

# HCPF/County Directors & Leadership

## Monthly Support Call

July 22, 2025



# Meeting Purpose

The purpose of the HCPF/County Directors & Leadership Monthly Call is:

- To provide a forum for county directors to get critical information from HCPF before it is shared broadly
- To provide a forum for county directors to bring important, timely issues to HCPF and have their voices heard
- To give an opportunity for certain HCPF Leadership to engage with counties a different times throughout the year

Topic	Presenter	Time
Welcome	Danielle Henry	2 min.
Executive Steering Committee (ESC) Update	Jamie Ulrich & Katie McDougal	5 min.
MAP: <ul style="list-style-type: none"> <li>Statewide Performance</li> </ul>	Arturo Serrano	10 min.
Compliance & Oversight: <ul style="list-style-type: none"> <li>Implementation Checklist</li> </ul>	Danielle Henry	10 min.
Important Eligibility Updates: <ul style="list-style-type: none"> <li>Renewal Project</li> </ul>	Marivel Klueckman	20 min.
Upcoming & Recently Released Guidance: <ul style="list-style-type: none"> <li>Government Disclosure - Memo</li> <li>Temporary Prohibition on Administrative Overpayment Recoveries - Memo</li> <li>Confidentiality - Memo</li> </ul>	Aric Bidwell	20 min.
County Trending Topics: <ul style="list-style-type: none"> <li>Recognizing High Performance &amp; Successes</li> </ul>	Danielle Henry	10 min.

# Executive Steering Committee Updates

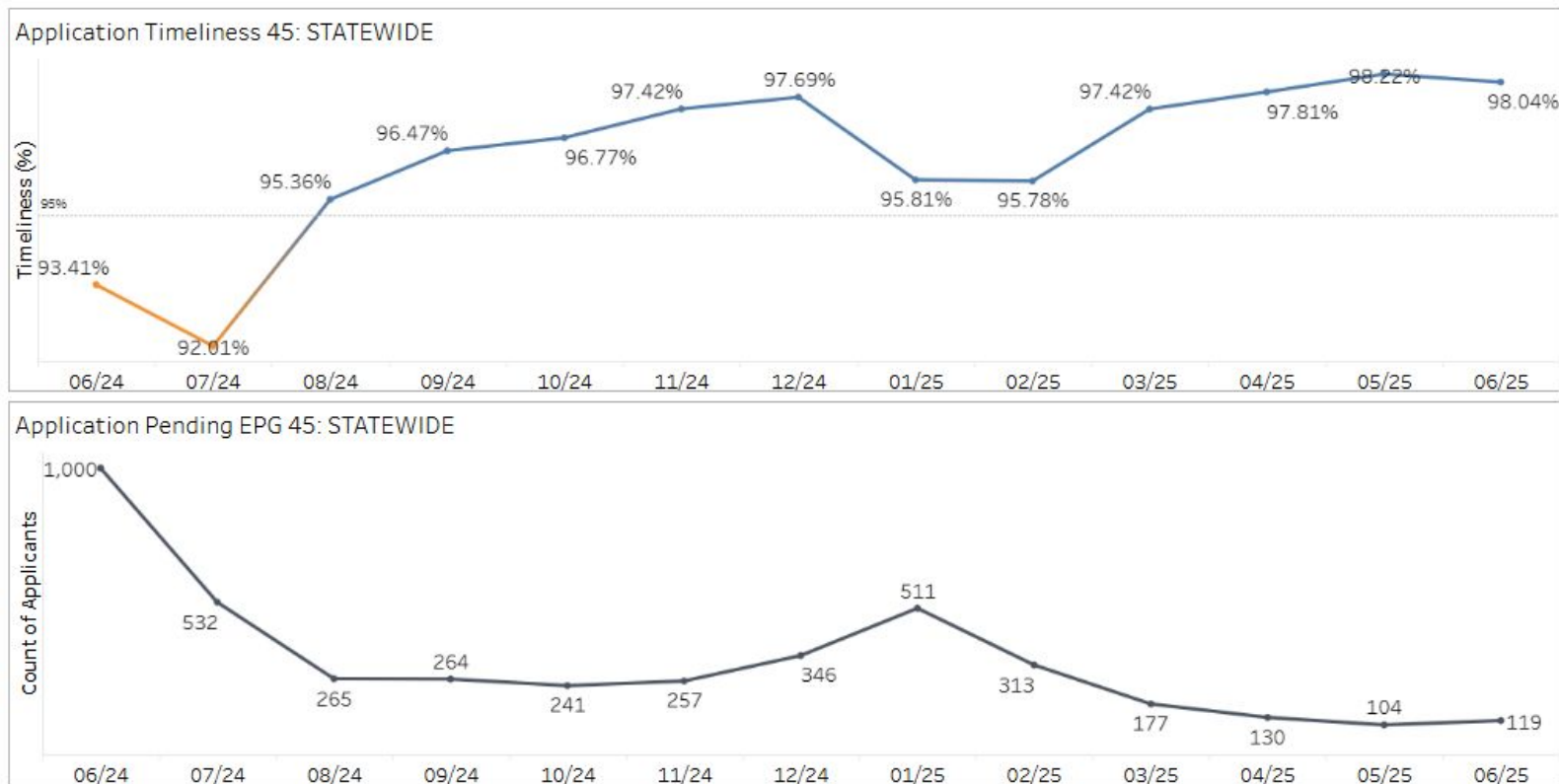
Presented By: Jamie Ulrich & Katie McDougal



# MAP Statewide Performance Update

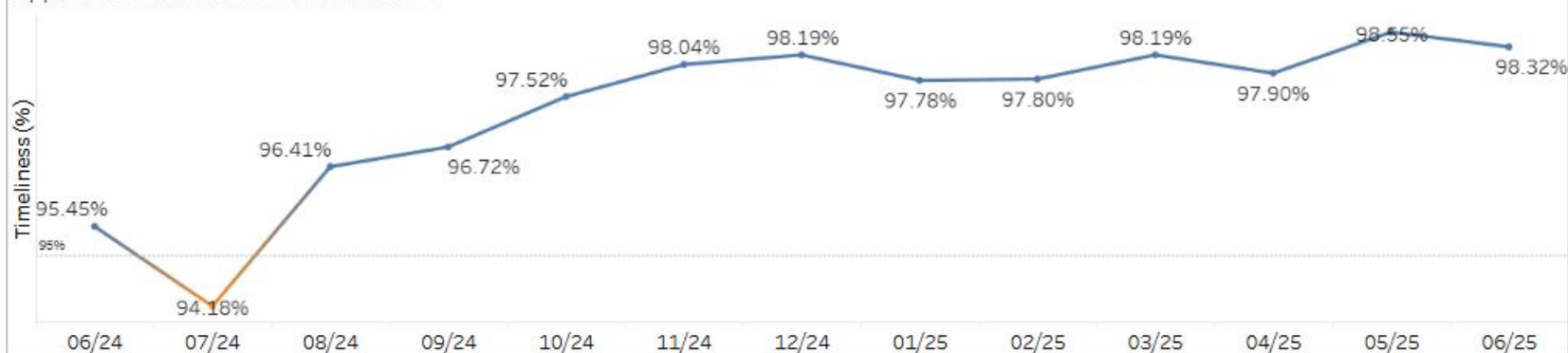
Presented By: Arturo Serrano

# Statewide App 45 Performance Measures

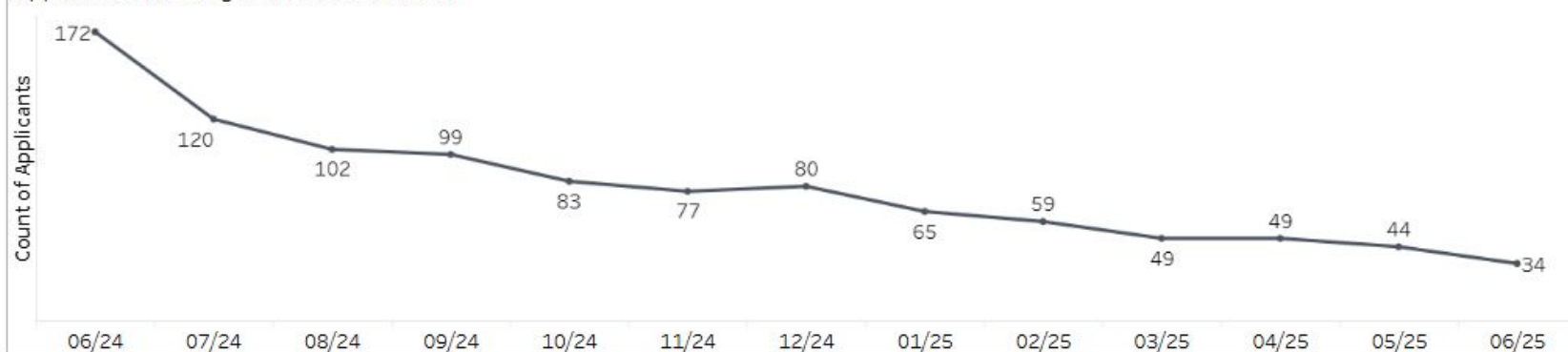


# Statewide App 90 Performance Measures

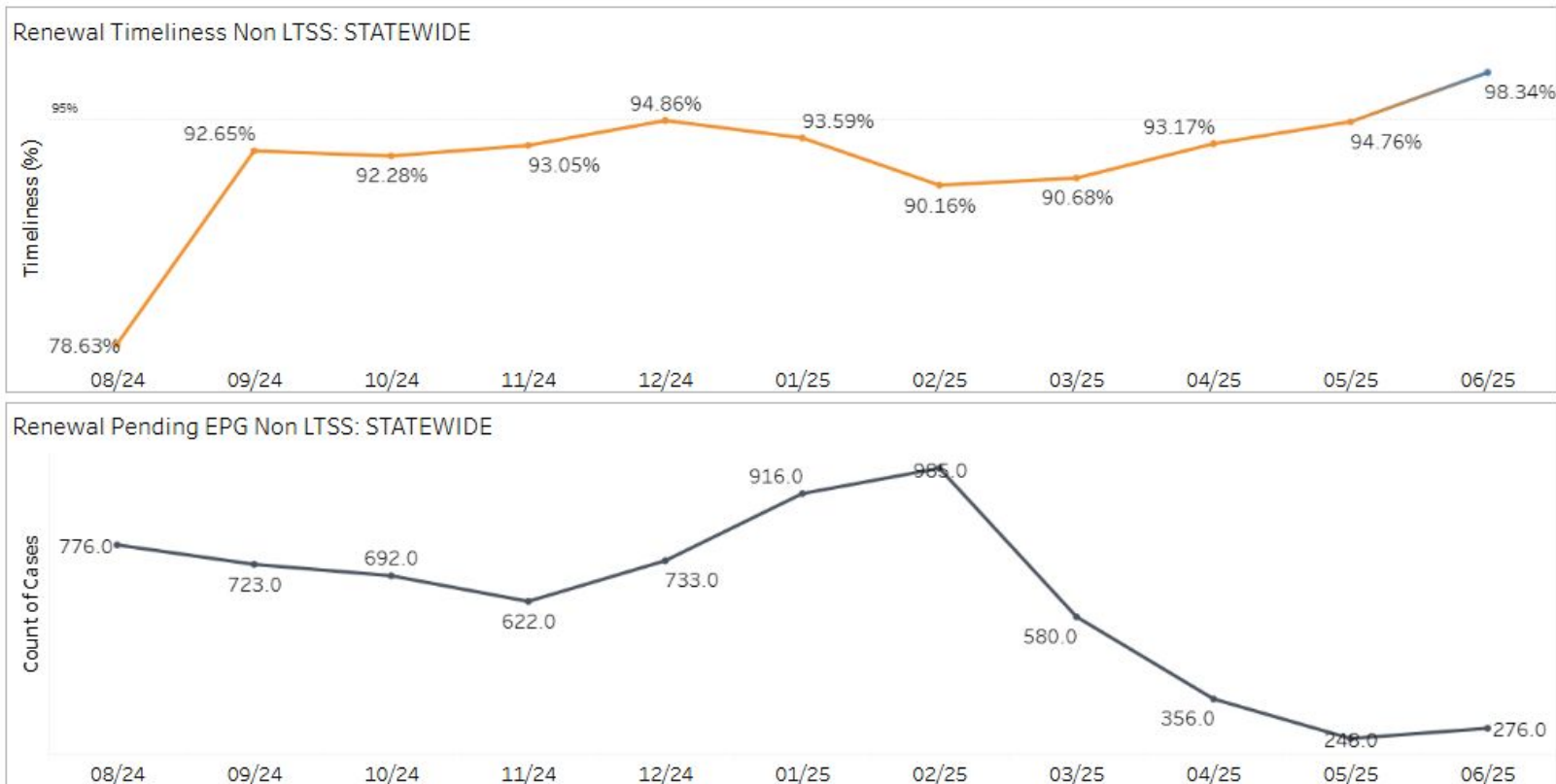
Application Timeliness 90: STATEWIDE



Application Pending EPG 90: STATEWIDE



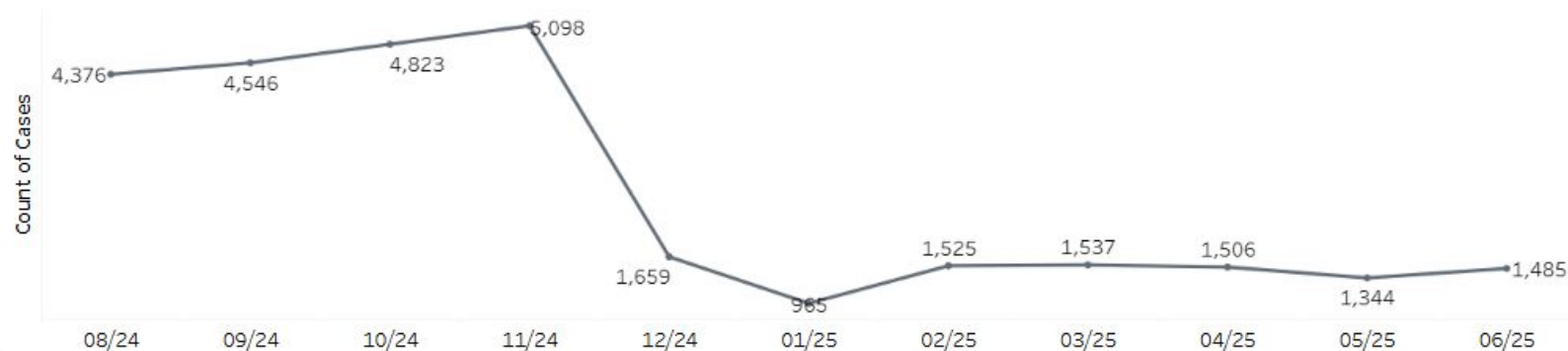
# Statewide Renewal Non-LTSS Performance Measures



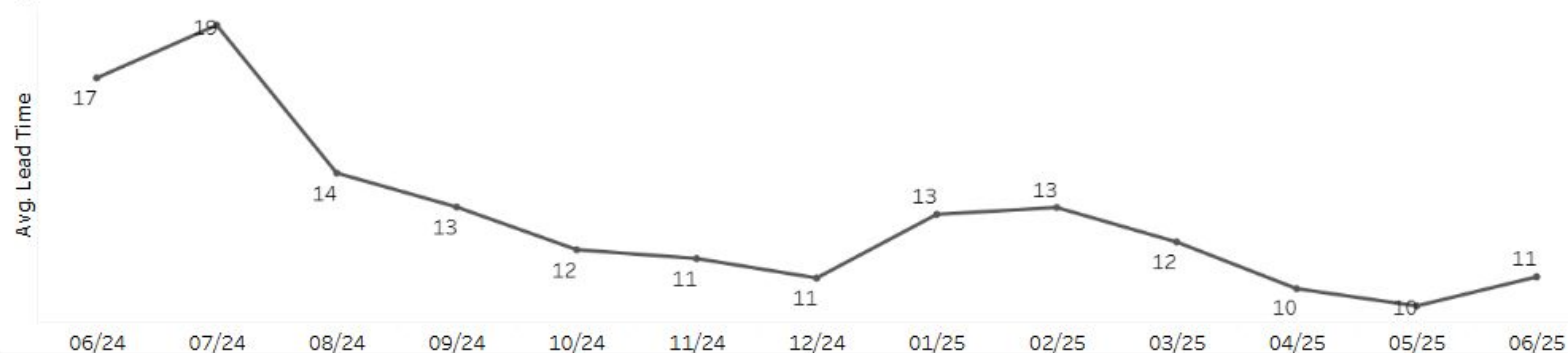


# Statewide Renewal LTSS Performance Measures

Renewal Pending EPG LTSS: STATEWIDE



Application Timeliness 45 Lead Time: STATEWIDE



# Rule Implementation Checklist

Presented By: Danielle Henry

# Renewal Project

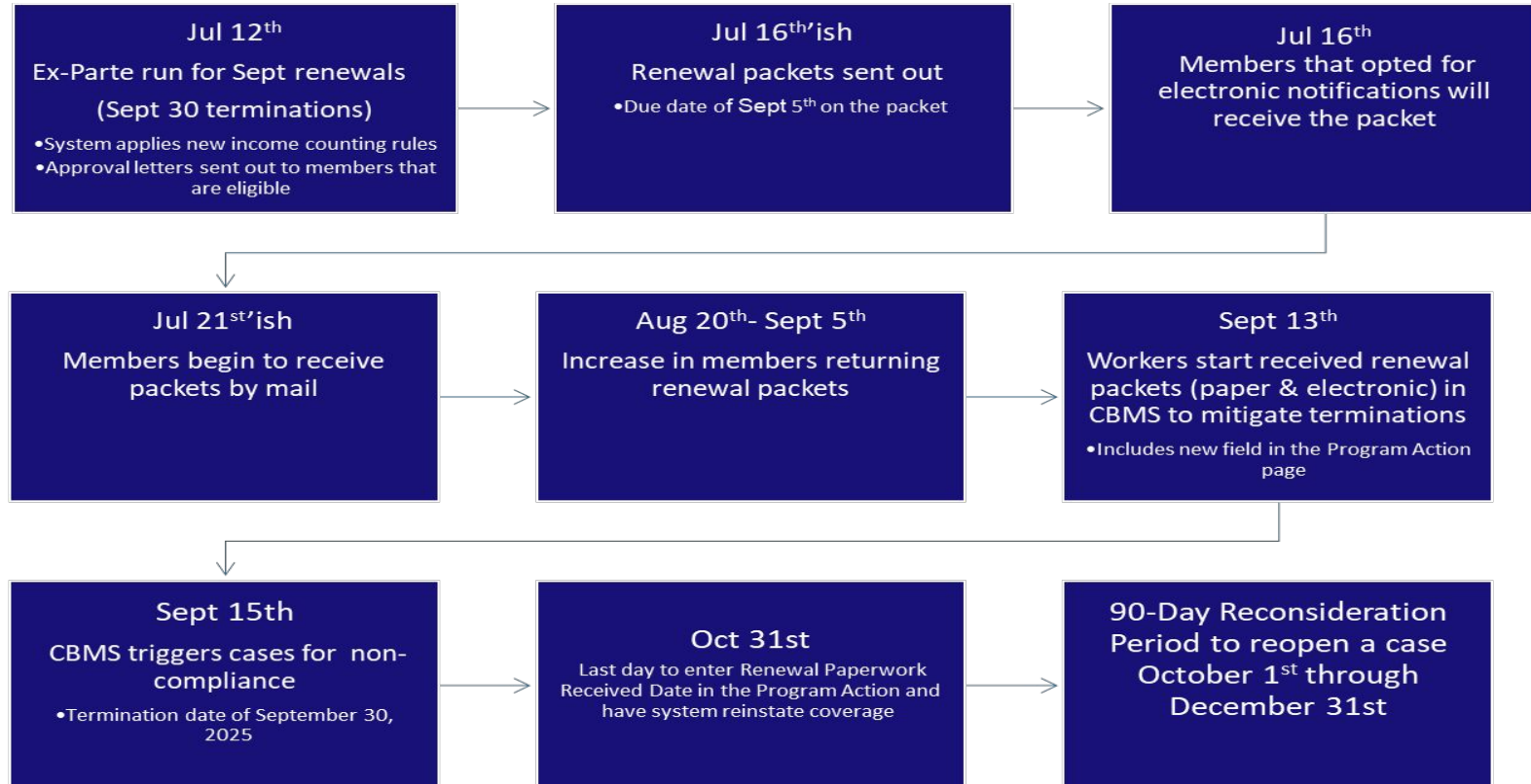
Presented By: Marivel Klueckman

# Follow up on the MA Renewal Updates

Thank you for your partnership and collaboration with implementation of these required changes to the MA renewal process.



# MA Renewal Timeline



# Resources and Supports

Following are the resources and supports provided for the changes to the MA renewal process.

- [6/26 Webinar Slides/Recording/Q&A](#), posted on July 9th, 2025
- [Operational Memo-OM-25-044-Renewal Guidance for Medical Assistance Programs](#), posted on June 27th, 2025
- [Workbook](#), posted on July 21st, 2025
- MAP Webinar, July 15th, 2025. Materials to be posted.
- Medical Assistance Renewal Updates FAQ, to be posted.

# Income Counting Guidance

Income counting result from considerable research and consultation with policy experts.

- Team working on providing additional context to ensure clarity on eligibility determinations for eligibility workers, members, advocates, and future audits.

For multiple open Self-Attested Earned Income records, CBMS will use the records with the latest dates verified in the Paycheck Summary screen and/or the dates verified for the interfaced income.

Example: If the member has two jobs. Job 1 (Target) and Job 2 (King Soopers) and both verified in May with different date verified dates. CBMS will only count job 2 (King Soopers) based on the latest date verified.

# Program Action Screen and Data Entry

The Program Action screen in CBMS includes two new fields to track renewal paperwork:

- **Renewal Paperwork Received Date**
  - This date must be entered manually when paperwork is received from the member
- **Renewal Paperwork Data Entry Date**
  - This date is automatically defaulted by CBMS when the user completes data entry

## What You Need to Know:

- Entering these fields helps prevent automatic case closures when paperwork has been received but the renewal has not yet been *Started*
- Fields do not need to be completed immediately, but must follow CBMS processing timelines:
  - Paperwork must be received on or before the end of the renewal due month
  - Data entry must be entered by the end of the month following the renewal due month
- Eligibility Sites have 30 days to process returned renewal paperwork
- If a case closes, CBMS may automatically reinstate coverage if the paperwork was received and data was entered on time



# CBMS Communication: Program Action Screen Access

On 07/02/2025, HCPF released the following CBMS communication to CBMS End Users, County Directors, Program Areas, and CDHS/OIT/Deloitte team members. Many of the CSAs are on the CBMS Communication distribution list, so the majority should have received the initial communication.



## A Step Further:

We identified the need for a more direct communication to County Security Administrators. A second communication was sent on Friday, July 18, to the CSA distribution list.

**Subject:** 📧 County Security Administrators (CSA) - Security Profiles Have Been Updated for Access to the Program Action Screen

**Summary/Details:** Security Profiles 110 - RRR Update and 111 - RRR Inquiry have been updated to allow users to access the Program Action screen in CBMS.

**Action/Impact:** Users with Security Profiles 110-RRR Update and 111-RRR Inquiry will automatically have access to the Program Action screen. A user who does not have the appropriate security profile and needs access to the Program Action screen will need to contact their County Security Administrator.

**Contact:** If you have any questions or concerns regarding this communication, please reach out to [cbms.liaison@state.co.us](mailto:cbms.liaison@state.co.us).



# Government Disclosure Memo Review

Presented By: Aric Bidwell

# New Memo

- OM 25-053 **Government Disclosure Memo**
- Pulled out the requirements for counties to send any requests for any governmental requests for data or information to HCPF within 5 days.
- Puts burden on HCPF to determine release of information, rather than counties.
- Holds State ultimately responsible for data releases.

# HIPAA Requirements for County Departments of Human/Social Services

Presented By: Aric Bidwell

# Updated Memo

- OM 25-049
- Updated HIPAA Confidentiality Memo to remove the previously mentioned governmental disclosure piece
- Added exemption for sending emails encrypted when accommodating ADA requests
- Otherwise largely unchanged from previous memo of same title

# Temporary Prohibition on Administrative Overpayment Recoveries Memo Review

Presented By: Aric Bidwell

# Updated Memo

- OM 25-051
- CMS Guidance issued and then rescinded
- Questions around the recession and how much guidance it affects
- Updated Memo with only minor changes while awaiting additional CMS information
  - Added language for when eligibility can be terminated, and what must happen first
- Will likely update again after additional CMS Info

# Recognizing High Performance & Successes!

Presented By: Danielle Henry





# MAP Top Performers

- Small
  - Bent
  - Crowley
  - Grand & Jackson
- Medium
  - Delta
  - Broomfield
  - Chafee
- Large
  - Jeff Co: June 100% Renewal Non-LTSS Timeliness
  - Arapahoe: June 99.75% Renewal Non-LTSS Timeliness
  - El Paso: June 99.45% Renewal Non-LTSS Timeliness
  - Adams: June 99.40% Renewal Non-LTSS Timeliness
  - Weld: June 99.37% Renewal Non-LTSS Timeliness



# 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!