

# HCPF/County Directors & Leadership

## Monthly Support Call

May 27, 2025



# Agenda

- Welcome - 2 minutes
- Executive Steering Committee Updates - 5 minutes
- ARG Updates - 10 minutes
- CMS Renewal Requirements Project - 15 minutes
- MAP Statewide Performance Update - 10 minutes
- County Incentives Update - 10 minutes
- Rule Update - 25 minutes
- County Trending Topics - 5 minutes

# Executive Steering Committee Updates

Presented By: Jamie Ulrich & Katie McDougal



# ARG Updates

Presented By: Valerie Gallegos

# Determination Delay

- ARG is still working the disability applications according to their contract
- Delay is due to HCPF issues/concerns we are actively working through
- Will be resolved this week
- Continue reviewing applications for completion
- Include medical records

# CMS Renewal Requirements Project

Presented By: Marivel Klueckman

# Policy Summary

On March 15, 2024, the Centers for Medicare & Medicaid Services issued guidance to all states, outlining important information for conducting renewals consistent with federal Medicaid and Children's Health Insurance Program(CHP+) requirements.

The Department's goal is to comply with the federal renewal requirements to ensure that individuals eligible for Medicaid or CHP+ can successfully renew their coverage. If the Department fails to comply with these federal renewal requirements, the Department anticipates that CMS may place it on a corrective action plan until the renewal process is adequately addressed and brought into compliance.

# Project Implementation

The Department will implement the CMS renewal requirements in different phases because of how big the scope of these changes are. The goal for completing all requirements is no later than June of 2027.

Phase 1: Project CCPM 10595 is scheduled for June 2025 and will impact September 2025 renewals.



# System Updates

**Members who returned their renewal form or requested documentation by the end of their eligibility renewal period must maintain coverage until a final determination is made.**

- CBMS will reinstate coverage immediately and automatically for individuals whose coverage was terminated at Final Review (15th of Renewal month).

**Members who get terminated at final review and who submitted renewal form or documentation by the end of the eligibility renewal period.**

- CBMS will automatically generate a **New Reinstatement Notice** to notify the member their benefit coverage has been reinstated and that a final determination has not yet been made.
- CBMS will generate a system case comment upon the automatic reinstatement of an individual.

## **County Dashboard Updates**

- A column with an indicator and the ability to filter the column will be added when a renewal is extended for a member who returns their renewal form or documentation by the end of the eligibility renewal period.
- This indicator will help eligibility sites to keep track of their timeliness and compliance with performance standards.
- MAP Dashboards will continue to be the data source that will be used to hold eligibility sites accountable to meeting expectations.

# System Updates

## **Children moving into a lower benefit category at Ex Parte.**

- If a child is eligible in a lower benefit category, a renewal packet will be sent to the household. At final review if they do not return the renewal packet, the child must be enrolled in the new benefit category, such as CHP+.

## **Renewal VCL Cover Letter Language Updates**

- New language to the renewal VCL cover letter was added to specify which members in the home we are requesting renewal documentation for.

## **Income Interfaces at Renewal**

- During the MA Ex Parte process, CBMS will not check the income interfaces (FDSH/Equifax/IEVS) if income is verified within the 6-month lookback period.

## **PEAK Enhancements at Renewal**

- When a Medical Assistance Renewal is in “Started Status” in CBMS, any changes reported in the Health First Colorado App or PEAK should not cause RTE to run for MA.
- The changes reported will go to the PEAK Inbox for processing.

# What's Coming Next

## **HCPF Webinar June 26th 2025 2pm- 4pm**

- Understanding the Changes and New Functionality for Renewals-Project 10595

## **HCPF Renewal MAP July 15th 2025 11-12:30pm**

- Performance & Timeliness Overview for Renewals

## **Staff Development Division CPPM-10595 Medical Assistance (MA) Renewal Build Training June 18th**

- |   |                            |
|---|----------------------------|
| ➤ Renewal Basics (WBT)                  | ➤ Timeliness Desk Aid      |
| ➤ MA Renewals (WBT)                     | ➤ Acceptable Forms for RRR |
| ➤ MA Rescind or Reapply                 | ➤ LTC RRR Renewal Part 2   |
| ➤ MA Renewal for LTC and Buy Population |                            |

## **Medical Assistance Renewal Document Updates (target end of June)**

- MA Renewal Workbook
- Renewal Guidance For MA Programs Memo
- MA Renewal Updated FAQ

# MAP Statewide Performance Update

Presented By: Arturo Serrano

# MAP Updates

## Eligibility Quality Assurance(EQA) Quarterly Overview Presentation

**Date:** May 29th

**Time:** 2:00 PM

### **Agenda:**

- Overview of the HCPF EQA Program
- Top Three Statewide EQA Errors and Key Takeaways by Performance Measure Category
- Summary of Best Practices for Eligibility Sites

# MAP Updates

## How MAP Dashboard Performance Measurement Data will align with project CPPM-10595 - CBMS MA Renewals CMS Guideline Updates.

**Date:** July 15th

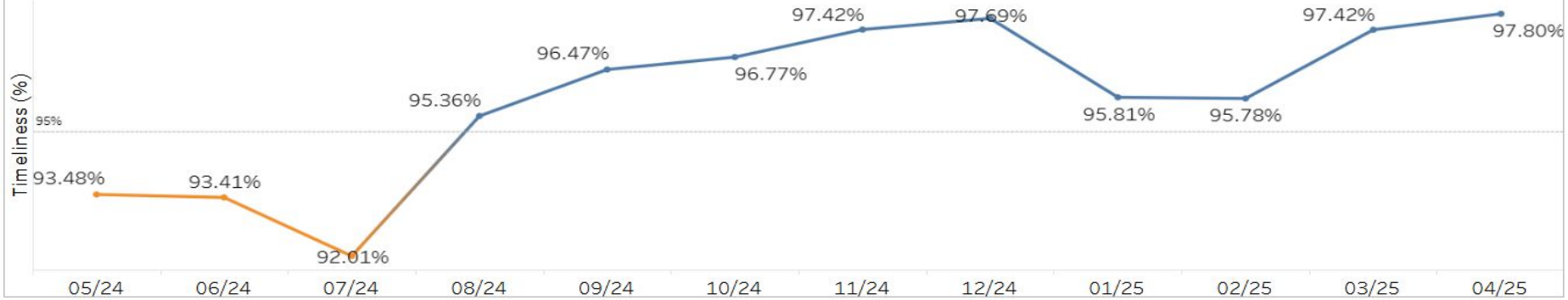
**Time:** 11:00 AM – 12:15 PM

### **Agenda:**

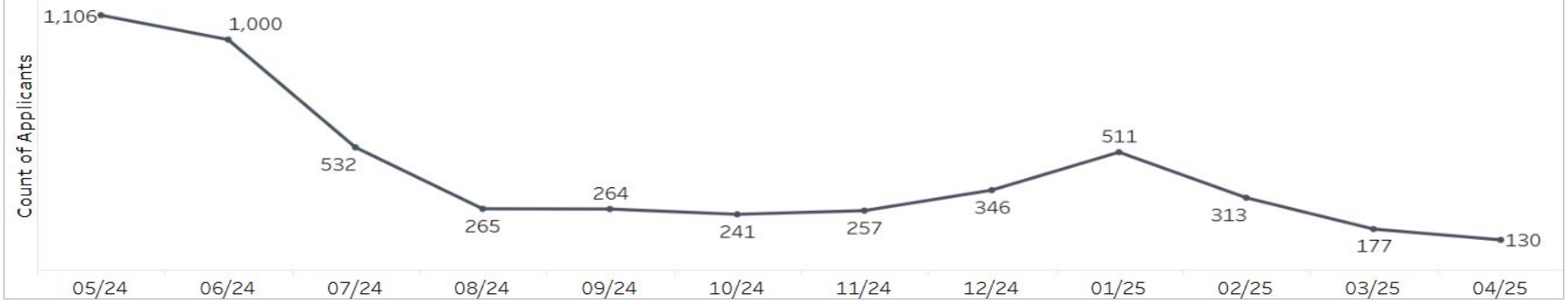
- Overview of changes to Medical Assistance (MA) renewals associated with Project CPPM-10595
- Clarification of CMS policies related to timeliness
- Alignment of MAP Dashboard Performance Measurement Data with Project CPPM-10595
- Roadmap for future MAP Dashboard changes based on CMS guidance
- Overview of changes to SFY 25–26 County Incentive Contract Scoring tied to Project CPPM-10595

# Statewide App 45 Performance Measures

Application Timeliness 45: STATEWIDE

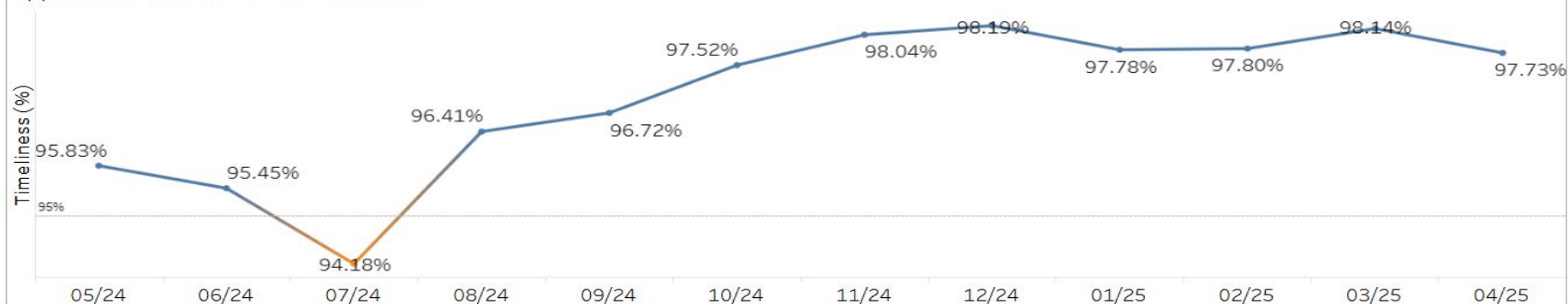


Application Pending EPG 45: STATEWIDE

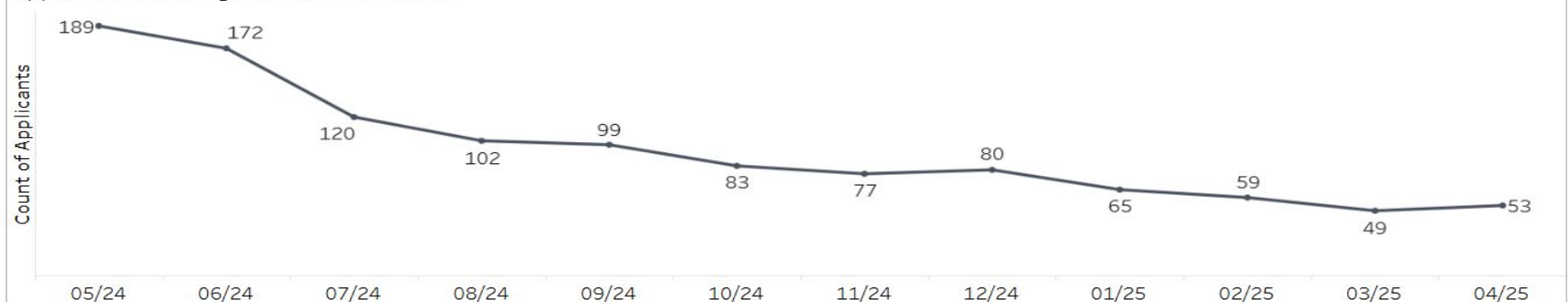


# Statewide App 90 Performance Measures

Application Timeliness 90: STATEWIDE

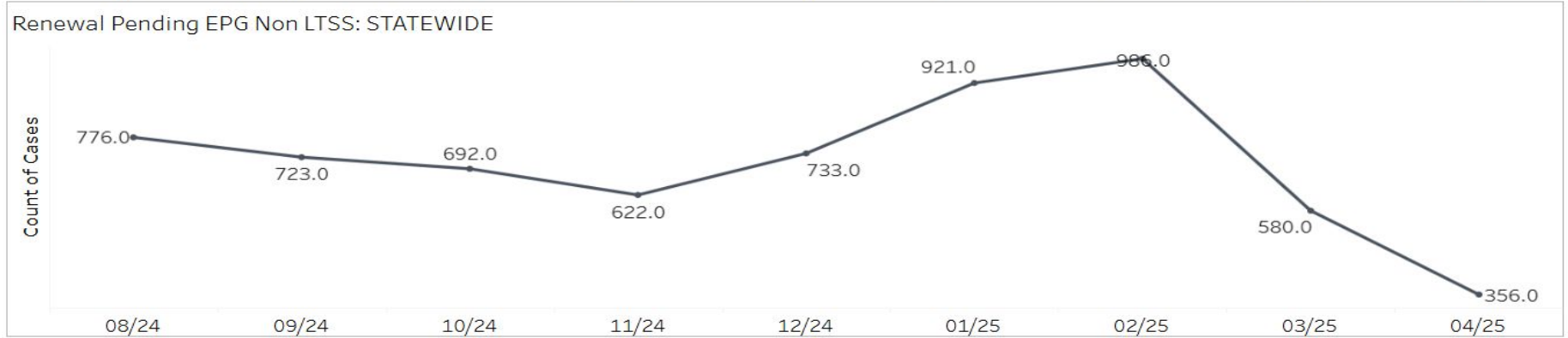
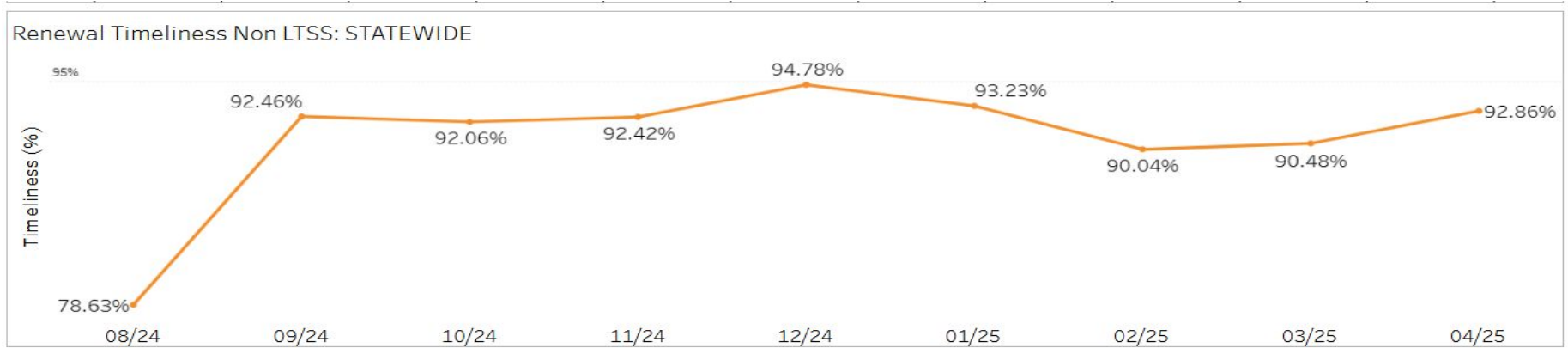


Application Pending EPG 90: STATEWIDE



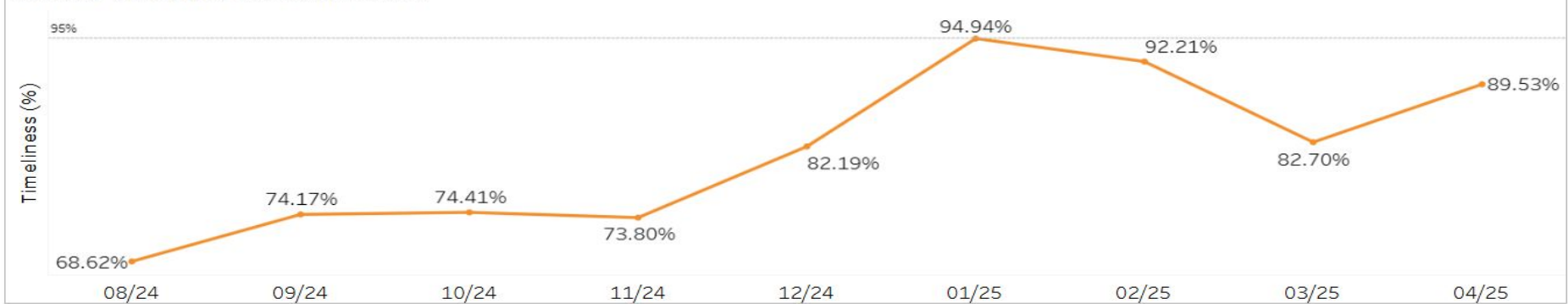


# Statewide Renewal Non-LTSS Performance Measures

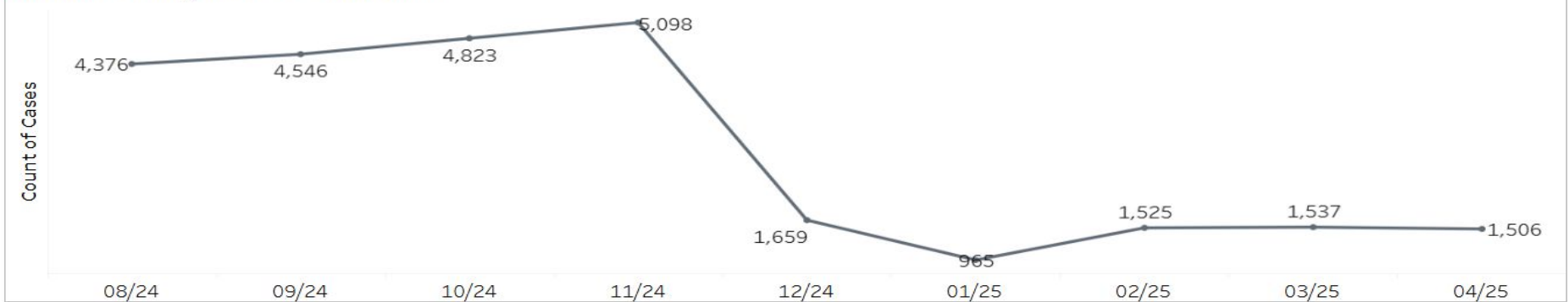


# Statewide Renewal LTSS Performance Measures

Renewal Timeliness LTSS: STATEWIDE



Renewal Pending EPG LTSS: STATEWIDE



# MAP Top Performers

- Small
  - Custer
  - Hinsdale
  - Kiowa
- Medium
  - Delta
  - Prowers
  - Morgan
- Large
  - Weld
  - Arapahoe
  - Jefferson
  - El Paso

# County Incentives Update

Presented By: Arturo Serrano



# FY 24-25 County Incentive Contract Update

- As we approach the end of the state fiscal year, please note that FY24-25 Status Report 2 will be issued on **July 7, 2025**. Counties will have **five calendar days** to submit any disputes, beginning **the day after receipt** of the report. The Status Report 2 email will include detailed instructions on how to submit a dispute.
- Given the number of moving parts during this period, we kindly ask that you submit any disputes as promptly as possible to help ensure a smooth process.

# FY 25-26 County Incentive Contract Update

For FY 25-26, the Incentive Program will consist of **three categories**, each with the following weight toward the overall incentive:

- **Performance Compliance Incentive - 50%**
- **Customer Service Incentive - 30%**
- **County Collaboration Incentive - 20%**

# FY 25-26 County Incentive Contract Update

- For FY 25-26, we are finalizing internal steps and working to get contracts to County Directors **prior to June 30, 2025**. This year marks the start of a new contract cycle, which includes **new requirements** that have added steps to the process.
- As a result, not all counties will have a signed contract in place by June 30. A **holdover notification** will be sent to cover the interim period until contracts are fully executed.

# FY 25-26 County Incentive Contract Update

- We are currently drafting an operational memo, scheduled for release prior to **June 30, 2025**, which will provide Counties with information on **Incentive targets, scoring, and deliverables** for each Incentive category.
- In the meantime, if you would like more detailed information on these FY 25-26 **targets, scoring, and deliverables** , please refer to the **Incentive Task Group** meeting held on **May 16, 2025**, available here:

👉 <https://hcpf.colorado.gov/county-incentives-programs>



# Rule Updates

Presented By: Josh Montoya

# Rules Adopted With No Changes:

## Fiscal Rules

- 1.010.2 Purpose and Scope
- 1.010.3 Board of County Commissioners
- 1.010.4 Financial and Budgetary Responsibilities of the County Department Director
- 1.010.5 County Treasurer
- 1.010.6 Chart of Accounts
- 1.010.7 General Ledger
- 1.010.8 Financial Statement Reporting
- 1.010.9 Accounting and Fiscal Internal Controls
- 1.010.10 Balance Sheet Accounts
- 1.010.11 Accounts Receivable
- 1.010.13 Revenue
- 1.010.14 Medical Assistance Expenditures And Allowable Versus Unallowable Costs
- 1.010.15 Procurement
- 1.010.16 Contracts
- 1.010.18 Office Space
- 1.010.19 Cost Accounting
- 1.010.20 Random Moment Sampling
- 1.010.21 Countywide Cost Allocation Plan
- 1.010.22 Single Audit by an Independent Certified Public Accountant
- 1.010.23 Audits by the Colorado Department of Health Care Policy and Financing
- 1.010.24 Confidentiality

## Administrative Rules

- 1.020.1 Purpose and Scope
- 1.020.3 County Department Director Administrative Responsibilities
- 1.020.4 County Personnel/Staffing Standards and Requirements
- 1.020.5 Colorado Department of Health Care Policy and Financing Statewide Automated Systems
- 1.020.7 Non-Discrimination
- 1.020.10 Communications
- 1.020.13 Audits, Quality Assurance, and Reviews by the State Department
- 1.020.14 Non-Compliance Findings and Action Plan Processes
- 1.020.15 Sanctions



# Rules Adopted With Changes:

## Fiscal Rules

- 1.010.1 Definitions
- 1.010.12 Fixed Assets (Technical correction)
- 1.010.17 Travel

## Administrative Rules

- 1.020.2 County Board of Social/Human Services Administrative Responsibilities
- 1.020.6 Confidentiality
- 1.020.8 Civil Rights Procedures
- 1.020.9 Customer Service
- 1.020.11 County Department Collaboration with External Entities to Facilitate Eligibility and Enrollment
- 1.020.12 State Department Oversight of County Department Compliance with Medical Assistance Program Requirements (Technical Correction)

# 1.010.17 Travel

- We accepted a county comment around travel reimbursement for county business. This rule now clarifies that travel expenses are only reimbursable for the period of time it takes to accomplish County Department Business
- We removed requirements to charge additional time to the employee's leave
- We removed any mention of alternate travel

# 1.020.6 Confidentiality

- We added a requirement that counties must accept the HCPF ROI in response to public comment.
  - We are committed to work with CDHS to see if the forms can be combined.

# 1.020.8 Civil Rights Procedures

- We removed the the CMS guidance that was included in the last set of redlines
- We kept, that county departments are required to inform individuals language services are available and how to access those services
- We also kept the requirement those services must be free of charge

# 1.020.9 Customer Service

- We added the the Customer Resolution Process must be available to applicants, members, families, advocacy groups and providers
- The process must help complete applications, redeterminations or submit necessary documentation to help gain or retain eligibility for Medical Assistance Programs

# 1.020.2 County Board of Social/Human Services Administrative Responsibilities

- Business Process Standards were removed from the rule revision (and the definitions)
  - We will initiate a new rulemaking to continue to refine this language
    - Anticipated effective date September 1, 2025
    - Public hearing early July 2025
    - Weekly rule meetings begin May 21st
    - Final redlines posted mid June
  - We will pull this out of the IGA between county and state and add a new section in rule for Business Process Standards



# Changes to Collaboration Agreements

- Key changes include:
  - Counties no longer need to sign on to a single agreement with CMAs, they can have individual agreements
  - At least one hospital
  - At least one nursing facility (not all)
  - County can determine which agreement they will use with hospital and nursing facilities



# County Hot 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!