HCPF/County Directors & Leadership

Monthly Support Call

September 24, 2024

COLORADO
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Agenda

- Welcome - <u>2 minutes</u>
- Executive Steering Committee Updates - <u>10 minutes</u>
- LTC Streamline Concerns - <u>20 minutes</u>
- MAP Statewide Performance - <u>10 minutes</u>
- HCPF Escalation Checklist - <u>10 minutes</u>
- County Hot Topics - <u>5 minutes</u>

Executive Steering Committee Updates

Presented By: Jamie Ulrich & Katie McDougal

LTC Streamline Concerns

Presented By: Marivel Klueckman & Michelle Topkoff

Discussion

Questions received:

1. **Pending HDT:** Counties are seeking information on when the "pending HDT" functionality will end.
   - Without a specified end date, there are concerns about its impact on COLA and the potential for creating additional exceptions that counties will need to address.
2. **Joint Communications:** Does HCPF plan to proactively issue joint communications from the Health Information Office, Office of Community Living and Medicaid Operations Office?
3. **The Interface Process:** The interface process (time it takes from the LOC to get from the CMA to Eligibility) is taking between 2-3 days (versus the CM emailing directly), which can delay case handling. Should the interface process take that long?
4. **LOC Changes:** LOC through Peak Pro come in as "changes" and are not identified as Level of Care (LOC). This leaves us unable to identify the LOC from all other changes.
5. **Assigning Tasks to Case Manager:** When the financial approval task is completed how can we ensure that it circles back to the assigned case manager and not to the person who was last on the record?
6. **CMA Notification once the member is approved:** Once members are approved through the streamline process and the system sends out an approval letter to the member/family, is there a way for the CMA to be notified?

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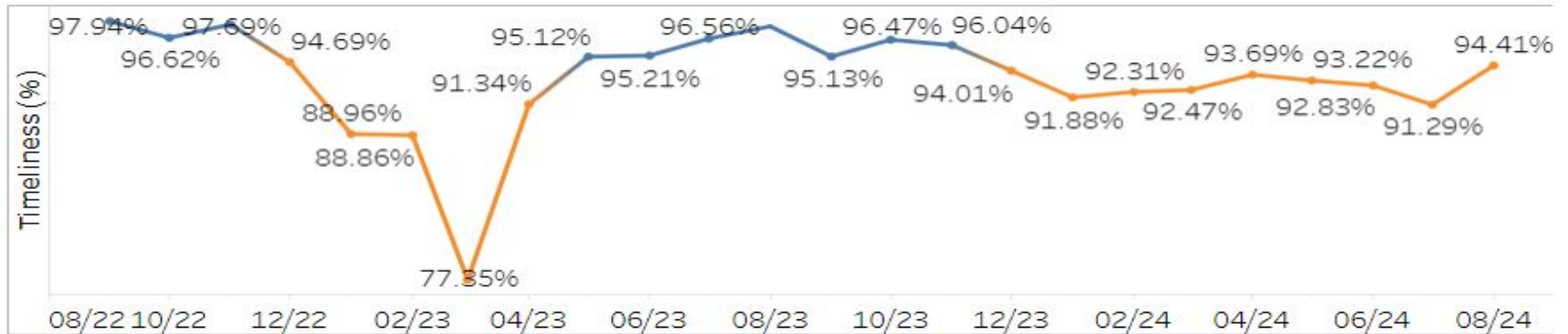Policy & Financing

MAP Statewide Performance Update

Presented By: Arturo Serrano

Statewide App 45 Timeliness
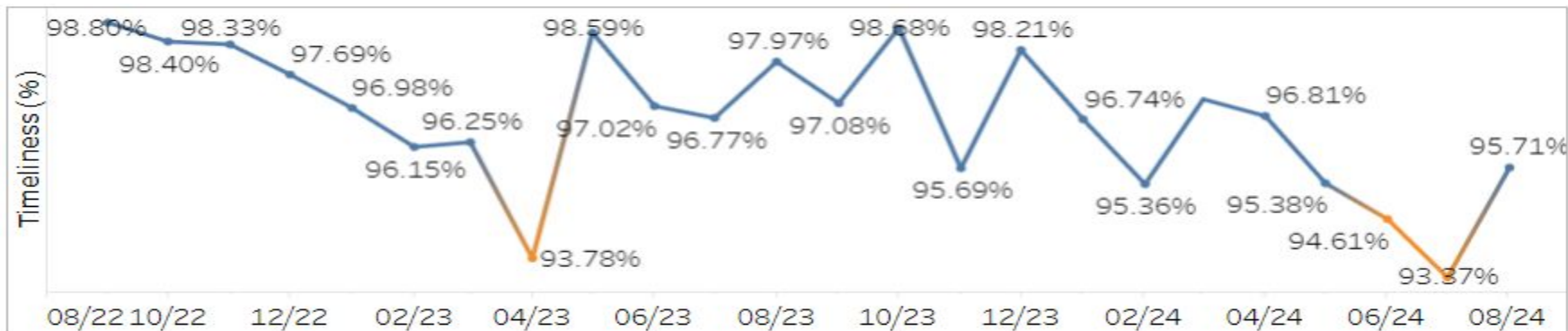## August Target Not Met
<u>94.41%</u>

Statewide EPG 45
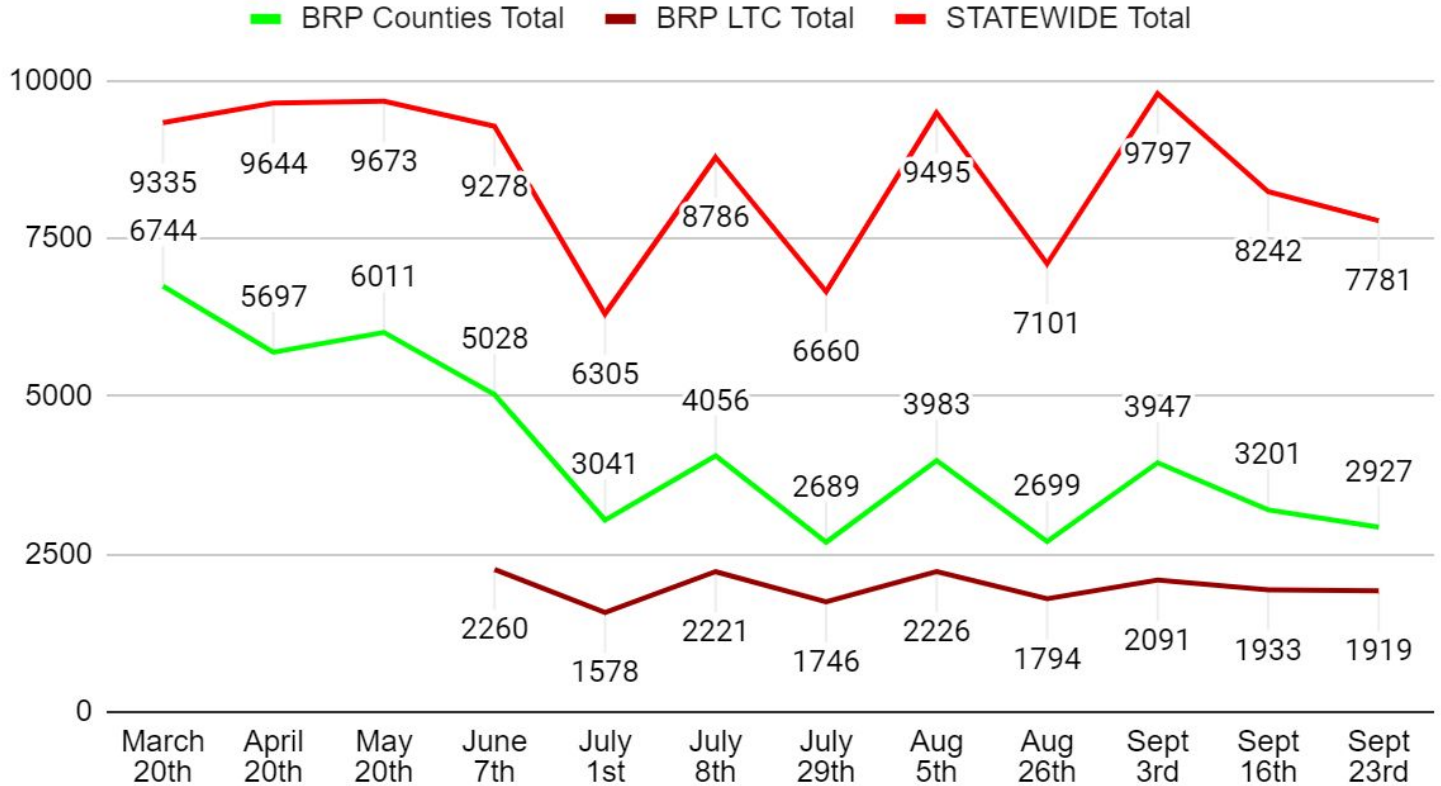
Statewide App 90 Timeliness
August Target Not Met
95.71%

Statewide EPG 90

BRP Counties Renewal EPG Total vs. Statewide Renewal EPG Total

Legend:
- **BRP Counties Total** (green)
- **BRP LTC Total** (dark red)
- **STATEWIDE Total** (red)

Date	STATEWIDE Total	BRP Counties Total	BRP LTC Total
March 20th	9335	6744	
April 20th	9644	5697	
May 20th	9673	6011	
June 7th	9278	5028	
July 1st	6305	3041	1578
July 8th	8786	4056	2221
July 29th	6660	2689	1746
Aug 5th	9495	3983	2226
Aug 26th	7101	2699	1794
Sept 3rd	9797	3947	2091
Sept 16th	8242	3201	1933
Sept 23rd	7781	2927	1919

(BRP LTC values also noted: 2260 near July 1st)

MAP Highlights

- MAP Resource & Desk Aid Page

Medical Assistance Performance (MAP) Dashboards

The Medical Assistance Program monitors Eligibility Site performance to ensure compliance with performance expectations. The MAP dashboards provide information regarding actual performance, targets, benchmarks, and accuracy measures. Please note that only staff approved by the Department can open and view MAP Dashboard data. Performance measures are broken down into four categories: accuracy, application, renewal, and ongoing (changes). Within each category, contract measures are assigned.

Accuracy	Application	Renewal	Ongoing (Changes)
Errors That Do Not Impact Eligibility	Application Timeliness, 45 Days	Renewal Timeliness, NonLTSS	Navigation
	Application Timeliness, 90 Days	Renewal Timeliness, LTSS	
Incorrect Eligibility Determination	Application Pending, EPG* 45 Days	Renewal Pending, EPG NonLTSS	Navigation
	Application Pending, EPG* 90 Days	Renewal Pending, EPG LTSS	

* Exceeding Processing Guidelines (EPG)

MAP Dashboard Resources & Desk Aids

Last Updated: 9/16/24

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Medical Assistance Performance (MAP) Dashboard Resources & Desk Aids

MAP Resources

Using Tableau
- How to Request MAP Dashboard Tableau Access
- How to Login to Tableau
- How to Navigate the MAP Dashboard on Tableau
- Schedule a Technical Assistance Session

Exemption Requests
Submit an Exemption Request

MAP Eligibility Site Exemption Process

Desk Aids
- Performance Coaching Workbook

Dashboards to Reach Operational Excellence

How to Use the County Dashboard

CBMS County Dashboard - is an operational dashboard that provides a daily update of pending data and timeliness data. The County Dashboard is a great tool for those Eligibility Sites that do not have access to daily data from a work management tool or in house data analyst. Eligibility Sites are recommended to use the CBMS dashboard to decrease Exceeding Process Guidelines (EPG) counts and increase timeliness percentages. Project 7958 will incorporate all the MAP Structured Query Language (SQL) updates into the CBMS County Dashboard to create alignment. The County Dashboard is **an operational tool to support you in reaching MAP dashboard targets.**

Go to the County Dashboard in CBMS

How to Use the MAP Dashboard

The MAP Dashboard - is a monthly performance dashboard that provides month to month data around specific performance measures. The MAP dashboard is the tool used for two County Incentives; Accuracy and Performance Compliance incentives. Scoring and formulas for these two incentives are completed using the MAP dashboard performance measurement data. The MAP dashboard is also the tool used for HCPF to administer oversight and accountability with Eligibility Sites. Eligibility Sites should have a minimum of one worker reviewing monthly MAP dashboard measures and ensuring target compliance is being met. MAP dashboard monthly data is updated on the 3rd of each month or next business day.

Go to the MAP Dashboard in Tableau

Feedback or Suggestions for this MAP Dashboard Resources Page

Feedback or Suggestions for the MAP Dashboard on Tableau

MAP Top Performers
App 45, App 90, EPG 45, EPG 90

- Small
  - Lincoln
  - Elbert
  - Grand/Jackson
- Medium
  - Las Animas
  - Fremont
  - Montezuma
- Large
  - Mesa
  - El Paso
  - Pueblo

HCPF Escalation Checklist

Presented By: Sarah Rogers

Checklist is Active!

- 1 checklist per escalation ticket is REQUIRED by HCPF County Escalations Staff

- Onspring is platform utilized for the checklist & QA review

What's included in the checklist?

- Introduction
- Ticket Details
- Internal Checklist
- CBMS
- CBMS Program Specific
- County/Site Action

Details…

- Introduction
  - What the checklist is used for and why
- Ticket Details
  - Salesforce ticket number, ticket owner
- Internal Checklist
  - What within Salesforce did the Escalations Specialist review?
    - Reviewing attachments, looking for duplicate tickets, reading important notes, review of description, priority level, etc…

Details...

- CBMS
  - Did you check CBMS for companion cases, med spans, DOB, case individual, eligibility determination, case comments, VCL, history, Authorized Rep, etc...
- CBMS Program Specific
  - Is it regarding LTC, SSI/SSDI, ARG disability determination, LTC facility, trust, Non-MAGI programs, resource summary, provider billing issues, etc...
- County/Site Action
  - Yes/No
    - If yes, what exactly is needed from the county for this ticket? What date is assigned for the county to resolve by?

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Once checklist is completed...

- Checklist will be completed by HCPF
- turned into a PDF
- Uploaded to the escalation ticket within Salesforce
- Will also be attached to the email communication going to the county escalation contact

Please Share!

Please share this additional resource with county staff!

CBMS communication will be sent out covering the implementation of the checklist and who to reach out to for questions.

Thank you all for your continued partnership!

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!