

# HCPF/County Directors & Leadership

## Monthly Support Call

April 30, 2024



# Agenda

- Welcome - 2 minutes
- County Topics - 10 minutes
- CBMS Outage & Impact to April 2024 Timeliness Monitoring - 5 minutes
- Upcoming Memo Reviews - 30 minutes
- On the Spot Awards for County Staff - 5 minutes
- County Connections Newsletter Updates - 10 minutes
- PERM Audit Updates - 5 minutes
- County Trending Topics - 5 minutes

# County Topics

Presented By: Lexie Kuznick



# CBMS Outage & Impact to April 2024 Timeliness Monitoring

Presented By: Josh Montoya



**COLORADO**

Department of Health Care  
Policy & Financing



# Questions?

# Upcoming Memo: MA Ending Pregnancy Records

Presented By: Ramiro Trevino Jr.



# MA Ending Pregnancy Records Memo

- Memo provides guidance on the requirement to end date the pregnancy records.
- End dating open pregnancy record timely ensures pregnant members receiving MA receive correct:
  - 12-month postpartum benefit
  - co-pay exemptions
- Memo recommends sites to develop a process to ensure pregnancy records are end dated



# Questions?



# Upcoming Memo: Desk Reviews

Presented By: Ashley Pinson



**COLORADO**

Department of Health Care  
Policy & Financing

# Desk Review Memo Feedback

Added to the purpose: “The purpose of the Administration of Medical Assistance Desk Reviews Operational Memo is to inform county departments of human/social services, Medical Assistance and Eligibility Application Partner sites (herein referenced as “Eligibility Sites”) of the process to initiate and complete Medical Assistance Desk Reviews. Desk Reviews of Eligibility Sites ensure compliance with federal and state statute, HCPF rules, and sub-regulatory guidance. **The purpose of these reviews is to evaluate and assess actions, policies and/or procedures of Eligibility Sites and for any instances of noncompliance to be addressed. This allows for improvements to be found and addressed locally prior to future audit findings.**”

Clarification on Desk Review Timelines - Adding examples of Expedited and Urgent Desk Reviews

- Expedited Desk Review is initiated in response to an issue, concern, escalation or non-compliance issue raised to HCPF
- Urgent Desk Review process is for compliance issues that directly affect member access to care
- Where able, HCPF will work with counties on timelines during the review process





# Questions?

# Upcoming Memo: Personnel Screening

Presented By: Ashley Pinson



# Personnel Screening Memo Feedback

- Added clarification regarding the type of background checks to be completed, including name-based CBI criminal check and CMS exclusions list
- Memo will include a template for the internal control
- Counties will not be required to provide employee background check results to HCPF - counties must maintain employee records in a secure location



# Questions?

# On the Spot Awards for County Staff

Presented By: Sarah Rogers



# County On the Spot Awards

Individual Employee Spotlight via On the Spot Awards

- Picture of employee(s) and paragraph on why they were nominated and chosen
- \$1,000 monetary prize per winner/monthly

Details - need your input on how you would like to see this program work!



# County Connections Newsletter Updates

Presented By: Sarah Rogers



# Updates & Changes

## New and Improved Sections!

- High-Impact Policy & Process Updates
  - High priority updates
- County Department Spotlight of the Month!
- County Staff On the Spot Awards
- County Best Practices of the Month!
- HCPF Department Updates
  - Standard HCPF updates
- County Updates
  - Performance Spotlight
  - Compliance Spotlight
  - Fiscal Spotlight
  - Interoperability Spotlight
  - Grants & Incentives Program Updates
- Calendar
  - Important upcoming events/deadlines
- Supplemental Information

# PERM Audit Updates

Presented By: Josh Montoya



# Background

## [HCPF OM 22-018 RY 2023 Payment Error Rate Measurement \(PERM\) Audit](#)

- What is PERM?
- How does PERM work?
- Eligibility Determination Review
- Case File Requests from Eligibility Sites
- Ongoing Cooperation with PERM Requests
- PERM Findings & Non-Compliance Processes

# PERM Results

Table 1: Colorado RY 2023 Medicaid Improper Payment Rates

Component	RY 2023 Sample Size	Improper Payment Rate Estimate	Lower Confidence Interval (95%)	Upper Confidence Interval (95%)
Overall	1,061	5.44%	2.59%	8.28%
Fee-For-Service	610	3.98%	1.97%	5.98%
Managed Care	200	0.00%	0.00%	0.00%
Eligibility <sup>†</sup>	251	2.18%	-0.22%	4.59%

Table 1: Colorado RY 2023 CHIP Improper Payment Rates

Component	RY 2023 Sample Size	Improper Payment Rate Estimate	Lower Confidence Interval (95%)	Upper Confidence Interval (95%)
Overall	398	4.81%	2.34%	7.27%
Fee-For-Service	185	3.85%	0.70%	6.99%
Managed Care	40	0.00%	0.00%	0.00%
Eligibility <sup>†</sup>	173	3.01%	0.99%	5.03%

**Colorado will not be subject to the 3% Disallowance Rule penalty (they will not be requesting clawbacks) for the RY2023 PERM Audit.**



# County Trending Topics

# Contact Information

For Agenda Items & Meeting Set-Up or for Questions:  
please submit a [County Relations webform ticket](#) or  
Email [HCPF\\_CountyRelations@state.co.us](mailto:HCPF_CountyRelations@state.co.us)

# Thank you!