

# HCPF/County Directors & Leadership

## Monthly Support Call

January 27, 2026

# Meeting Purpose

The purpose of the HCPF/County Directors & Leadership Monthly Call is:

- To provide a forum for county directors to get critical information from HCPF before it is shared broadly
- To provide a forum for county directors to bring important, timely issues to HCPF and have their voices heard
- To give an opportunity for certain HCPF Leadership to engage with counties at different times throughout the year

Title	Presented By	Time
Welcome	<a href="#">Danielle Henry - HCPF</a>	5 min.
Leadership update <ul style="list-style-type: none"> <li>• H.R. supplemental</li> </ul>	Joshua Montoya	10 min.
<ul style="list-style-type: none"> <li>• ICR Update and Discussion</li> </ul>	Stacey, Monisha	30 mins
Compliance & Oversight <ul style="list-style-type: none"> <li>• New Memos</li> <li>• Customer Relations Process</li> <li>• 2025 Common ME Review Findings</li> </ul>	<a href="#">Aric Bidwell - HCPF</a>	30min.
County Trending Topics <ul style="list-style-type: none"> <li>• Recognizing High Performance &amp; Successes!</li> <li>• County Hot Topics</li> </ul>	Danielle Henry	15 min.

# Leadership Update

Presented By: Joshua Montoya

# H.R. 1 Supplemental

1/2/2026, HCPF submitted [S-08/BA-08, “Changes to Federal Policy,”](#) that address resource needs resulting from the passage of H.R.1. This funding request includes resources for:

- County Admin funding, \$17 mil for FY 2026-27 and FY 2027-28 (timeline aligned with R-07 Shared Services request)
- Systems resources for Work Requirements Track 2 and other technological components
- Addressing and ensuring federal compliance
- Communications supports for applicant/member outreach
- Appeals
- Fraud, Waste and Abuse provisions

This supplemental is being reviewed today, 1/27

# ICR Discussion

Presented By: Stacy and Monisha



## Joint Agency Interoperability ICR Update

Jan 27 2025

# Agenda



- 1) Intro
- 2) What we've done
- 3) What we've learned
- 4) How we have and will improve the current ICR implementation
- 5) Our plan to understand and resolve issues counties are experiencing with ICR

# 1. *Intro*

# Intro



- A new WMS/DMS is being implemented (we are negotiating contract details), but in the meantime, HCPF plans to expand the use of the current ICR solution to ensure counties can effectively and efficiently manage program changes required by HR1
- We have heard from some counties that they have concerns about ICR
- We have identified some short term improvements we have and will make and we're going to do an even better job in the long term with the implementation of the new WMS/DMS as part of the new county worker portal.

## 2. *What we've done*

# What we've done



- CoBEES did in-county observational research (Adams, Arapahoe, Denver, El Paso, Jefferson and virtually Logan, Kit Carson and Prowers)
- CoBEES has analyzed the data we can extract from CBMS and Hyperscience

### 3. *What we've learned*



# Benefits of ICR

- No manual intervention needed:
  - CDHS RRRs and MA RRRs are started and checks for signature; if missing, the signature page is generated from CBMS and sent out to the client.
  - Case Comments are created for data that is updated by ICR. SNAP PRFs are placed in a “Received” status, checks for signature; if missing, the signature page is generated from CBMS and sent out to the client, and No Change PRFs are automated all the way through authorization.
- Limited manual data entry:
  - Handwriting from CDHS RRRs and SNAP PRFs is read and updates the field in the RRR and PRF Queues in CBMS.

# Arapahoe County Report



- Arapahoe County reported that they re-allocated 3 staff members who performed RRRs before ICR projects were onboarded.
- Arapahoe recently concluded a report on ICR December data to say that ICR should continue to be used by Arapahoe County.
- December revert data confirms that ICR updates rarely need to be removed, and when they do, corrections can be made quickly and safely. Combined with strong SNAP PR automation and renewal initiation for both CDHS and MA programs, ICR delivers measurable administrative efficiencies while preserving worker control and case accuracy.
- ICR should continue to be viewed as a workload reduction and consistency tool, not a replacement for staff review. Continued use, paired with targeted enhancements, supports long-term operational efficiency and audit confidence for Arapahoe County.



# Handwriting review

- Based on what the client wrote, some handwriting may need to be reviewed by staff.
- An average of 50% of the time across all counties, ICR is going through without a human needing to review the handwriting which is saving manual data entry time.
- When there is a review needed, the review is taking on average 54 seconds per document
- 17 counties that are connected to ICR are not completing the handwriting reviews

## *4. How we have and will improve the current ICR implementation*

# Changes made in response to county concerns heard



- Revert button to make it easier if ICR created a duplicate record or incorrect information (as a result of what a citizen has submitted on a form), and displaying the section of the PDF in the RRR/PRFs queues in CBMS went live in September 2025
- Hyperlinked the case number in the ICR screen to go to the members page so they could start the RRR where there is a pop-up for them to review the handwriting, so making the handwriting review easier - went live October 2025
- Signatures that go outside the form boxes is now read - went live in 2025



## Other short term fixes to make

- CoBEES is exploring implementing a [Case Action Log](#) which will be a new screen found within the case that provides more granular details about where case data is coming from and what fields got automatically updated. This will help a worker with traceability of data in case there are any questions about that data.
- CoBEES is reaching out to counties that aren't reviewing handwriting to understand what their concerns are. Support is provided accordingly, such as a tweak to their business process, training, or over-the-shoulder support. For counties that don't want to spend the time on handwriting review, we have an offer from the SNAP team to do the handwriting review on CDHS forms on your behalf. Just let us know if you want to take up this offer which is available now.



## Other short term fixes to make

- HCPF is investigating making the following fixes in CBMS to fix common issues that come up in the handwriting review:
  - “O with a slash through it”, “Null”, “None”, “Zero” etc entries - map to the number 0
  - “N/A” entries - map to not applicable

*5. Here is our plan to understand and resolve the issues counties experience with ICR*



## Other short term fixes to make

- In the next week we are reaching out to counties that are reporting issues with ICR to understand their concerns and challenges
- Revamp and extend training to resolve any human challenges
- Implement ICR improvements to improve the experience counties are having with ICR, based on further feedback

We've done our best to think through this approach to ICR, but we'd really like to hear from you in case we've missed anything. I'm always available, I'd love to talk with you at the counties, please feel free to reach out to me, I'm at your disposal. I want to hear the good, bad, and the ugly, so let's connect.

# Upcoming Guidance

Presented By: Aric Bidwell

# New Memos

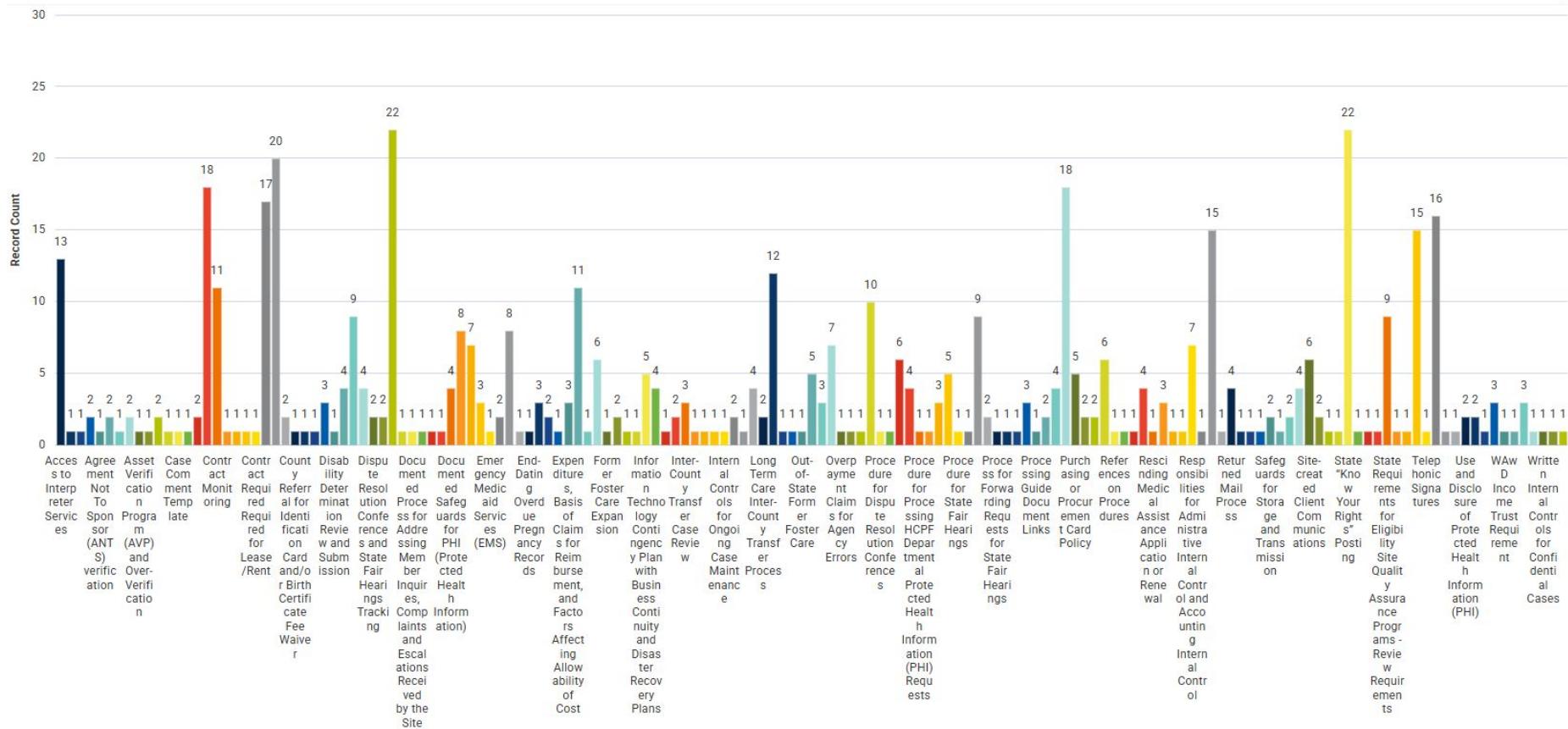
- ICR Requirement Memo
- Operational Memo for RFP Handling Process 2/2026
- County Collaboration with External Entities 2/2026
- County Communications to Medical Assistance Applicants and Members 3/2026
- New series of Fiscal Memos 4/2026

# Customer Relations Process

- Customer Relations Process (CRP)
  - 1.020.9.4 Outlines Requirements
  - Process to resolve initial escalations directly through the county within the specified timeframes
  - Must be available for anyone to use
  - Must post a customer service poster which outlines both the county and state process
  - Must be available in all modalities from 10 C.C.R. 2505-5, §1.020.9.3

# Frequent ME Findings

- 22 Documentation to Support Expenditures
- 22 Know Your Rights Poster
- 20 Auxiliary Aids and Services Notice
- 18 Contract Minimum Requirements
- 18 Program Integrity Policy and Procedure
- 17 Correct Coding of Information



# Recognizing High Performance & Successes!

Presented By: Danielle Henry

# MAP Top Performers

- Small
  - Dolores
  - Cheyenne
  - Gilpin
- Medium
  - Alamosa
  - Montrose
  - Routt
- Large
  - **Larimer:** Application 45 and 90 day timeliness was 100% for December 2025, exceeding the statewide timeliness average across all three MAP compliance categories.
  - **Weld:** Application 45 and 90 day timeliness was 100% for December 2025.
  - **Pueblo:** Application 45 day timeliness was 100% for December 2025.



# County Hot Topics

# Contact Information

For Agenda Items & Meeting Set-Up or for Questions:

please submit a [County Relations webform ticket](#) or  
Email [HCPF\\_CountyRelations@state.co.us](mailto:HCPF_CountyRelations@state.co.us)

# Thank you!