

HCPF Continuous Improvement Learning Session

Presented by:
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Overview

- Introductions
- Ground Rules
- Getting ready for the ending of the PHE



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Introductions

- **Vanessa Garcia - Continuous Improvement Specialist**
- **Arturo Serrano - Continuous Improvement Specialist**



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Ground Rules

- Keep your microphone muted at all times unless speaking.
- If possible be on video.
- Do your best to stay engaged during the duration of this session.
- Please ask questions or share any thoughts/ideas that might come up. We will do our best to address all questions during the Session.



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Questions

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Preparing for the End of PHE

- Understanding Performance Measurement
- Unlocking the Four (4) Keys to Pending Workload
- Output Strategies
- HCPF tools for the end of PHE



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The Benefits of Performance Measurement and Reducing Pending Workload



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Performance Measurement

Performance measurement is a tool to identify when improvement is needed and tells us whether our efforts had the impact we wanted. It helps us use data to manage performance to ensure customers receive timely and quality services. HCPF uses the MAP Dashboard as the vehicle to measure performance statewide.

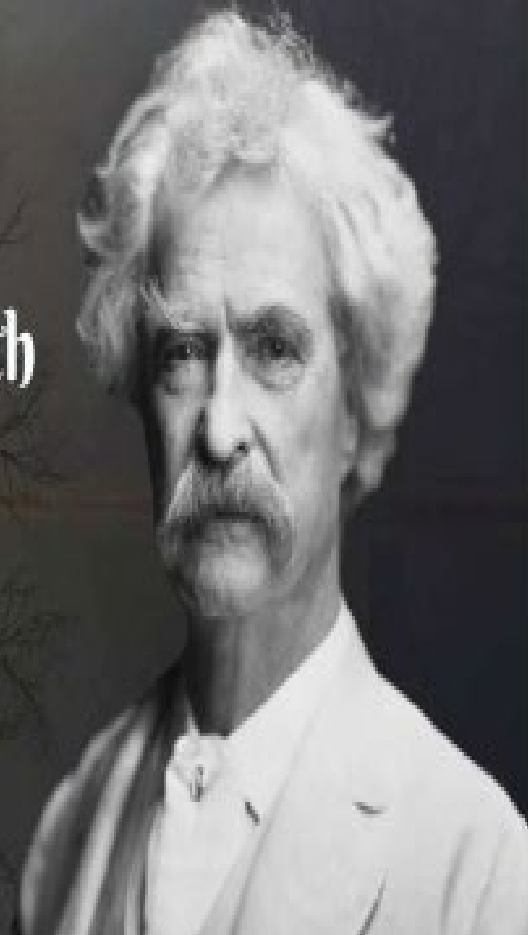


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*Data Is Like Garbage. You'd Better
Know What You Are Going To Do With
It Before You Collect It.*

~ MARK TWAIN ~



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Benefits of performance measurement

- Transparency around performance and expectations
- Common understanding of performance
- Common language around performance
- Building a communication flow between HCPF and Eligibility Sites regarding performance
- Making movement toward our goals visible
- Initiates the Improvement Cycle (PDCA, DMAIC, or SACM)



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Questions

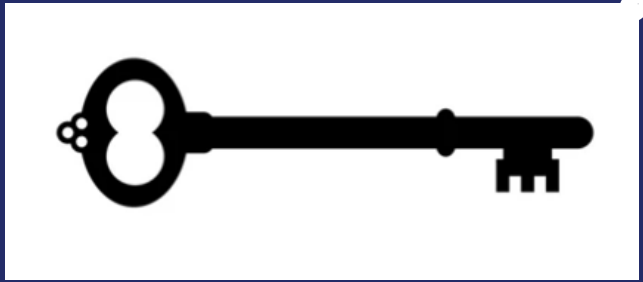
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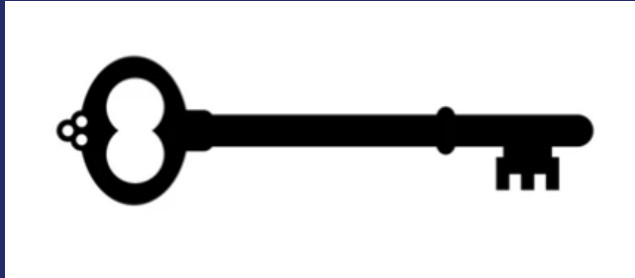
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Unlocking the four(4) keys to Pending Workload



Key #1: Process Applications Same Day or complete Application (AI) within two business days. Start Renewals within two business days.

Unlocking the four(4) keys to Pending Workload



- Key #2: Monitor MAP weekly and Monthly pending data. You can also utilize and monitor the County Dashboard pending data daily.

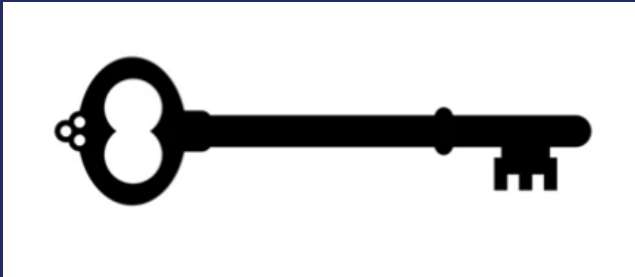
Unlocking the 4 keys to Pending Workload

- Key #3

- Conduct Root Cause Analysis on performance measures exceeding processing guidelines(EPG).

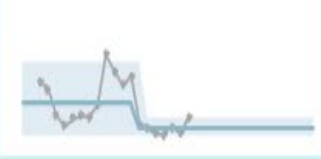

- MAP Performance Measures

- Application
 - EPG 45
 - EPG 90
- Renewal
 - Pending Member Past Cert Period NO EDBC
 - Pending Member Past Cert Period EDBC



MAP Performance Measures

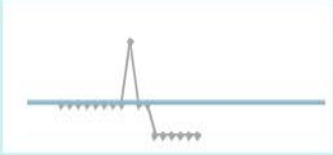
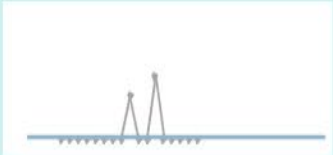
EPG 45 & EPG 90

Outcome	✓	<u>Pending EPG 45</u>		19	≤25	Target Met	No action required.
Outcome	✓	<u>Pending EPG 90</u>		0	≤10	Target met	No action required. Great job bringing this down to 0!

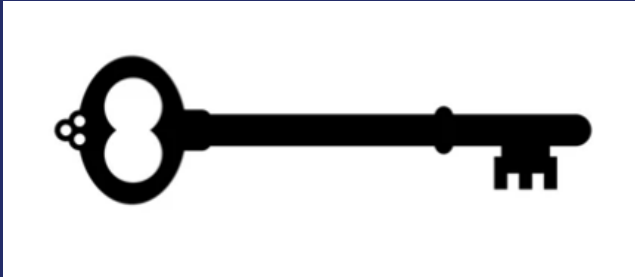
MAP Performance Measures

Pending Member Past Cert Period NO EDBC

Pending Member Past Cert Period EDBC

Outcome	✓	<u>Pending Member Past Cert Period No EDBC Pending</u>		0	≤7	Target met.	No action required.
Outcome	✓	<u>Member Past Cert Period EDBC</u>		0	≤3	Target met.	No action required.

Unlocking the 4 keys to Pending Workload



- Key #4 - Conduct Root Cause Analysis on Untimely Applications and Renewals.
 - County Dashboard - [Researching Untimely Members in County Dashboard Desk Aid.pdf](#)

Fishbone Exercise

Fishbone Exercise



Additional Information



Mass Exception Finding's

- Top HCPF Management Evaluation(MA) finding's for Mass Exceptions
 - 50% of the cases where authorization was not successful was due to Supervisor Authorization.



New Supervisory Authorization Functionality

- Cases will no longer pend indefinitely in supervisor authorization
- EDBC will automatically be triggered on supervisor authorization cases sitting in sup auth > 90 days
- Cases can be monitored via the mass exception reports in Cognos as well as the County Dashboard
 - OIT has created a tips and tricks guide for the County Dashboard
- Expectation is that Eligibility Sites will work their mass exceptions



Additional Reports

- RD(Renewal) Case Count Report
- Covid Locked In Report



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Questions

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Output Strategies



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What is Output ?

The amount of something produced by a person, machine, or industry. From a Medicaid lens the key areas of output are completions of applications, changes, and renewals. Completions = authorizations = approved/denied.



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Output Strategies

Establishing Productivity Goals



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Productivity Goals



Output Strategies

Visual Data Management

Creating a winning culture



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Visual Data Management



Date	Production Goals	Completed	Pending Rate
Nov 1	100 Applications	110 Applications	12% pended



Output Strategies

Consistency Tools in the area of Processing



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Consistency Tools

The goal to increase output so that workers are completing applications, changes, and renewals in a consistent manner.



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Consistency = Improved Output

- Reduce over-verification which leads to less pending of Applications and Renewals
 - Verification Matrix - <https://traincolorado.com/wp-content/uploads/2022/09/PublicAssistanceVerificationMatrix.pdf>



Consistency = Improved Output

- First Contact Resolution



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Consistency = Improved Output

- Case Comments Templates
- Voice Messaging
- Web- Site
- Location of Staff when in the office



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Additional tips to increase production

- Minimize distractions
- A clean workspace
- Quality sleep
- Increase your access to sunlight
- Exercise regularly



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Contact Info

Performance Improvement Team

Hcpf_Performance.Improvement@state.co.us

HCPF - CI Website

<https://hcpf.colorado.gov/for-our-stakeholders/eligibility-partners/performance-improvement-team/continuous-improvement-team>



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Thank you!

