



## COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

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John W. Hickenlooper, Governor • Susan E. Birch MBA, BSN, RN, Executive Director

June 6, 2011

RE: CBMS Settlement

Dear County and Medical Assistance Site Director:

On February 25, 2011, the Department of Health Care Policy and Financing (Department) entered into a settlement agreement regarding Medical Application processing. This agreement has multiple requirements for compliance, one of which includes timely processing requirements that necessitate assistance from the county departments of human/social services and medical assistance sites.

The settlement includes compliance with application processing timeliness that must be met. The Department will supply the county departments of human/social services and medical assistance sites with a copy of the court reports which details the application determination and redetermination processing timeliness. The reports that will be provided to the eligibility sites include: Timely Processing of Medical Applicant Determinations – County Detail, Timely Processing of Medical Applicant Determinations – State Summary, Timely Processing of Medical Applicant Redeterminations – County Detail, Timely Processing of Medical Applicant Redeterminations – State Summary. Each of the timeliness requirements stipulated below must be met, if not exceeded.

The settlement agreement contains the following pertinent information.

### **Timely Processing of Applications Requirement**

*The Department shall achieve and maintain the following percentages of timely processing to be deemed to have satisfied the obligations under the HCPF Amended Order for timely processing of initial Medicaid and CHP+ applications.*

- a. *For the six month period ending in June 30, 2011, 75%;*
- b. *For the six month period ending in December 31, 2011, 80%;*
- c. *For the six month period ending in June 30, 2012, 85%;*
- d. *For the six month period ending in December 31, 2012, 90%; and*
- e. *For the six month period ending in June 30, 2013, 95%.*

*In the event that timely processes are maintained at 95% of all Medicaid and CHP+ applications for twelve (12) consecutive months, regardless of when such time period commences, the Department shall be deemed to have complied with this HCPF Amended Order.*

### **Timely Processing of Redeterminations Requirement**

*The Department shall achieve 65% of timely processing of redeterminations for the period ending September 30, 2011 and maintain 95% of timely processing of redeterminations for twelve (12)*

*consecutive months, regardless of when such time period commences to be deemed to have complied with this HCPF Amended Order.*

Note: There is no incremental increase for the redeterminations.

The Department has developed an overflow process for county departments of human/social services and medical assistance sites. The overflow process should be utilized by any county or medical assistance site that is unable to meet the timely processing requirement as set forth by the settlement. The overflow process is updated regularly and contains all of the information and tools necessary to utilize its procedure. The overflow process can be found on the Department website here: [Overflow Process](#). It can also be found at [Colorado.gov/hcpf](http://Colorado.gov/hcpf) > Partners & Researchers > County and Medical Assistance Site > Overflow Application Process for Counties.

The Department needs the support of all eligibility sites to meet the requirements of this settlement. Thank you for your ongoing support and assistance. **The Department, CBMS Executive Steering Committee and CHSDA leadership have continuous efforts underway to develop strong workflow management reports so that counties have effective caseload management tools.**

If you have any questions, please contact me at [heather.hewitt@state.co.us](mailto:heather.hewitt@state.co.us) or 303-866-4429. On June 9, 2011 I will be taking an extended leave of absence, if you have questions after this date please contact Tonya Bruno at [tonya.bruno@state.co.us](mailto:tonya.bruno@state.co.us) or 303-866-2362.

Thanks,

Heather Hewitt  
County Oversight Liaison and Community Relations Manager

Cc: Susan E. Birch MBA, BSN, RN, Executive Director  
Antoinette Taranto, Acting Client and Community Relations Office Director