

HCPF/County Directors & Leadership Monthly Support Call

January 24, 2023



COLORADO

Department of Health Care
Policy & Financing

Policy, Communication & Administration

Office Director Opening Remarks

Rachel Reiter



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Continuous Coverage Update

Presented By: Rachel Reiter, Marivel Klueckman
& Josh Montoya



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End of Continuous Coverage

What happens when continuous coverage ends?

- Health First Colorado (Colorado's Medicaid Program) and Child Health Plan Plus (CHP+) will return to normal renewal process with **the first notices going out in March for members with renewals due in May 2023.**
- Colorado will take 12 months (14 months including noticing) to renew all 1.74 million members.
- Not all members will be renewed at the same time. Each member's renewal month will align with their already established annual renewal month.
- It's essential that members pay attention to renewal notices and fill out the necessary forms to make sure they keep their Health First Colorado and CHP+ coverage if they are still eligible.

COVID Unwind Sessions

Quarterly sessions hosted by the HCPF Eligibility Division including important information/updates on eligibility policy, systems and operational changes. Frontline staff, supervisors and leadership should attend.

The first is this Thursday, January 26, 2023 3-4:30

ZOOM Details:

<https://us06web.zoom.us/j/85421540600?pwd=NHY5WWlZTVNhYlFsOEhwMWJqMnZZUT09>

Passcode: 503967

Webinar ID: 854 2154 0600

**Mobile: US: +17193594580,85421540600#, *503967# or
+17207072699, 85421540600#, *503967#**

PHE Budget Supplemental Update

On Monday, January 23, the Joint Budget Committee (JBC) approved the S-06 PHE funding request as submitted by the Department. Here's what's included for FY 2022-23:

- There is a reduction to PHE county admin funds of \$4,551,363 total funds. This is to account for the end of Continuous Coverage getting pushed back from January 2023 to April 2023, with a ramp up period that allows for the first disenrollments to begin end of May.
- The JBC approved a local fund offset of PHE related budget. The local share will now be covered by GF.

In March during figure setting, the JBC will review the BA-06 component that moves that funding from FY 2022-23 into FY 2023-24. There was strong support for counties from the JBC, so we have high hopes for when they review the FY 2023-24 request in March.

Oversight Updates

Presented By: Terri Alexander & Josh Montoya



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MAP Dashboard Improvements

In late 2022, the Department added a new data validation process that is completed prior to sending out a MAP Management Decision Letter (MDL) - this helps to ensure that the data is accurate prior to issuance.

We also added a step requested by counties, whereby we conduct outreach to directors when 2 outliers of performance have been identified. Starting in January 2023, we will no longer issue MDLs for 2 outliers.

MDLs will continue for a short run (3 or 3 out of 4 data points) or long run (7+ data points)

MAP Dashboards

Performance monitoring will continue as is during the end of Continuous Coverage

A new SQL was created for the new timeliness measures, which removed system authorizations. Counties have reported some challenges in this data - we will continue to refine the data, and will delay issuing MDLs for an additional 3 months for timeliness measures only as we continue to clean up the data

If you have individual questions or issues regarding performance or the dashboard data, we encourage you to reach out so we can discuss 1:1

Management Evaluation Reviews

The Department will continue ME Reviews, but with additional flexibilities in scheduling, cure periods and support sessions

If the county is facing performance challenges, the ME Review team may delay any scheduled reviews to allow the county to focus on processing

As counties with ME Reviews scheduled, please let us know up front if you need that flexibility - we'll be happy to work with you.

Civil Rights Plans and Memo

The revised Operational Memo on Civil Rights Plans will be issued this week

The revision adds some requested clarifications, the due date for the Civil Rights Plan, a template Nondiscrimination Statement for counties, and a State Nondiscrimination Statement.

The due date has been extended to **March 31, 2023.**

With the revised guidance issued, we will re-review county requests for support and respond with additional information over the next few weeks

Merit Staff Operational Memo

Operational Memo on requirements for county staff to be merit-certified depending on job role and systems access

Met with CMS to better understand their requirements

Coordinated with CDHS and accounts for their merit-certification audit

Includes clarification around the specific requirements of a merit-based employment system, which is required for the discretion of eligibility

Clarifies expectations around temporary, term-limited and contractor staff

Upcoming Optional Work Session

For both the Civil Rights and Merit Staff Operational Memos, the Department will provide an optional work session for counties

Session will be held on Tuesday, February 14, 2023 from 2:00-3:30pm

The Civil Rights and Merit Staff OMs will be shared with counties this week to review prior to the meeting

Bring any questions or concerns to that work session, or if you can't attend, submit them to our [County Relations webform](#)

Complaints & Escalations

New state-level complaint process will launch before the end of Continuous Coverage

This will help us monitor if anyone is falling through the cracks during the end of Continuous Coverage

upcoming op memo - previously shared

reminder, codifies existing process

public postings will be shared with counties for lobby areas before May 2023

County Incentives and County Grant Program Updates

Presented By: Josh Montoya & Christine Torres



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Customer Service Incentive - Tier 1

To account for the increased upcoming call volume, the Department will delay the Tier 1 requirement for the Average Speed to Answer(ASA) benchmark until December 2023, moving that into FY 23-24

Prior to June 2023, we will still be completing Technical Assistance sessions, with data reporting still due on the 10th of each month

Prior to July 2023, we will still meet to set the individualized benchmark, but that allows for the county's call center data to include volume from the unwind period

Customer Service Tier 2

The Department will now give counties the entirety of the fiscal year, until June 30, 2023, to complete either their Customer Service Survey Outreach Plan or the Customer Service Improvement Plan, depending on Tier 2A or Tier 2B

This will allow additional time for counties to complete, for the Department to review and for time to implement the Plan

We are still on track to complete the first survey in quarter 1 of this calendar year, with results shared with counties

Accuracy Incentive

Due to the pause on reviews by our Eligibility Quality Assurance (EQA) team, counties will meet the FY 2022-23 Accuracy Incentive requirement by submitting their QA/QC plans, which are due 3/1

This was a recommendation from counties, so thank you for your feedback!

In FY 2023-24, we will revert to the existing process of 12 months of EQA data and error rates

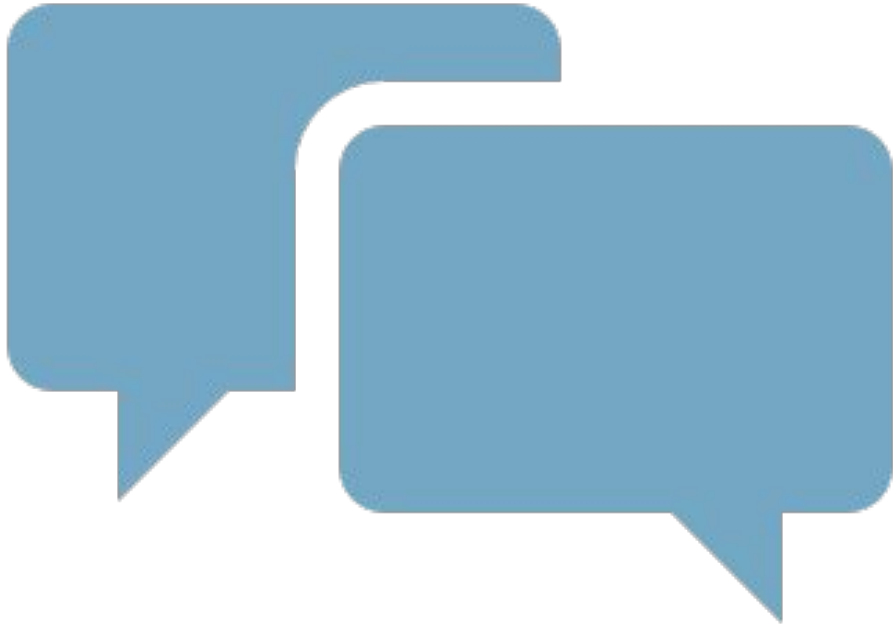
Available Funding: County Targeted Grants

Special, shortened application for funding available to prepare for and manage the end of Continuous Coverage

Applications can address a wide variety of needs beyond what the county's PHE county administration allocation is supporting, such as outreach and communications costs

Total of \$600,000 available, but must be spent by June 30, 2023

Application announcement will be available mid-February



Pending Workload Open Discussion



County Hot Topics

Optional Breakout Rooms

- **Breakout Room #1: Update on CRMC and Overflow Processing Center**
 - Facilitator: Jesse Trujillo (OPC) & Monie Mangus (CRMC)
 - Details: *Quick update on the Overflow Processing Center (OPC) and Consolidated Returned Mail Center, including how to request OPC help, OPC Process, County Responsibilities and Q&A.*
- **Breakout Room #2: NEMT Member Feedback/Complaint Process for Counties**
 - Facilitator: Kristin Bueb
 - Details: *Brief update on the new Non-Emergency Medical Transportation (NEMT) Member feedback/complaint process for counties and introduction of the NEMT team and their roles.*



Questions?

Have questions after?

Submit your question on our County Relations Webform or email us!

<https://hcpfdev.secure.force.com/HCPFCountyRelations> or HCPF_countyrelations@state.co.us

Eligibility questions can be sent to HCPF_medicaideligibility@state.co.us

Contact Information

HCPF/County Directors &
Leadership Monthly Support Call:

Sarah Rogers

Sarah.Rogers@state.co.us

Thank you!