

6. Business Process Standards are intended to ensure all applicants and members receive quality customer service and timely and accurate program information and eligibility determinations.

a. Process for Developing Business Process Standards

No later than JANUARY 1, 2026, there shall be a defined process for determining Business Process Standards in collaboration with County Departments, including:

- i. That the process shall include, interested parties beyond County Departments, such as providers, members, advocacy organizations, and other Programs, in the development of Business Process Standards.
- ii. The process must allow for expedited adoption of Business Process Standards when required for compliance with federal and state laws and Regulations.
- iii. The process must identify what data will be reviewed to determine Business Process Standards.
- vi. The process must include a review of all available data sources to determine a need for implementing a new or updated Business Process Standard. Business Process Standards will address only systemic issues impacting either timeliness, accuracy and/or quality customer service of determining eligibility.
- vii. Business Process Standards addressing quality customer service shall only be identified once customer service is defined through the Business Process Standards process.
- viii. The Business Process Standards process shall include a joint analysis between County Departments and the State of potential fiscal and/or other resource implications for both the State Department and County Departments prior to implementation.
- ix. The process to determine a new standard shall focus on processes that have an impact on either the timeliness, accuracy and/or customer service of the County Department's Medical Assistance process of determining eligibility.

b. Considerations for Business Process Standards

- i. No new business process standards will be implemented prior to July 1, 2027 to allow for the development process outlined in (a).
- ii. Business Process Standards must be replicable between counties across all sizes and locations and shall consider County Department processes and organizational structure.
- iii. The process shall consider options to mitigate the impacts on the administration of other Programs.

c. Implementation of Business Process Standards

Upon conclusion of the development of any new Business Process Standards, the State Department shall initiate rulemaking prior to requiring implementation by County Departments.

- i. If the Business Process Standards developed determine that funding is necessary and available, the State Department shall allocate funding necessary for implementation of the Business Process Standard to the County Departments.
- ii. If the Business Process Standards developed determine that funding is necessary but not available, the State Department shall review other implemented business process standards and county expectations to identify capacity and resources necessary to implement this new business process standards.
- iii. If the State Department requires implementation of a Business Process Standard, the State Department shall provide proper notice and Reasonable Timeline for the County Department to plan for and implement the Business Process Standard.
- iv. Business Process Standards shall be supported by sub regulatory guidance that provides details of the minimum standards for the Business Process Standard.

D. Term-limited Waiver for temporary exemption from a Business Process Standard

A County Department may request a term-limited waiver to delay the implementation, or pause ongoing compliance, of a business process standard from the State Department by submitting an action plan that will demonstrate when and how the county will be able to implement, or regain compliance with, the temporarily waived Business Process Standard. . The action plan will be available through a State Department provided form or template.

E . County Department Compliance with Business Process Standards

As part of the approved review types listed in 10 CCR 2505-5 1.020.13, the State Department shall assure compliance by the County Department with the approved Business Process Standards that have been promulgated in rule, including initiating non-compliance actions detailed in 10 CCR 2505-5 1.020.14.