



COLORADO

Department of Health Care  
Policy & Financing

# Nurse Assessor Program - Private Duty Nursing Agency Guidance

*Fact Sheet July 2025*

**NOTE:** This document provides guidance for all Home Health Agencies (HHAs) on the implementation of the Nurse Assessor (NA) Program, effective August 1, 2025. The program establishes a standardized referral and assessment process for skilled care services - Registered Nurse (RN), Licensed Practical Nurse (LPN) and Certified Nursing Assistance (CNA) services - under the Long-Term Home Health (LTHH) and Private Duty Nursing (PDN) benefits. It also provides member education about skilled care services and all service delivery options, including self-direction.

## Program Overview

**What is the Nurse Assessor Program?** The Nurse Assessor Program is a new process that streamlines the way members are assessed and receive recommendations for skilled care services, including Private Duty Nursing (PDN), intermittent RN/LPN, CNA, and Health Maintenance Activities (HMA). The Nurse Assessor will be responsible for providing education to members on all the available services to the member to meet their skilled care needs; this enables the member an opportunity to choose the service delivery option(s) that best meets their needs.

**Who should submit NA referrals?** All Home Health Agencies (HHAs) providing LTHH and/or PDN services are required to participate in the Nurse Assessor Program. As part of this process, providers must obtain a completed assessment and a Recommendation Letter, which outlines the services recommended by the Nurse Assessor based on the assessment. This **Recommendation Letter and completed assessment** are mandatory components of the Prior Authorization Request (PAR) submission.

## Step-by-Step NA Referral and PAR Process

### 1. Log Into Telligen Qualitrac

- Navigate to the Nurse Assessor Referral section
- Confirm your agency's Authorized Official (AO) has completed training and system access
- The AO will have assigned their agencies' users their credentials to login to be able to use the system and make referrals

### 2. Submit NA Referral

- This applies to all RN/LPN (intermittent and PDN) and CNA services, including both existing members and those newly starting services
- May be submitted up to 60 days prior to the current PAR expiration date
- Include all necessary member details and documentation
- HHa must notify the member to expect a call/email from Telligen to schedule assessment. ***This step is critical in ensuring the process is completed as quickly as possible!***



### 3. Member Intake Call

- a. Telligen contacts the member or guardian to gather information and schedule assessment

### 4. Assessment Completed

- a. NA conducts a standardized in-home or virtual assessment

#### Recommendation Letter

- b. HHA receives notification that the assessment and Recommendation Letter is complete
- c. Provider accesses documents in Qualitrac in order to provide to Acentra for the medical necessity review
- d. Letter includes suggested service types, number of hours and supporting rationale

### 5. HHA Licensure-Based Assessments

- a. Agencies must still complete required Start of Care or Recertification assessments. *These assessments may be conducted at the same time as the NA assessments to ensure the Home Health Agency (HHA) meets required timelines.*

### 6. Submit PAR to Acentra Health

- a. Via the Atrezzo Provider Portal
- b. Include: Telligen Recommendation letter, Plan of Care (POC), and required supporting documentation
- c. Agencies may request hours beyond the NA Recommendation Letter with clinical justification

### 7. PAR Review and Determination

- a. Decision Letter sent by Acentra to the member and provider
- b. Appeals guidance included if applicable

## PAR Caseload Submission Requirements

Beginning August 1, 2025, HHAs will be required to submit all Private Duty Nursing cases for a Nurse Assessor recommendation and medical necessity review prior to the end of the current PAR.

## Additional FAQs

**Is this process required for all new and renewing RN/CNA PARs?**

Yes. All PDN, intermittent RN/LPN and CNA services require a Nurse Assessor referral beginning August 1, 2025.

**Can agencies request more hours than the NA recommendation?**

Yes, with appropriate clinical documentation. Acentra will review submitted justification as part of the PAR decision.

**I need to admit a member within 48 hours of receiving a referral per CMS guidelines; how can an agency do that with the NA process in place?**

If a member does not meet either the acute home health criteria or the expedited NA criteria, then the HHA should discuss with the physician whether or not a delay in start of care (SOC) is safe for the member and get an updated physician-ordered SOC date. The Nurse Assessor process does not prohibit the start of care, but is required for a prior authorization request to be issued.

## Resources

To support successful implementation of the Nurse Assessor (NA) Program, the following materials and guidelines are available for reference:

- [Telligen Qualitrac Training Materials](#) Access the full training slide deck to review steps, system navigation, and assessment workflows.
- [Qualitrac Authorized Official User Training](#)
- [Submitting a Referral Through Qualitrac](#)
- [Operational Memo OM 25-052 - NA Program Implementation](#) Provides policy context, timeliness, referral expectations, and member impact guidance
- [Nurse Assessor Program Webpage](#) Central hub for updates, FAQs, forms, and ongoing resources for participating agencies.

We encourage all agency staff involved in RN/CNA service delivery and PAR submission to bookmark these resources and check back for updated materials and guidance.

For more information contact

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