

HCPF/County Directors & Leadership

Monthly Support Call

July 30, 2024



Agenda

- Welcome - 2 minutes
- Executive Steering Committee Updates - 15 minutes
- HCPF/CDHS/Counties Work Session - 10 minutes
- MAP Statewide Performance - 10 minutes
- Advocate Single Point of Contact - 10 minutes
- Incentives Updates - 5 minutes
- Renewal Workgroup with Counties - 5 minutes
- County Hot Topics - 5 minutes

Executive Steering Committee Updates

Presented By: Jamie Ulrich & Katie McDougal



HCPF/CDHS/Counties Work Session 7/26/24

Presented By: Josh Montoya



COLORADO

Department of Health Care
Policy & Financing

Recap & Next Steps

- Thank you to all who could join the meeting both in person and virtually, it was a very productive, collaborative work session.
- Resources shared via email last week and will be re-shared in the follow up
- Planning the next work session for November 2024

MAP Statewide Performance Update

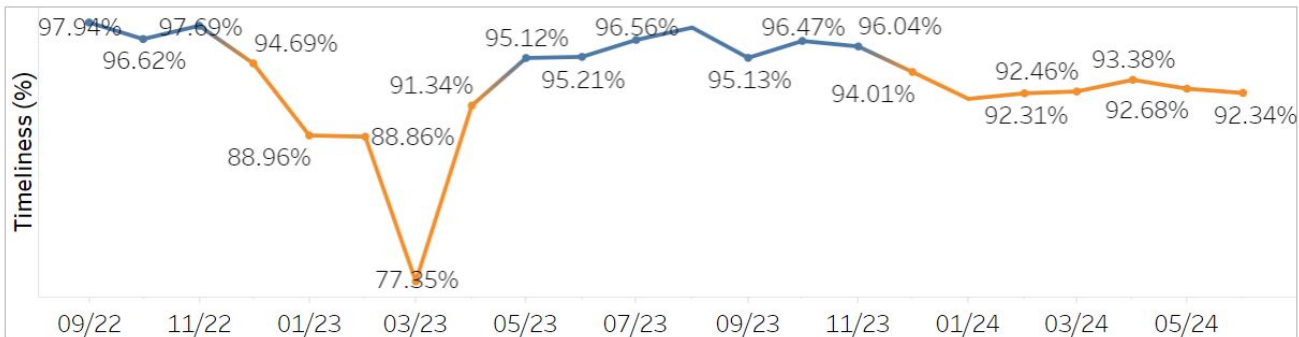
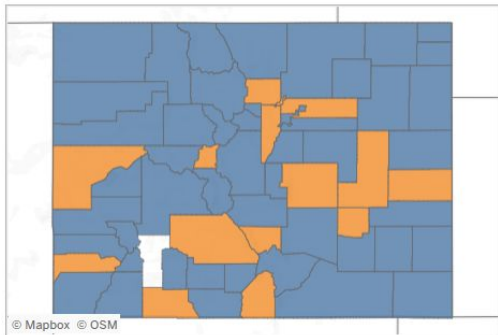
Presented By: Arturo Serrano



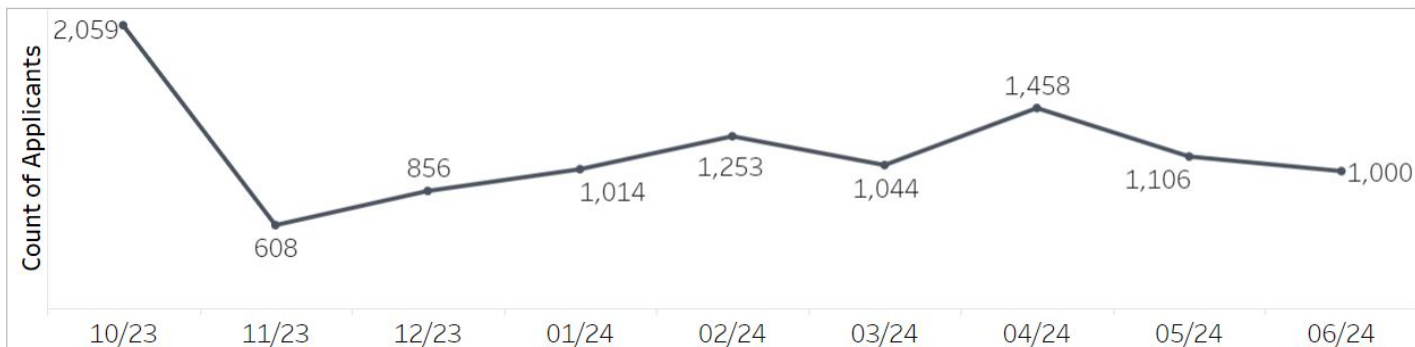
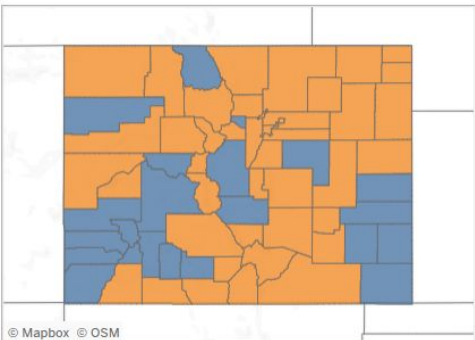
Statewide App 45 Timeliness

June Target Met

92.34%



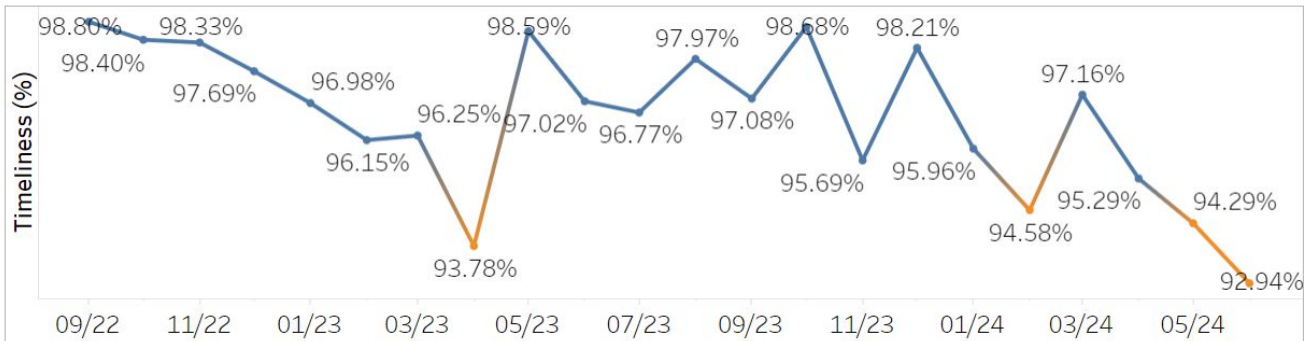
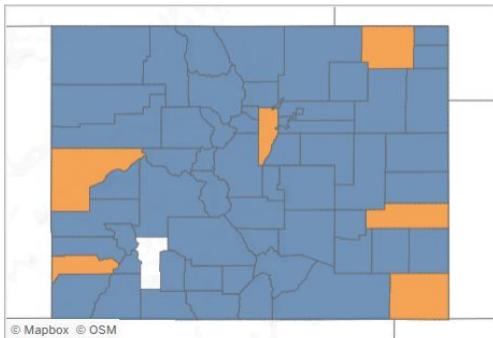
Statewide EPG 45



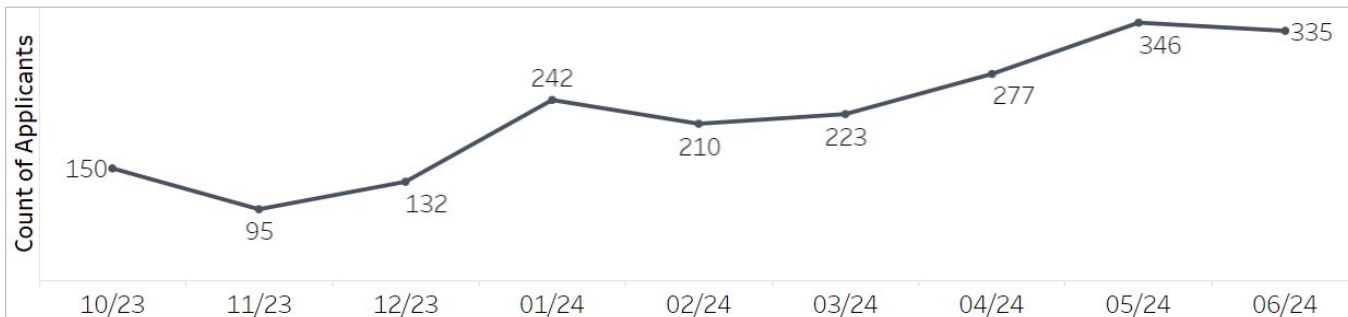
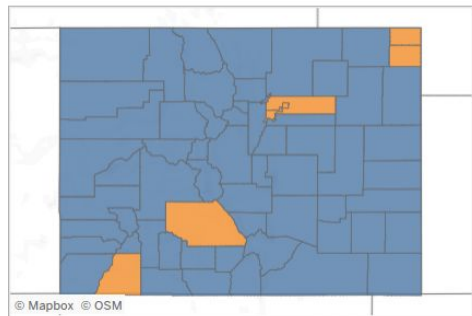
Statewide App 90 Timeliness

June Target Met

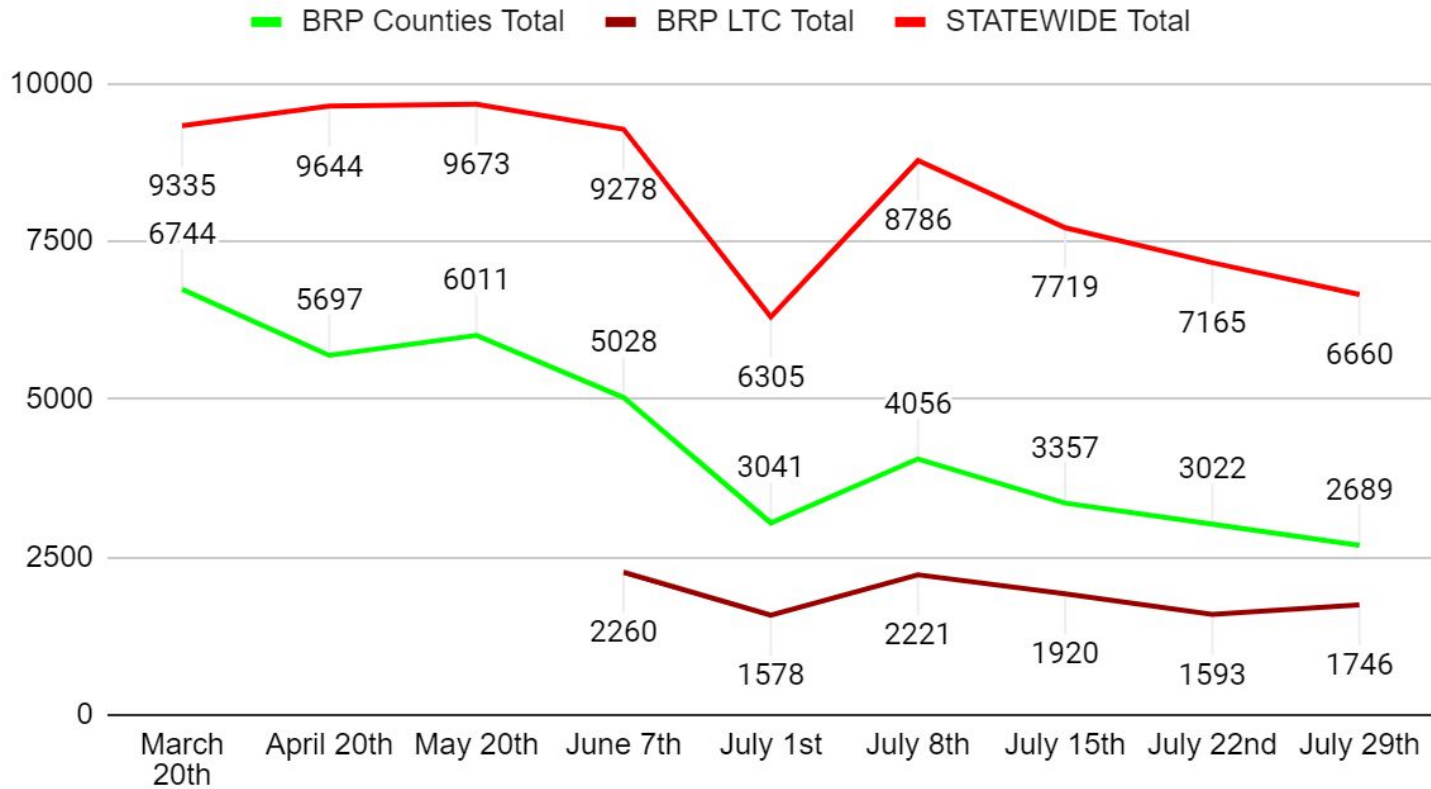
92.94%



Statewide EPG 90



BRP Counties Renewal EPG Total vs. Statewide Renewal EPG Total



Advocate Single Point of Contact

Presented By: Josh Montoya



Advocate Single Point of Contact

Feedback provided to HCPF has indicated that members and advocates are challenged by different escalation processes within counties.

HCPF Leadership wants to collaborate with counties to develop processes to address this. Should we look at -

- Option 1:
 - Identifying specific county-level point of contacts
- Option 2:
 - Counties develop internal escalation process to outline for members what steps to take if they feel like they are stuck

Incentive Task Group Update

Presented By: Aric Bidwell



Incentive Task Group Update

- Three ITG meetings have occurred
 - Two meeting's on Performance Incentive
 - One meeting on Customer Service Incentive
- Remaining meetings
 - Customer Service Incentive - August 9th at 9:00 AM
 - Accuracy Incentive - August 23rd at 9:00 AM
 - Schedule New Performance Incentive meetings- TBD

Renewal Workgroup with Counties

Presented By: Josh Montoya

Request

- **Overview:** Focus on both complying with federal requirements for Medical Assistance renewals as well as improving the renewal process. Includes, but not limited to, providing members and workers additional time to process a renewal when it's submitted late, approving individual members at ex parte and moving the renewal to an individual process, improvements to ex parte based on Code for America recommendations, alignment of SNAP.Med renewals, and revisions to the renewal packet.
- **Timeline:** July 2024 (ASAP) - July 2025
- **Number of Resources Desired:** 2-3 current eligibility workers, providing up to 50% of their time (20 hours a week) to the project.
- **Funding Reimbursement:** Up to \$40,000/worker, up to 3 workers. Provided through County Grant Program, targeted grant that does not require application. 100% time reporting will be needed to meet funding requirements

Continued...

- **Min. Qualifications:** At least 5 years as a current eligibility worker experienced in working with Medicaid (MEGI, Non-MAGI) and CHP+. Prefer experience with SNAP, Colorado Works, and Adult Financial.
- **Scope of Work:**
 - Provide expertise, insight and knowledge from an eligibility worker perspective
 - Be the liaison between the State and Counties regarding critical decisions and ensure communication back to County Directors & CHSDA
 - Identify/outline the system requirements for the High-Level Business Requirements (HLBR) to be submitted throughout the project life cycle
 - Collaborate on the change management
 - Review and provide input to rule changes, memos, training documents, and other resource materials that will be drafted or updated

How to Volunteer

Please email [Marivel Klueckman](#) to find out more!



Questions?



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

Thank you!