



## Medicaid Oversight & Accountability Task Group

November 6, 2020

### Case Comments Feedback

- Monica Owens - I need to jump off for another meeting but would like to comment that counties and MA/EAP sites need to follow the mins on a template and add an additional comments section to add LTC// FA other needed comments.
- Lucy Ellsworth - A case comment that is helpful is how DRA was met- especially since cases are transferred and that verification isn't always available to the new county.
- Lucy Ellsworth - I'm actually not sure I know what that is. If I have a question, I usually try to get an interface or check history and find that case comment
- Monica Owens - The sites have voiced that too much in comments will sometimes result in workers not reading due to the length and complexity of some comments.
- Erik Knudsen - Where can MA Sites and Counties get info on what the minimum requirements are so that we can ensure we are meeting the minimum requirements.
- Erik Knudsen - We too have different templates so I think allowing the MA Sites to have it within their control would be best.
  - Quinesta Barnes - Agreed Erik
  - Monica Owens - I agree with Erik as long as the min. required comments are provided for others viewing the case.
- Lucy Ellsworth - When an application or RRR I find it to be helpful when it is listed what a person is approved for (example Mary: Approved QMB) not just MA approved. Especially since large Households can have approvals and denials and people passing for different program
  - Julie Jacobson - Jefferson County - Great Point Lucy!



- Jesi Antonucci - Weld - Although the case comment template in CBMS was not really viable, how can we utilize CBMS to track required info for audits etc. instead of just relying on case comments?
  - Josh Montoya (HCPF) - Jesi - exciting update on your comment about CBMS and audits - we're working on a new monitoring dashboard to help track potential issues that may lead to audit findings, so we can proactively address. Still working through it though - stay tuned!
  - Jesi Antonucci - Weld - That's what I'm talking about
- Lucy Ellsworth - That is also helpful for transfers to LTC- if a person is approved for a wrong category, we could incorrectly roll them to LTC instead of reviewing resources for resource eligibility or over verifying resources. knowing the category, a person is in
- Lucy Ellsworth - Something that is also helpful to know is if a 5615/ dss1 was sent, if a POI is being established what was the reason for the POI and how long is it?
- Jesi Antonucci - Weld - Having a little trouble with my phone. It is not my comment, but I am assuming that ensuring technicians are not typing info over and over into multiple templates
- Josh Montoya (HCPF) - DRA audit findings accounted for around 50% of case file documentation findings. That's how important the DRA piece is! In the 2019 OSA Single Statewide Audit
- Lucy Ellsworth - From an LTC stand point monthly income is helpful because we can see if an income trust is needed.
- Quinesta Barnes - We at C4 do income documentation as well
- Bernadette O'Keefe - Pueblo County - we had all our Supervisors and Leads get together and start picking apart our template. We were able to cut it in half with everyone just being honest on whether we needed the comment or not

