with PARs unless otherwise specified.

### **Next Steps**

Continue to monitor Department communications for updates related to any future changes to the authorization process for LTHH and PDN services.

### **Definition(s):**

None

### **Attachment(s):**

None

**HCPF Contact:**

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