



HCPF Member Escalations

Partner Integration Workgroup

8/29/2025

Purpose:

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

Goal:

Review County/CMA SLA draft and finalize by the end of this meeting, review the County/CMA Subject Area picklist and review email templates that will already be in place and brainstorm what others could be helpful to begin with.

Agenda Item Number	Topic	Details
1	County/CMA SLA	1. Initial review of the County/CMA SLA - goal is to finalize by this meeting
2	County/CMA Subject Area	1. Initial review of the County/CMA Subject Area picklist and priority levels
3	Email Templates	1. Review email templates that will be available for Counties and CMAs to use in corresponding to members

Notes

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Action Items - This Meeting

Item	Date Open	Description	Owner	Status	Due Date
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1	8/29/25	Review of draft SLA and finalize any feedback to HCPF by	County & CMA Attendees	Not Yet Started	
2	8/29/25	Review draft of County/CMA Subject Area picklist and finalize any feedback to HCPF by	County & CMA Attendees	Not Yet Started	
3	8/29/25	Email templates in use and sent to workgroup to see how they would function	Sarah Rogers	Completed	

Action Items - Prior Meetings

Item	Date Open	Description	Owner	Status	Due Date
1	8/15/25	Draft County/CMA SLA	Sarah R...	Completed	8/29/25
2	8/15/25	Start picklist items for a dropdown option for County/CMA subject areas	Sarah R...	Completed	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...	Completed	8/29/25
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



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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...	In Progress	8/1/25