

# HCPF/County Directors & Leadership Monthly Support Call

March 28, 2023



**COLORADO**

Department of Health Care  
Policy & Financing

# Agenda

- iCR for Renewals - Marivel Klueckman (15 min)
- Physical Security Grant Funding - Bre Benbenek and Mahsa Rahimian (15 min)
- Federal Guidance on Administrative Recoupments - Joshua Montoya, Sarah Geudling and Miles King (30min)
- County Hot Topics (10 min)
- Optional Breakout Group: FY 2023-24 County Incentives contract review (45 min)

# Partial iCR (Optical Character Recognition) for Medical Assistance Renewals

# Overview

With this project to be implemented April 15th, HCPF aims to reduce the workload on county staff by automatically recording the receipt of MA renewal packets when they are scanned into their document management systems.

- This automation will allow for receipt of all these packets to be captured automatically with minimal worker intervention so that the aid is not terminated incorrectly.
- This is specifically for EDMS Hyland and HSConnect scanning systems.

# Technical Requirements

This project will:

- Validate the Case number on the form, verify if the document was signed and indicate as such in CBMS within the RRR Details page.
  - Medical renewals will be indicated as RRR Started status in CBMS.
  - If the renewal was signed, it will be indicated as signed in CBMS.
  - If the renewal is not signed, a notice will automatically be sent requesting the signature.

# Training

Eligibility workers will need to be aware of the renewals being started on their behalf in CBMS. Otherwise, there are few, if any, business process changes required by the counties.

Deloitte will be updating existing training materials to provide a comprehensive overview of this project. Training will be lead by Deloitte and be scheduled between April 10th-14th prior to implementation.



# Questions?

# Physical Security HCPF Funding Opportunity

Presented by: Mahsa Rahimian &  
Bre Benbenek



# Agenda

- Intros
- Physical Security Overview
- Funding & Timeline
- What does this mean for counties?
- Feedback & Asks

# Physical security overview

There are many county offices that lack physical and environmental protections - such as locks on doors, security cameras, etc. - that may put county workers, paper and electronic data at risk.

In order to improve this issue, HCPF requested ARPA funds for counties to use to identify and mitigate the most likely and highest impact physical security threats.

HCPF is working with CDPS to gather data from 10-15 on-site assessments of county offices and provide recommendations for physical security solutions.

# Why Physical Security?

- Background: CISP-011, Physical and Environmental Security
  - FY 2020-21 incentive helped us understand what resources counties do and do not have
  - Solutions are not prescriptive - each county solution should be different
- Recent threats to county staff
- Recent data security concerns
- Istonish recommendations

# Funding

- Just over \$1.0 Million in ARPA funds from June 2023 - Sept 2024 to help counties with one-time physical security solutions
- May supplement with county grant funds
- NOT cost-allocated - funds can cover 100% of projects
- Written guidance on process and funding access coming soon

# Timeline

ARPA funds will be available to use as soon as possible

- May 2023: On-site assessments
- May - June 2023: Targeted grant process
  - decide solutions
  - intent to apply
  - notice of determination
  - first come first served
- July 1: Award \$ and monitor projects

# Monitoring

- HCPF will monitor monthly reports from Settlement Accounting
- Will reach out to counties who are not expending their funds
  - How can we help you access your funds
  - Do you still plan to use these funds

# What does this mean for counties?

- Volunteers
  - Early - mid May assessments
  - Facilities staff, front desk staff, director
    - can coordinate with local law enforcement
  - General verbal recommendations to county
  - Collecting data for all of Colorado
- Grantees
  - Designated point of contact
  - HCPF provides funding
  - County is responsible for vendor communications, purchases, coding to CFMS, providing receipts/documentation

# Tell us Today!

- What physical security threats have you faced? How recently?
- Thoughts/feedback on the process as laid out here
- Volunteers for on-site assessments



# Contact Info

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County Liaison

# Federal Guidance on Administrative Recoupments

# Federal Guidance on Administrative Recoupments

On October 17, 2022, CMS issued a Frequently Asked Question ("FAQ") document entitled "[COVID 19-PHE Unwinding FAQs](#)".

In part, FAQ 31 states that: "States cannot recover or recoup the cost of services from a beneficiary, even if they have been found after an administrative or criminal proceeding to have committed Medicaid beneficiary fraud or abuse."

# Federal Guidance on Administrative Recoupments

The Department has had several conversations with CMS representatives about FAQ 31 as well at the Colorado AG Office.

CMS has told the Department FAQ 31 is not limited to those Health First Colorado/Medicaid members who maintained eligibility due PHE period.

The Department has requested, and is still awaiting, further clarification and guidance from CMS.

# Federal Guidance on Administrative Recoupments

In consideration of what the Department has been told verbally by CMS thus far, and in consultation with the AG Office, effective May 11, 2023, *all counties must temporarily cease all overpayment administrative recovery actions against Medical Assistance members.*

All administrative, non-criminal court recoveries are thus forward prohibited from May 11, 2023, until such time as the Department issues updated guidance in the form of an Operational Memo. This temporary prohibition on administrative recoveries may be subsequently revised, removed, or made permanent, pending further subregulatory CMS guidance.

# Federal Guidance on Administrative Recoupments

While FAQ 31 also prohibits criminal recoveries from Health First Colorado/Medicaid members, based on the Department's conversations with CMS, there is no cause at this time for the Department to prohibit the recovery of payments ordered by a criminal court. Court-ordered criminal recoveries from members may proceed as normal at the present time.

[HCPF PM 21-002](#) will continue to prohibit overpayment recoveries from members for any period of ineligibility that falls within the PHE period of March 18, 2020 through May 11, 2023. After the PHE has officially ended, counties still may not establish overpayment claims which occurred during the PHE period, no matter the reason they occurred.



# County Hot Topics

# Optional Breakout Group: FY 2023-24 County Incentives contract review



# Updates made to FY 23-24

## Performance Compliance Performance Incentive 30% of total County Incentives funding

- Remains unchanged from FY 21-22 and FY 22-23.
  - The targets will remain the same, based upon county size.
- MDLs decrease the county's compliance percentage, thereby impacting the county's ability to earn the Performance Compliance Incentive payment.
  - Counties will earn the Performance Compliance Incentive Payment if the 70% compliance target is met at the conclusion of the fiscal year. Achieved by meeting and/or exceeding the Director-level performance measures on the MAP Dashboard.
- Measures may include but are not necessarily limited to timeliness of applications/redeterminations, timeliness of long-term services and supports (LTSS) applications/redeterminations, timeliness of case changes, etc.

# Updates made to FY 23-24

## Accuracy Performance Incentive

### 30% of total County Incentives funding

- EQA Program resumed reviews, with new data appearing on the March 2023 dashboards with November 2022 data.
  - Delay in data reporting continues to be due to necessity to allow for rebuttal period with EQA.
- Targets unchanged for Accuracy from FY21-22 and FY22-23.
- To earn 100% of Accuracy funds, must meet both targets.
- To earn 50% of Accuracy funds, counties may meet either Target 1 or Target 2 on the Director Accuracy Dashboard.
- Counties with twenty (20) or fewer quality assurance case reviews per fiscal year will continue to qualify for a Review Sample Size Exemption.

# Updates, continued

## Customer Service Performance Incentive 40% of total County Incentives funding

Tier 1: counties with call centers

- Meet Average Speed to Answer (ASA) targets as established in technical assistance meetings held in June 2023 as required by the FY 22-23 Incentives Contract. Measurements will occur at the end of each RP, taking the average over the previous six month period; each RP represents 50% payment.
- Data submissions by the 2nd of each month to include Department identified data, including but not limited, to ASA, staffing, etc.
- Attend, at a minimum, two one-hour technical assistance, learning and support sessions with the Department's MCC Operations staff before June 30, 2023.
  - More TA may be required dependent on ASA

# Updates, continued

## Customer Service Performance Incentive

### 40% of total County Incentives funding

#### Tier 2A: Counties without call center operations

- Survey to be sent quarterly to members by the Department with reports detailing survey responses provided to county
- Submission of report on the implementation of the county Customer Service Outreach Plan submitted in FY 22-23 twice a year (one by December 31 and one by June 30, 2023)
- Technical Assistance may be required if rate of survey completion is not increasing

#### Tier 2B: Counties without call center operations

- Survey to be sent quarterly to members by the Department with reports detailing survey responses provided to count
- Operationalize the county's Customer Service Improvement Plan (CSIP) submitted in FY 22-23 and submission of report on the progress of implementation and program findings twice a year (at end of each RP)
- Submit data collected per the CISP to the Department at the end of each RP
- A technical assistance session may be offered if the county's CSIP is deemed inadequate



# Questions?

# Contact Information

HCPF/County Directors & Leadership  
Monthly Support Call - Agenda Items  
& Meeting Set-Up:

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For questions for County  
Relations, please submit a County  
Relations webform ticket:

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HCPFCountyRelations](https://hcpfdev.secure.force.com/HCPFCountyRelations) , or email  
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# Thank you!