



HCPF Member Escalations

Partner Integration Workgroup

8/15/2025

Purpose:

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

Goal:

Share the final Partner Integration schedule which includes all changes requested by this workgroup. Review the Service Level Agreements (SLAs) for Ticket Assigner, Tier & Tier 2 as well as discuss a separate County/CMA SLA. We will also review the existing County checklist and determine what sections should stay and how we can include CMAs in this checklist.

Agenda Item Number	Topic	Details
1	FINAL Partner Integration Schedule	1. Review the FINAL Partner Integration schedule, which includes all changes requested by this workgroup
2	Service Level Agreements	1. Review SLAs
3	County/CMA Checklist	1. Describe the county checklist that has been in place and discuss which items from the checklist the Tier 1 team will continue to check and communicate before a ticket is assigned to a county or CMA

Notes

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Action Items - This Meeting



Item	Date Open	Description	Owner	Status	Due Date
1	8/15/25	Draft County/CMA SLA	Sarah R...	Not Yet Started	8/29/25
2	8/15/25	Start picklist items for a dropdown option for County/CMA subject areas	Sarah R...	Not Yet Started	8/29/25
3	8/15/25	Can Counties or CMAs purchase additional Salesforce licenses if they want more than the allotted 1-2 seats	Sarah R...	Not Yet Started	8/29/25

Action Items - Prior Meetings

Item	Date Open	Description	Owner	Status	Due Date
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...	Completed	8/15/25
2	8/1/25	Sarah to adjust the Partner Integration Cohorts: <ul style="list-style-type: none"> Weld county & CMA together (Cohort 2) RM Health Plans & Mesa county together (Cohort 1) Douglas, Arapahoe & Developmental Pathways together (Cohort 1) Montrose, Ouray, San Miguel together (Cohort 4) 	Sarah R...	Completed	8/15/25
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	Aric Bid...	Completed	8/1/25



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		complaint log can be sunset once full CMA integration is completed in Salesforce			
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