



# HCPF Member Escalations

## Partner Integration Workgroup

8/1/2025

**Purpose:**

HCPF, County and CMA representatives to discuss the HCPF Member Escalations Partner Integration.

**Goal:**

Hear testimony from Jefferson county who has been integrated in Salesforce since 2024 and review the DRAFT Partner Integration timeline.

Agenda Item Number	Topic	Details
1	Jefferson County Testimony	1. Let's hear from Jefferson county about their experience in Salesforce and working with HCPF to resolve Member Escalations
2	Partner Integration Timeline	1. Review <a href="#">Timeline</a>
3	Service Level Agreements	1. Review SLAs

Notes

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### Action Items - This Meeting

Item	Date Open	Description	Owner	Status	Due Date
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1	8/1/25	Aric to investigate the purpose and content of county-managed escalation logs, especially those used in ME reviews and beyond the scope of dispute resolution	Aric Bid...	Not Yet Started	8/15/25
2	8/1/25	Sarah to adjust the Partner Integration Cohorts: <ul style="list-style-type: none"> <li>Weld county &amp; CMA together (Cohort 2)</li> <li>RM Health Plans &amp; Mesa county together (Cohort 1)</li> <li>Douglas, Arapahoe &amp; Developmental Pathways together (Cohort 1)</li> </ul>	Sarah R...	Completed	8/15/25
			Person		

## Action Items - Prior Meetings

Item	Date Open	Description	Owner	Status	Due Date
1	7/18/25	Post the 7/18/25 recording and resource documents to the HCPF Escalations website.	Sarah R...	Completed	7/18/25
2	7/18/25	Coordinate with OCL to determine if Salesforce data can auto-populate in the CMA required complaint log and/or if the complaint log can be sunset once full CMA integration is completed in Salesforce	Aric Bid...	Completed	8/1/25
3	7/18/25	Follow up with OCL on rules limiting communication with provider agencies and whether CMAs must act as intermediaries	Aric Bid...	Not Yet Started	8/1/25
4					
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