



## Medicaid Oversight & Accountability Task Group

October 23, 2020

### Q&A's

- Question: Julie Jacobson- Jefferson County - How will the MA Lock-In Program affect QA reviews?
  - Answer: Nicole Duran Jones (HCPF) – As of right now we haven't discussed that. More than likely those cases that are reviewed, will follow the same thing; what feedback was provided, and did we follow the guidance.
  - Answer: Josh Montoya (HCPF) - Although we're still working through the Public Health Emergency (PHE) locked in population, if that case is selected for QA review, we would still look to ensure the appropriate actions were taken on the case per current rule and guidance
- Question: Julie Jacobson- Jefferson County - Thanks Josh! Also, should counties not establish claims during the Lock-In Program? What if an investigation has proven client provided misleading information and was not eligible for MA during the Lock-In program?
  - Answer: Josh Montoya (HCPF) - Great question, we will regroup with our member fraud team. However, there have been no communications issued regarding changes in program integrity policies. Thus, unless we issue guidance otherwise, counties should continue to use existing processes and guidance for member fraud. If an applicant had questionable (and documented) circumstances, then the county should follow their existing processes for fraud. That being said, enrolled members continue to be locked in, except for certain, limited circumstances.
- Question: Vida Zamora - Will the charts breakdown by County?
  - Answer: Josh Montoya (HCPF) - Yes, these charts will be shared with eligibility sites (counties and MA sites) as well as aggregating data on the charts for statewide numbers.



- Question: Vida Zamora - In regard to the Inbox for help, do you prefer that Leads and Sups submit questions or workers?
  - Answer: Nicole Duran-Jones (HCPF) – This is dependent on your internal "Questions Escalation" process - the goal is to make sure business process works for you. Goal is to ensure information sharing across your agency, so you know if 5 staff are asking the same question. Tied to process maturity - reach out to HCPF\_performance.improvement@state.co.us for assistance on this!
- Question: Julie Jacobson- Jefferson County - When will a group be formed to start working on a MA rule rewrite?
  - Answer: Josh Montoya (HCPF) - County Administration rule revisions were pushed back to later in the year to accommodate more time around PuMP, XMR and the dashboards. We will have our initial session later in November or December, and goal is to get the rule revisions early next year to rule making session.

