



HCPF PHE COVID-19 Locked-in Report

PHE – What is it?

- PHE – Public Health Emergency
- Was just renewed on 10/2 – now goes until January 2021
- HCPF has asked for 60 days notice from CMS prior to end
 - There has been NO commitment from CMS to provide this.

COVID-19 Locked-in Report – What is it?

- There are approximately 280,000 cases that been “locked-in” since March 2020 by mandate from the Families First Coronavirus Response Act
- These are cases that should have closed, but are “locked-in” to an open status until the PHE ends
- There are a variety of reasons for the case closure
 - Over income, missing verifications, etc

What is the County Responsibility?

- All of these cases will close if no intervention is taken
 - There will be cases that stay on the report – there is NO expectation that this report will be “cleared” out
- All cases will receive notification when the PHE ends that their case will close on a specific date and customer must submit update information
 - NOTE: this letter may be generic to the reasons the case is slated to close
 - HCPF has asked for 90 days from CMS – it could be as short as 60 days
 - The letter to the customer will NOT use the 90 (or 60) day date. It will be sooner to give counties time to take action
- CO has continued to send out RRRs and working them will, in all likelihood, remove the case from the report
- The more cases worked before the end of the PHE means the fewer you have to work in only 60-90 days after the end of the PHE

Letter to Customer

- This will be easily identifiable to counties as different from an RRR or application – “Eligibility Review Packet”
- Workgroup has asked for letters to be sent out in a staggered fashion (i.e. A-F one week; G-M two weeks later, etc)
- Customers will have approximately 15 days from date of letter to submit verifications. However, cases will not close until 60 or 90 days after PHE ends to give counties time to process

Workgroup recommendations...

- Look at those cases that may have a chance to stay open (i.e. missing verifications, missing SSN, etc)
 - Contact customer
 - Obtain VCL
 - Update notes in CBMS so packet to customer is more specific
- Ignore cases that will probably close (i.e. over income). Customers will submit new verifications if they think they should stay open
- Work similar cases – techs will notice patterns
 - I.e. all needy newborn cases, all MAGI with similar termination reason, etc

How to find the report...

- Cognos Report
- County Analysis Excel sheet

HCPF Support

- Thursday Over-The-Shoulder call 3-4pm
 - meet.google.com/kod-khaf-csu
 - Phone Numbers (US)+1 319-553-6656
 - PIN: 991501600#
- Dedicated email: hcpf_moo_covidlockin@state.co.us
- Latest guidance from HCPF <https://www.colorado.gov/hcpf/covid-resources-county-and-eligibility-partners>
- Tips & Tricks memo – find at above website – 9/24/20

Questions?

- We are looking for counties to join an “advisory group” – if we can send you quick emails seeking feedback, let us know.
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