HCPF Continuous Improvement Learning Session

Presented by:

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Overview

- **Introductions**
- **Ground Rules**
- **Helping You and MA Members through Change**
- **Renewal Revamp Data**
- **Monitoring MAP Renewal Pending Data**
- How to incorporate Renewal Revamp into Business Process

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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.

- If possible remain on video at all times.

- Please do your best to stay engaged during the duration of this Session.

- In Continuous Improvement everyone's voice matters. 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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Helping You and MA Members through Change

- **Change is inevitable!**

- **Utilizing effective Change Management Tools to address constant changes, including**
  - ➢ Case for Change - **Vision for the change**
  - ➢ Compelling Why? - **The need and reasoning behind the change**
  - ➢ Communication - **Sharing the change**
  - ➢ Manage Resistance - **Obstacles that come with change**
  - ➢ Implementation and Monitoring - **Roll-out out the change and monitoring the effectiveness of the change**

- For additional information on these topics, please refer to these templates: Change Management Templates

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Renewal Revamp Data

Renewal Revamp Workload Calculator

- If you would like more information on the Renewal Workload Revamp Calculator, please watch the following presentation- https://drive.google.com/file/d/12Z4KFYs4WXWzKTGuDJOiKmWWy4VS6Flh/view?ts=6256ff0f

- You will be able to access the "RRR Ex Parte Report" on the same HCPF website as the "weekly COVID Locked in Report" - https://cohcpf.sharepoint.com/sites/EligibilitySiteReports/SitePages/Home.aspx

- The report will be available on the 25th of each month or next business day. This is the data needed to utilize the workload calculator.

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Monitoring Medical Assistance Performance (MAP) Pending Renewal Data

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Monitoring MAP

○ Create a Business Process to monitor MAP Renewal pending data.

○ Start renewals on the day of receipt or within 48 hours of receipt! **If you don't start it, you can't see it within the MAP Dashboard.**

■ If renewals are started timely then MAP data can be used to understand workload projections.

Monitoring MAP

○ The Eligibility Site MAP owner is responsible to download, review and distribute MAP Pending Renewal Data on the 21st of every month or next business day.

- Exciting News – [MAP pending data desk aid](#)

- The Department can provide the MAP SQL if you would like to create MAP daily pending reports.

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The County Dashboard

○ The County Dashboard is a great tool to access daily pending Renewal data for those Eligibility Sites without a Data Analysis Team. Key takeaways when using the County Dashboard.

- The **MAP Director Level Performance Measures are aligned with MAP pending data** not the County Dashboard.

- The **MAP SQL is different from the County Dashboard SQL**. Best practice for Sites is to use the MAP Dashboards and County Dashboards together. Since they have different data sets this can help to ensure nothing is missed.

- The County Dashboard can be used to review Untimely Renewals processed within the last 6 months.

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How to incorporate Renewal Revamp into your Business Process

MA Ex Parte- Step B Verification Check Summary

Entering verification into CBMS, including updating the "Date Verified" field(s)

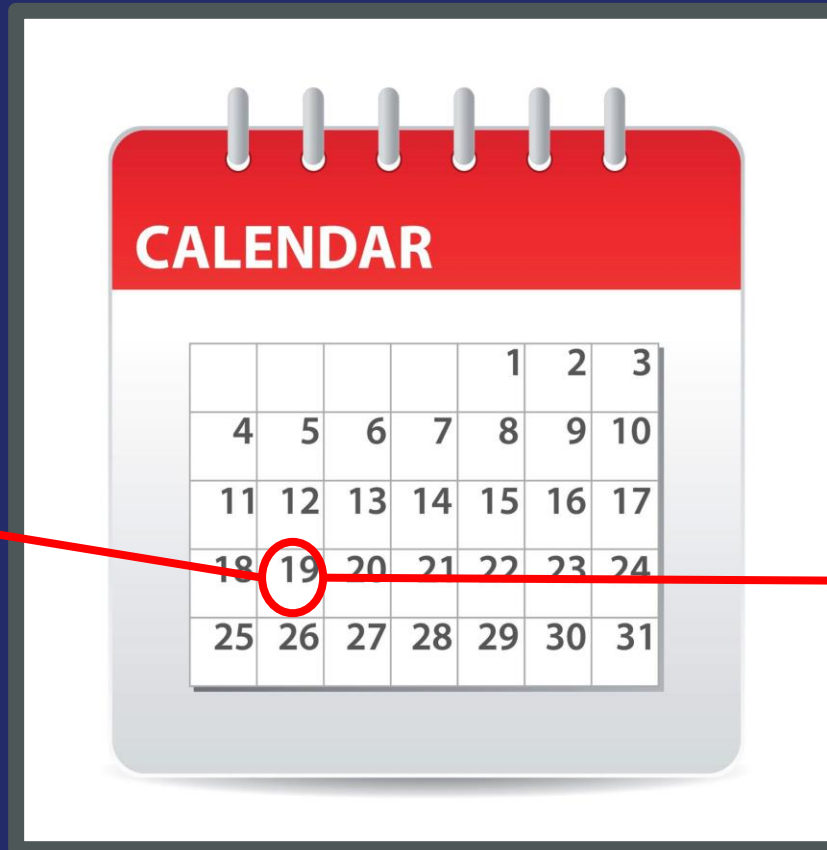By the end of the day of the 19th of the month prior to the renewal due month
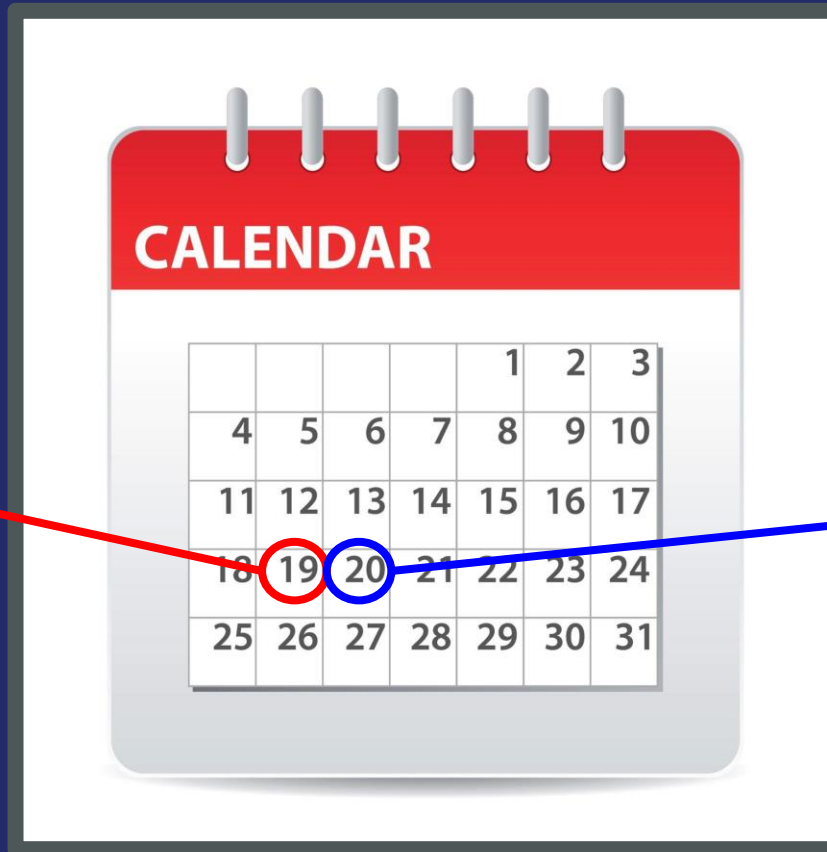
If verification is not entered into CBMS before the 20th of the month prior to the Renewal Due Date, but is on hand, a VCL will be triggered. This may cause confusion, duplicate verification being received, and cause rework by eligibility staff.

How to incorporate MA Ex Parte- Step B Verification Check into Business Process

Entering verification into CBMS, including updating the "Date Verified" field(s)

By the end of the day of the 19th of the month prior to the renewal due month.

CALENDAR

| | | | | 1 | 2 | 3 |
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

For Sites that scan within 48 hours. Start renewal in CBMS and identify these Renewals with verifications within EDMS Web-capture optional field by typing- "MA Renewal complete prior to 19th of due month". Create internal monitoring controls to complete prior to the 19th of due month.

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How to incorporate MA Ex Parte- Step B Verification Check into Business Process

Entering verification into CBMS, including updating the "Date Verified" field(s)

By the end of the day of the 19th of the month prior to the renewal due month.
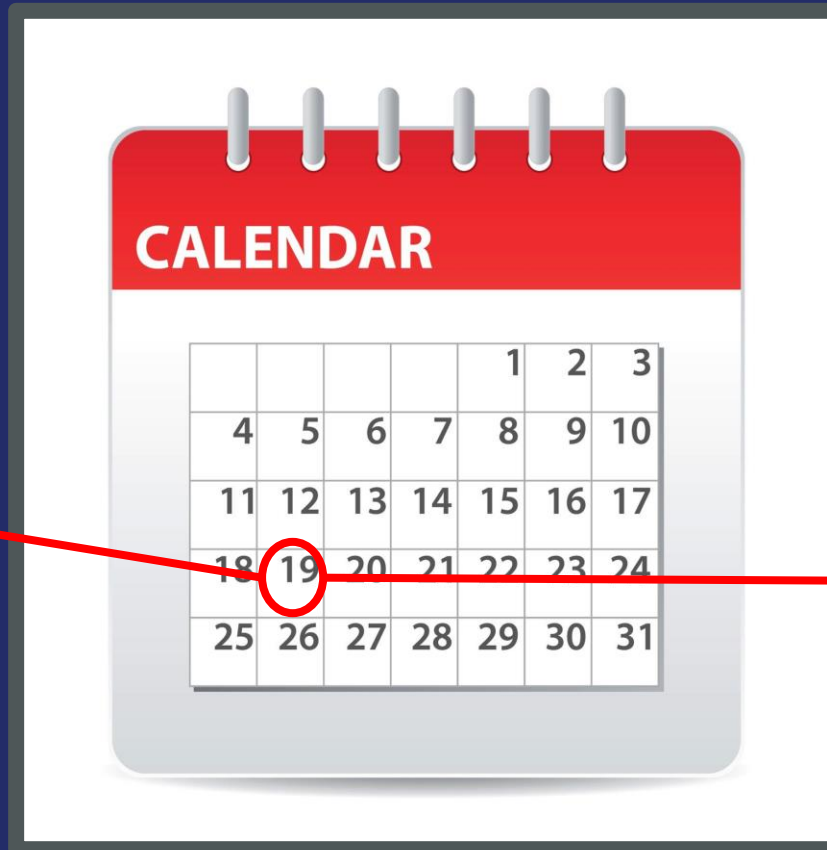
For Sites that do not scan within 48 hours. Start Renewal in CBMS, create a central log for front desk to enter these Renewals with verifications. Then place Renewal in a central location for MA Eligibility Staff to pull/complete prior to the 19th of due month. Create internal monitoring controls to complete prior to the 19th of due month.

Questions ?

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How to incorporate Combo Ex Parte within Renewal Revamp

Combo/CDHS Ex Parte process will remain the same!

Renewal Date: May 31, 2022

MA Ex-Parte Renewal Step A: March 12, 2022

Eligibility Site: Receives renewal prior to March 12, 2022. The worker will start the Combo Renewal in CBMS. Worker must review MA when going through the CDHS Renewal. The Eligibility Worker must also update "Data Entry Complete" for MA as "Yes", run EDBC, and review MA Wrap-Up screens prior to authorization. In this scenario MA renewal will not run through new MA Ex Parte process(call interfaces Equifax and Federal Data Service Hub).

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Eligibility Sites processing a CDHS Renewal that starts MA through Combo Ex Parte must check and update the "Data Entry Complete" field to "Yes". The Department has identified this as one of the primary reasons for past due pending renewals (AKA backlog).

| Members | Case Information | Case Questions | Case Wrap Up | Child Support Referral | More |

Program Group	Data Entry Complete	Effective Begin Date		
Food Assistance	Yes	03/29/2022	👁	✏
Medical Assistance	Yes	03/29/2022	👁	✏

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How to incorporate Current Combo Ex Parte into Business Process

Eligibility Sites processing a CDHS Renewal that starts MA through Combo Ex Parte must check and update the "Data Entry Complete" field to "Yes". The Department has identified this as one of the primary reasons for past due pending renewals (AKA backlog).

For Eligibility Sites that operate in a generalist format (all Eligibility Workers work on all programs). The Eligibility Worker must review MA when going through the CDHS Renewal. The Eligibility Worker must also update "Data Entry Complete" for MA as "Yes", run EDBC, and review MA Wrap-Up screens prior to authorization.

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How to incorporate

Current Combo Ex Parte into Business Process

Eligibility Sites processing a CDHS Renewal that starts MA through Combo Ex Parte must check and update the "Data Entry Complete" field to "Yes". The Department has identified this as one of the primary reasons for past due pending renewals (AKA backlog).

For Eligibility Sites that operate

in a specialist format (Eligibility Workers only work one program). The Eligibility Worker who starts the CDHS Renewal must send the case to an MA Eligibility Worker to review MA, update "Data Entry Complete" for MA as "Yes", run EDBC, and review MA Wrap-Up screens prior to authorization.

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The MAP Dashboard identifies Renewals Past Due "Data Entry Not Complete"

Renewal Timeliness: Manager Level

Measure Type	Target Status	Measure Name	Smart Charts	actual	target
Outcome		Past Due Pending Data Entry Not Complete		1232	

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Renewal Revamp Signatures
Telephone Meeting/Signatures

Please make sure to sign up for this training which will give in depth details on how to use the Telephone Signature in CBMS.

ONLINE CLASS

CDHS & HCPF Telephonic Signature (SNAP Project CPPM - 4208)

Duration 20 minutes

Details

This lesson will help learners understand the process of capturing a signature via the phone for new applications, RRRs, PRFs, and other miscellaneous forms.

Show More

ONLINE CLASS

CDHS & HCPF Telephonic Signature (SNAP Project CPPM - 4208)

Completed

Training was successfully completed and recorded to your transcript.

Launch ⌄

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How to incorporate Signatures into Business Process

Eligibility Workers will need to mark the "RRR Signature Provided" radio button on the "Edit RRR Details" page in CBMS to indicate if it has been received. If the signature page is not received then the RRR Signature Provided field = "No".

MA Renewals processed/completed within 24- 48 hours of receipt. Eligibility worker Start Renewal and contact member if there is no signature. Mark signature Yes or No accordingly on the"RRR Signature Provided" radio button on the "Edit RRR Details" screen in CBMS.

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How to incorporate Signatures into Business Process

Eligibility Workers will need to mark the "RRR Signature Provided" radio button on the "Edit RRR Details" page in CBMS to indicate if it has been received. If the signature page is not received and RRR Signature Provided field = "No".

MA Renewals processed/completed after 48 hours of receipt. Front Desk or Scanning Team,start Renewal and contact member if there is no signature. Mark signature Yes or No accordingly on the"RRR Signature Provided" radio button on the "Edit RRR Details" screen in CBMS.

New Signature Requirement Communication Plan

- **Renewal Revamp Stakeholders (who needs to know of this change) ?**
  - Staff that are directly involved with members e.g - front desk and call center.
  - Members(clients)
  - Community Partners e.g - Hospitals, CAAS sites, MA Sites, Agencies that assist members.

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New Signature Requirement Communication Plan

- **Ways to communicate these changes to the stakeholders!**
  - Front desk posters, One-page flyers, Educational videos within lobby.
  - Eligibility Site Voicemail
  - On hold Messages
  - Text messages, if applicable.
  - Interviews when working with other CDHS programs
  - Community Outreach Events

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To avoid termination members incorrectly and to avoid a gap in members eligibility. Termination can happen from failure to provide Renewal Packets, Signature pages, and required verifications.

How to incorporate NOA's into Business Process

Eligibility Sites incorporating contacting members when pending for signature or VCL. This can support in timeliness, reduce lobby traffic, phone calls, and decrease terminations that lead to churn/new applications.

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To avoid termination members incorrectly and to avoid a gap in members eligibility. Termination can happen from failure to provide Renewal Packets, Signature pages, and required verifications.

How to incorporate NOA's into Business Process

We recommend Eligibility Sites ensure the **new Renewal Requirements are part of their QA review process.** Quality Assurance is essential for Eligibility Sites.

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How to incorporate the Reconsideration period into your Business Process

Case must be rescinded in the same month the renewal packet and/or requested verifications are returned.

For Sites that scan within 48 hours. Identify these Late Renewals within EDMS Web-capture optional field by typing- "Late MA Renewal complete prior to last day of the month". Create internal monitoring controls to complete prior to last day of the month.

How to incorporate the Reconsideration period into your Business Process

Case must be rescinded in the same month the renewal packet and/or requested verifications are returned.

For Sites that do not scan within 48 hours. Create a central log for front desk to enter these Late Renewals. Place Late Renewal in a central location for MA Eligibility Staff to pull/complete prior to last day of the month. Create internal monitoring controls to complete prior to the last day of the month.

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Renewal Timeliness Logic

➢ CBMS will consider Renewals processed untimely if worked the next day after the Renewal due month (example: due 12/31/2022, received 12/31/2022, worked 1/1/2023). Eligibility Sites are encouraged to establish a business process to prioritize Renewals that are due the day they are received.

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Renewal Revamp Resources

- WBT (COLearn)- Medical Assistance Renewals

- Workbook Link https://hcpf.colorado.gov/training-topics-reference-documents-and-guides

- FAQ Document Link https://hcpf.colorado.gov/training-topics-reference-documents-and-guides

- All things Renewal Revamp
https://hcpf.colorado.gov/training-topics-reference-documents-and-guides

Renewal Revamp Assistance

- Do you anticipate needing business process assistance related to Renewal Revamp?

- The Department is hiring a vendor to help the Continuous Improvement Team.

- Contact us by submitting this form
  https://hcpf.colorado.gov/continuous-improvement-team-webform

- Spots are limited and we will be making selections on a first come first serve basis.

- We will contact you in 2-4 weeks.

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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

Thank you!

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