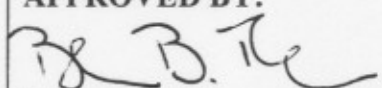


Colorado Department of Health Care Policy and Financing 1570 Grant St., Denver, CO 80203-1818	NUMBER: HCPF 06-004.1
	CROSS REFERENCE: HCPF 06-004
DIVISION OR OFFICE: Governor's Advocate, Customer Service and Client Services	DATE: March 1, 2006
SUBJECT AREA: Medicaid County Client Coordinator	
SUBJECT: Medicaid County Client Responsiveness Procedure Replaces Agency Letter HCPF 06-004	APPROVED BY:  Barbara B. Prehmus, M.P.H.
TYPE: P - Procedure	

*HCPF Agency Letters can be accessed online at:
www.chcpf.state.co.us >>Reference Material >>Agency Letters*

Purpose:

This agency letter replaces Agency Letter HCPF 06-004.

The purpose of this agency letter is to notify all county departments of human/social services of the county's required role in responding to Medicaid county client issues received by the Colorado Department of Health Care Policy and Financing Customer Service Section and Governor's Advocate. This new procedure will ensure Medicaid client issues and concerns are acted upon by the counties in a timely manner.

Background:

The HCPF Customer Service Section and Governor's Advocate continue to receive inquiries and complaints from Medicaid clients who are unable to reach county staff or promptly receive services. Clients report they are often unable to leave voice mail messages or do not receive return calls. This prompts them to call the Customer Service Section and/or the Governor's Advocate.

Procedure or Information:

When the Department receives these types of calls, the Customer Service Section and the Governor's Advocate must refer these clients back to the county for resolution. To properly handle these calls, the county must designate a Client Coordinator to receive and resolve Medicaid client issues as they arise. The Client Coordinator must be available to take client calls and communicate either actual resolution or the expected timeframe to achieve resolution to the client within three business days from the date of the initial contact.

Please submit the name and contact information of your Client Coordinator in writing to Diane Rodriguez, Governor's Advocate, no later than March 30, 2006. See contact information below.

Effective Date:

March 1, 2006

Contact Persons:

Diane A. Rodriguez
Governor's Advocate
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