

# STATE OF COLORADO

## DEPARTMENT OF HEALTH CARE POLICY & FINANCING

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**RE: Cases Exceeding Processing Guidelines**  
INFORMATIONAL ONLY

May 8, 2006

Bill Owens  
Governor

Stephen C. Tool  
Executive Director

Dear County Director:

By now, you should have been notified that Centralized Data Entry Team (CDET) has been restructured and no longer performs its previous functions. As of April 3, 2006, the Department of Human Services has informed us that applications are no longer being accepted for CDET processing.

CDET was initially established as a result of the current lawsuit dealing with CBMS. CDET had several functions prior to April 3, 2006:

- Process applications/cases sent by County Offices to help them with their "backlog"
- Work the exceeding processing guideline (EPG) cases report to reduce the numbers being reported on the Federal Statistics Report of Applications
- Work multiple program (combo) Emergency Call Center tickets (e.g. Family Med, Food Stamps and Colorado Works cases where the client is facing eminent danger)

After April 3, 2006, for Health Care Policy and Financing:

- All backlog applications/cases and RRRs are to be processed by the County Office of Residence or MA Sites
- Emergency Call Center tickets that are designated as "combo cases" are being resolved by each program area; e.g. Department of Human Services (Food Stamps, Colorado Works, Adult Financial, etc.) or the Department of Health Care Policy and Financing (Family Med, Adult Med, Long Term Care, Medicare Savings Program or CHP+)
- Exceeding processing guideline (EPG) cases for medical programs are being monitored, reviewed and worked by a newly created EPG Unit at the Department of Health Care Policy and Financing

With the new role in dealing with EPG cases, the Department is asking for your assistance with providing information on why cases are showing up as pending beyond the processing guidelines. Your technicians, or your designated contacts, are being asked to provide information on the pending cases to be documented in detail for further analysis. This is an ongoing process and will continue to be used as a monitoring tool to identify Counties/MA Sites

CDET and EPG Cases

May 8, 2006

Page 2

that may need additional training or provide documentation of possible application or decision table issues. Your continued assistance to the Department is greatly appreciated.

In addition, the Department is asking you to continue to review your reports and address all cases that are exceeding processing guidelines. If your staff is aware that a client has not provided required documentation within 10 days of the written request for the additional information, that application may be denied with notice. However, if the cases are exceeding processing guidelines because of HMO selection, data entry is incomplete, or a decision table issue, we request your assistance in addressing these cases as soon as possible. All reasons for cases remaining pended must be documented as case comments in to assist in case research.

If you need additional information, please feel free to contact me at 303-866-2136 or via email at [gayle.fowler@state.co.us](mailto:gayle.fowler@state.co.us).

Sincerely,



Gayle E. A. Fowler  
Eligibility Operations Section Manager

cc: Lisa Esgar