



COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

1570 Grant Street, Denver, CO 80203-1818 • (303) 866-2993 • (303) 866-4411 Fax • (303) 866-3883 TTY

Bill Ritter, Jr., Governor • Joan Henneberry, Executive Director

January 31, 2007

Re: Case Documentation

REQUIRED ACTION

Dear County Director and Medical Assistance Site Director:

The Colorado Benefits Management System (CBMS) was developed to house all information related to the eligibility determination within the system. All case comments must be recorded within CBMS. This helps to ensure consistency between eligibility sites.

Per Code of Federal Regulations, 42 C.F.R. Section 435.913, case documentation

- (a) The agency must include in each applicant's case record facts to support the agencies decision on the application.
- (b) The agency must dispose of each application by a finding of eligibility or ineligibility, unless
 - (1) There is an entry in the case record that the applicant voluntarily withdrew the application, and that the agency sent a notice confirming the decision;
 - (2) There is a supporting entry in the case record that the applicant has died; or
 - (3) There is a supporting entry in the case record that the applicant cannot be located.

For purposes of audits, quality control and any type of review, the Department will be reviewing the case comments window within CBMS.

If you need additional information, please feel free to contact me at 303-866-3676 or via email at donna.kellow@state.co.us.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Donna Kellow', with a long horizontal flourish extending to the right.

Donna Kellow
Audits Section Manager

cc: Lisa Esgar
Gayle Fowler
Brian Zolynas
Heather Hewitt
Georgann Garcia