

Changes have been made to the HCBS case management system in Colorado, and RMHS wants to make the process easy for our long-term care providers.

## What Providers Need to Know

### Choosing the Right CMA for Referrals

RMHS is the CMA for individuals living in Denver and Adams Counties.  
Developmental Pathways is the CMA for individuals living in Arapahoe, Douglas, and Elbert Counties

When submitting referrals, the appropriate CMA is determined by where the individual is at the time of the assessment.

**For example:** If you are supporting an individual who resides in Arapahoe County but is hospitalized in Denver, your referral should come to RMHS. If you are supporting an individual who was discharged from a hospital in Denver but is back at home in Arapahoe County, the referral goes to Developmental Pathways.

### Submitting Referrals to RMHS

- To make a referral online, visit: [RMHS Referrals \(appianportals.com\)](https://appianportals.com)
- To submit Critical Incident Reports, email: [incidentreports@rmhumanservices.org](mailto:incidentreports@rmhumanservices.org)
- To discuss prior authorizations, speak to a case manager, or for general questions, call the RMHS Contact Center at (844) 790-7647.

### Submitting Referrals to Developmental Pathways

- To make a referral online, visit [intake@dpcolo.org](mailto:intake@dpcolo.org)
- To discuss prior authorizations, speak to a case manager, or for general questions, call 303-858-2260