



Business Process Standards Advisory Work Group Structure

As required by 10 CCR 2505-5 § 1.020.3.6, the Department has established the structure for the Business Process Standards Advisory Work Group, an advisory body that provides input on business process standards affecting Medical Assistance eligibility, with a focus on timeliness, accuracy, and customer service.

The Work Group's role is advisory only and focuses on improving timeliness, accuracy, and customer service in eligibility processes. Members review available data, identify systemic issues, and provide recommendations to the Department. Final decisions remain with the Department, and identified standards may proceed through the appropriate rulemaking process.

A public notice announcing the opening of applications, along with a simple online application, will be posted on the Department's website in the near future. The selection process will use transparent criteria, including experience, perspective, and regional balance. Selected members will be posted publicly, and any future vacancies will be filled through the same process.

Additional details, including application timelines and instructions, will be shared soon. Interested individuals and organizations are encouraged to monitor the Department's website for the forthcoming announcement.

Business Process Standards Advisory Work Group Structure

Purpose

- Provide input to the State Department on Business Process Standards for Medical Assistance eligibility.
- Focus on timeliness, accuracy, and customer service.
- Review data and advise on improvements.
- Advisory only - non-voting; final decisions rest with the State Department.

Membership

- 1 county representative from each of the 6 CHSDA region, with in those 6 there must be representation from Small, Medium, and Large counties
- 2 provider representative



- 2 advocacy organization representatives
- 2 member representatives with lived experience
- Relevant state agency staff (Such as HCPF, CDHS, CDEC)

Selection Process

- Public notice of openings posted on the Department website.
- Simple online application available to all interested parties who would like to serve as a provider, member or advocacy organization.
- Transparent criteria (experience, perspective, regional balance) used in selection.
- Selected members posted publicly; vacancies filled through the same process.

Standards Development

- Review all available data to identify systemic issues.
- Focus is limited to timeliness, accuracy, and customer service.
- Customer service standards will be included after definition determined by the work group.
- Joint fiscal review by counties and the Department before implementation.
- Statements of Disagreement: Counties, members, providers and advocacy organizations who are members of the work group may submit a written statement of disagreement if they do not support the proposed standard. These statements will be forwarded to the Executive Director or Medical Services Board during rulemaking.
- Statements of Agreement: Counties, members, providers and advocacy organizations who are members of the work group may submit a written statement of agreement if they do support the proposed standard. These statements will be forwarded to the Executive Director or Medical Services Board during rulemaking

Reporting

- The Department will publish identified Business Process Standards with supporting data, rationale, and any statements of disagreement or agreement, to the website.
- Identified standards and reports will be referred to the appropriate rulemaking process for consideration and adoption.

Questions/Feedback

Please reach out to [HCPF County Relations](#)

