

## Available Resources for COVID Unwind and Renewals (HCPF and SDD)

**Details:** Eligibility Sites can access important information and materials from the following web pages.

### COVID Unwind and the End of the Continuous Coverage Requirement and PHE Resources:

- <https://hcpf.colorado.gov/training-topics-reference-documents-and-guides>
- <https://hcpf.colorado.gov/memo-series>
- <https://hcpf.colorado.gov/covid-19-phe-planning>
- <https://hcpf.colorado.gov/covid-resources-county-and-eligibility-partners>
  - COVID Unwind Educational Session Webinar
  - COVID Unwind presentation (PDF)
  - COVID Unwind FAQs
  - COVID Unwind MA and CDHS Combo Ex-Parte Process Flowchart
  - Operations Memo
  - Project Build Knowledge Transfer
  - Executive Director and Eligibility Communications Presentation Recordings
  - Member Toolkits

### CBMS Community

- [County Dashboard Tips Sheet](#)
- [2023 CBMS Calendar](#)

### CBMS Build Trainings

- [CBMS Build Training Link](#)

### Staff Development Division (SDD)

- [Train Colorado](#) (Document Library)
  - CBMS Medical Assistance Re-Apply Desk Aid
  - Acceptable Forms for Renewal/RRR Desk Aid
  - COVID Unwind Supervisory Authorization Updates Desk Aid
  - Addressing the MA Additional Information Form Desk Aid
  - Disposing of a Resource Process Manual
  - Clearing Verifications in MA Desk Aid (\*New)
- [COLearn](#)
  - Medical Assistance Renewal Process (Renewal Revamp) \*WBT

- CBMS MA Equifax Data via the Federal Hub WBT
- Verifications WBT
- Interfaces WBT
- Resources Basic Data Entry

**MA Renewal Resources:**

- <https://hcpf.colorado.gov/training-topics-reference-documents-and-guides>
  - Renewal Revamp Session Recordings
  - Renewal Revamp Presentations (PDF slides)
  - Renewal Revamp Workbook
  - Renewal Revamp FAQ

**General Support:**

- Eligibility Medicaid Inbox (Include the following)
  - Background - Be clear about the issue or question and provide a concise description.
  - Research - Identify the steps taken in your attempt to find the answer to the issue or question. Example: Reviewing training materials, researching regulations, or any other available resources.
  - Conclusion - State that you are requesting assistance from the Inbox because you have been unable to find the answer to the issue or question.
  
- OIT Help Desk
  - Follow the normal Help Desk Ticket (HDT) process.
  
- Counties/HCPF PHE End - Touch Base Monthly Meetings
  - Ongoing meetings with Eligibility Sites are scheduled on the last Thursday of each month.
- COVID Unwind Quarterly Session
  - Ongoing meetings with Eligibility Sites are scheduled on the last Thursday of April, July, October, and January.
- COVID Unwind Command Center
  - A special Command Center is scheduled for Spring 2023. The COVID Unwind Command Center will be available via phone and virtual meetings from 12:00 PM to 1:00 PM on the scheduled days to address systems (CBMS/PEAK) and policy questions.

<b>MA COVID Unwind Command Center Schedule</b>		
<b>1:00 PM – 1:00 PM</b>		
<b>Starting Wednesday, March 15, 2023</b>		
<b>Date</b>	<b>Time</b>	<b>Add to Google Calendar</b>
Wednesday, March 15, 2023	12:00 PM to 1:00 PM	<a href="#"><u>March 15th</u></a>

Wednesday, April 19, 2023	12:00 PM to 1:00 PM	<a href="#"><u>April 19th</u></a>
Wednesday, May 10, 2023	12:00 PM to 1:00 PM	<a href="#"><u>May 10th</u></a>
Wednesday, May 24, 2023	12:00 PM to 1:00 PM	<a href="#"><u>May 24th</u></a>
Wednesday, June 07, 2023	12:00 PM to 1:00 PM	<a href="#"><u>June 7th</u></a>
Wednesday, June 21, 2023	12:00 PM to 1:00 PM	<a href="#"><u>June 21st</u></a>

**To join the MA COVID Unwind Command Center by phone:**

**Phone:** 1 321-351-6765

**PIN:** 140 027 642#

**To join the MA COVID Unwind Command Center by Google Meet:**

<https://meet.google.com/qyg-hupa-jdp>

**NOTE:** The COVID Inbox closed permanently on February 17, 2023. Questions should be directed to the HCPF Medicaid Eligibility Inbox at [hcpf\\_medicaid.eligibility@state.co.us](mailto:hcpf_medicaid.eligibility@state.co.us).

**Contact:** Questions regarding this communication may be directed to: [hcpf\\_medicaid.eligibility@state.co.us](mailto:hcpf_medicaid.eligibility@state.co.us).