# COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

January 22, 2007

Re: Clarifying Processing Issues

INFORMATIONAL ONLY

Dear County Director and Medical Assistance Site Director:

This letter is to clarify several CBMS processing issues that were recently brought to the Department's attention. The following are questions posed to the Department along with the Department's response.

1. **Should I use the social security number (SSN) on the pay check even if the client says he/she does not have one?** No. Since the client is stating that he/she does not have a SSN, do not enter the SSN from the pay check stub.

2. **Do I have to enter everything that I receive with an application or RRR packet even if it is not required to determine eligibility for medical assistance programs?** Yes. For example, CBMS can use just one pay check to determine the monthly income, however it is recommended to enter all pay checks received and let CBMS determine the countable monthly income. In addition, the family medical assistance program does not have a resource limit; if the resources are provided on the application or RRR packet, enter in the information into CBMS because it does impact other programs eligibility results.

3. **Entering income for multiple program cases is very confusing; do I have to be concerned about how I enter income into CBMS?** Yes. When dealing with a multiple program case, income needs to be entered based on the procedures outlined in the "Entering New Earned Income" and "Maintaining Ongoing Earned Income" documents produced by the Office of CBMS. The documents are posted on the DHS web portal or the HCPF CBMS documentation link.

If you need additional information, please feel free to contact me at 303-866-2139 or via email at gayle.fowler@state.co.us.

Sincerely,

Gayle E. A. Fowler
Eligibility Operations Section Manager

cc:    Lisa Esgar
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