



# COVID Locked-in Report Guidance

*Last Updated: September 28, 2020*

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## Purpose of the report

The COVID locked-in report provides detailed information of all members on Health First Colorado and Child Health Plan *Plus* who have been locked-in (or also known as “forced passed”) during the public health emergency. This report is to be used by eligibility sites to identify the members within their caseload that will need support for either maintaining or transitioning health coverage at the end of the public health emergency.

As September 21, 2020, there has not been notification from federal partners regarding the ending of the public health emergency. This means that there is not an expectation for eligibility sites at this time to conduct a review of eligibility for members to determine if they are now potentially eligible for health coverage. Once the public health emergency ends, the Department will be providing additional guidance to eligibility sites on eligibility reviews and distinguishing between system actions that will be taken versus eligibility worker support.

In the meantime, the report is an opportunity for eligibility sites to proactively resolve cases that may have been locked-in due to data entry or obtain missing information through



readily accessible data interfaces. This will help minimize future impact for both eligibility sites and members. This report has been piloted by a few counties and results have indicated it is possible to resolve cases by updating data entry or using interfaces. This guidance provides suggestions for prioritizing the cases on the reports and tips and tricks for working through this report.

### Location of the report

The report is available for all counties and medical assistance sites through COGNOS. The report will provide detailed information for each specific site. Detailed instructions and screenshots for accessing the report are at the end of this guidance document within the [“Access report and set up report subscriptions”](#) section.

### Definition of columns

The majority of the columns are self-explanatory. Here are a few definitions for columns that may not be self-explanatory:

- **“Lock-In-Date”** is the month in which the member is being discontinued or “force-passed.” This can be used to identify from which month action may need to be taken.
- **“Self-Attestation Accepted Report”** is to cross-reference with the self-attestation report to mitigate duplication of efforts on one case. If it is also on the self-attestation report, there will be a need to obtain verifications at the end of the PHE.
- **“Programs”** is to identify if the case also has an active CDHS program tied to it

For the column **“Termination Reason”**, there is a tab on the spreadsheet that provides definitions for the reason codes and details on the verifications that are missing.

### Prioritization

Eligibility sites may prioritize this report according to their business processes, resources assigned, and level of effort. During the pilot and collaboration with a few counties, a suggestion is for eligibility sites to start by:

- Choosing an aid code group
  - Separate MAGI from Non-MAGI
- Work the lower volume program aid codes first
  - Such as LTC, QMB, or Needy Newborn
- Filter the program aid codes by termination reason
  - Potentially start with those that you know may be cleared out quickly, such as Receiving in Another State or Qualified non-citizen been in the US more than 8 months.

This method has assisted workers to quickly find trends and resolve data entry errors or identify opportunities for verifying information through available data sources.



## Tips and Tricks

### There will be 3 types of forced passes (locked-in)

- 1) Valid forced passes in which member didn't turn in what was needed or are over the income/resource limit.
- 2) Invalid forced passes in which eligibility worker can attempt to clear following the tips below.
- 3) Forced passes without reason in which they meet all program requirements, all parent, related lists (child screens), and history has been checked, all verifications have been turned in, and there is no reason forced pass should be on the case.

Following are tips and tricks for working through the report. This is based on results from counties and the Department in reviewing and working through the report.

1. **Termination reasons** - The report is providing the main termination reason that caused the member to be locked-in (force passed). However, it is possible that there are other termination reasons as well, but these were not listed on the report. Look out for this when researching the case in CBMS.
2. **Verification Checklist (VCL) CBMS page** - Reviewing this page will guide you to what screens to navigate to research further.
3. **Review of screens** - Check parent and related lists (child screens) looking for client statement and verify if it is a valid client statement.
  - a. There are VCL's not cleared properly. Check the related lists (child screens) as quite a few are showing client statement.
4. **Long Term Care (LTC) case income over the limit?** - Validate, was there a previous income trust last year that wasn't entered/updated this year? Update SSDI or other income to current RRR month, if applicable.
5. **Resources** - If verifications have been received, update effective begin dates (EBDs). Verify vehicle values with NADA and assessor's website for property values. Life Insurance - check file for Cash Surrender Value (CSV) table for life insurance.
  - a. Disposed accounts with old EBD's continue to show up on VCL screen and must be brought to current RRR month.
  - b. If client is over the resource limit that is a valid force pass case.
  - c. The related lists (child screens) in resources consistently needing to be updated with the current RRR month.
6. **Disposed resources** - Accounts are being treated as a closed account instead of actually disposing of the screen. This causes the VCL's to go out for closed accounts when they technically should not be causing a forced pass. Please dispose properly in CBMS.
7. **Level of Care (LOC) Screen** - Check for current LOC and potential data entry errors.
  - a. LOCs might be received and, in the file, and not entered in the case.



- b. Seeing a lot of expired LOC's. Please reach out to the proper case management agency to get them returned.
8. **Case Wrap Up page** - Check the Additional Information Request Packet (AIRP), Social Security Income (SSI) packet, and Tax Filer screens.
9. **Disability page** - Arbor Review Group (ARG) expired? Send disability packet to member and notify the case management agency, if applicable.
10. **Approved for Medicaid 10-day noticing applied** - These are individuals that are moving from a higher benefit aid code to a lower aid code. Some of these may include reasons such as
  - a. Not having the IEVS records cleared such as reasonable compatibility check.
  - b. Verifications are not received.
  - c. Members are over income for higher category
  - d. SSI ended but force passing for SSI Mandatory
11. **Not eligible for any program** - Quite a few of these are due to the PARIS interface and the case not being updated regarding member's response on Colorado residency status.
12. **Pending verifications** - where possible, update the notes section of the pending verifications to help provide clarity for members on what is being requested of them.
  - a. These notes will help if a new notice is generated requesting the verifications again at the end of the public health emergency. Please remember to use plain language and proper grammar.
13. **SSI Mandatory** - Some of these cases are impacted because they do not have a LOC recertification updated for their LTC case.
14. **Unearned income** - There are records that were manually inputted via SVES/Award Letter during the member's RRR period as the system pends for it and the record isn't updated at the time of RRR. Leaving an open VCL will cause the case to be forced pass.

If you go through all of these, member meets all program requirements, and you can't find a reason why it's still forced passing on the list, try to run it and see if it clears. It is possible that changes occurred but EDBC has not occurred to update the case. Counties found that quite a few forced passed cases cleared on their own just by simply running the case or manually running it back to the RRR or VCL date. Other eligibility workers working the report found that updating the EBD of Case special indicator, tax filer, ethnicity, application initiation (AI), or attributes seemed to clear the forced pass.

### Frequently Asked Questions (FAQ)

Following are FAQs regarding this COVID locked-in report. This will be updated as additional questions are received.

1. How long do we have to work through this report and our cases?



- a. Currently there is not a set timeframe for completing a review of all of your cases. However, it is suggested to work through them as quickly as possible to mitigate the workload impact once the public health emergency ends.
2. How often should we pull this report?
  - a. It is up to each county on how often to pull the report. This is being made available on a daily basis and is a very fluid report. This means that it is updated daily with new cases and removing resolved cases.
3. How do we know how much progress we have made?
  - a. We have developed a tool to provide to all eligibility sites on a weekly basis to identify progress being made.
4. What kind of noticing will be sent to members to review their case at the end of the public health emergency?
  - a. The Department is still working on this and will share with all eligibility sites once this is ready. The finalization is dependent on the final guidance from federal partners.
5. Should eligibility sites be sending out notices to request information from members based on the COVID locked-in report?
  - a. No, eligibility sites do not need to be sending out notices to members at this time. The Department is working on systematically addressing notices to mitigate manual intervention. More information will be provided once available.
6. If all info is current and the client should move to a lower aid-code but is currently locked in at a higher code, will these need manual intervention, or will there be something similar to auto re-enrollment completed?
  - a. No these will not need manual intervention. These will be addressed systematically.
7. Are all of the eligibility reviews going to be staggered?
  - a. The Department will provide additional details on the process and timeline for eligibility reviews once we are ready to unwind COVID based on federal decisions. However, we are trying to stagger or manage the eligibility reviews so there is not a large influx within one period of time.
8. What will the RRR dates be once approved? Will the current RRR dates remain intact or will they all pull to the month when MA is approved?
  - a. The RRR dates have not been determined yet but additional details will be provided once we have more information.

## Reference documents

This section will provide links for reference documents that may be useful for working the COVID locked-in report.



- Trainings and FAQs for COVID can be found [here on TrainColorado.](#)
- Project 14017 COVID Locked-In webinar can be found at <https://colearn.csod.com/ui/lms-learning-details/app/video/416a515c-b649-4305-9aa5-df44a6613ff3> (accessed by eligibility workers with access to CoLearn only)

## Resources

- **Over shoulder support call** - Although significant effort has been made to give guidance and tips and tricks, we understand there may still be incidents that come up. The Department will be scheduling a weekly over the shoulder support call for workers to obtain help with specifics on the report.

**9/28/2020 Update** - These calls will be weekly on Thursdays at 3pm. Meeting information is below:

[Join with Google Meet](#)

[meet.google.com/kod-khaf-csu](https://meet.google.com/kod-khaf-csu)

Meeting ID

[meet.google.com/kod-khaf-csu](https://meet.google.com/kod-khaf-csu)

Phone Numbers

(US)+1 319-553-6656

PIN: 991 501 600#

- **Tool for tracking on/off** - On a weekly basis the Department will be sending out a tool for eligibility sites to review their progress made and support them in managing the workload based off of this report.
  - **9/28/2020 Update** - This will be made available to supervisors and directors. The Department will be using the list of names provided to share the tool.

## Contact

We are here to help as you and your teams work through this report. If you have questions on cases or trends from the report, please email us with the details and screenshots where possible. We will review the case ASAP. We will be available in the over the shoulder support call to address any cases that have been emailed ahead of time. The email address is [hcpf\\_moo\\_covidlockin@state.co.us](mailto:hcpf_moo_covidlockin@state.co.us).

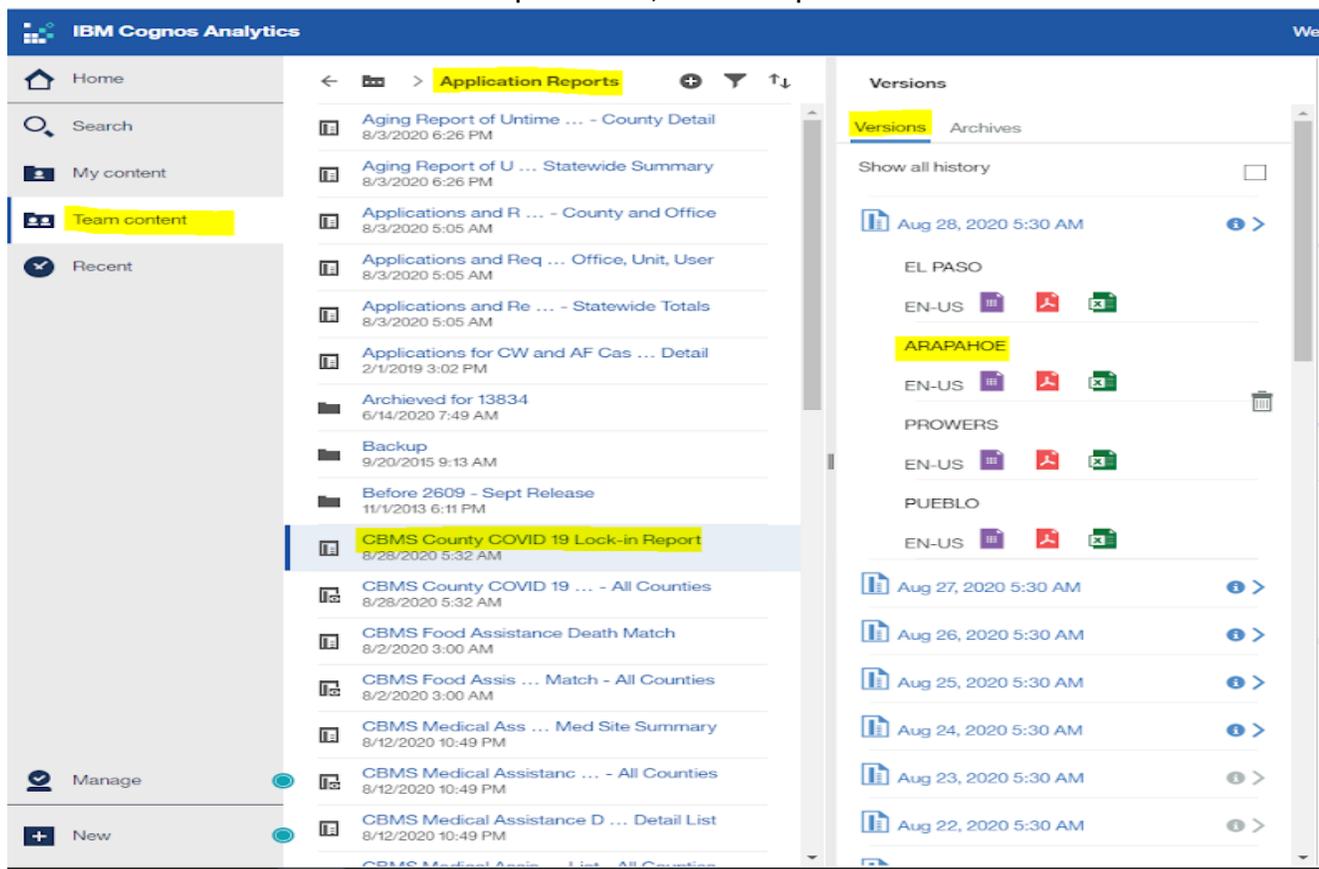


### Access report and set up report subscriptions

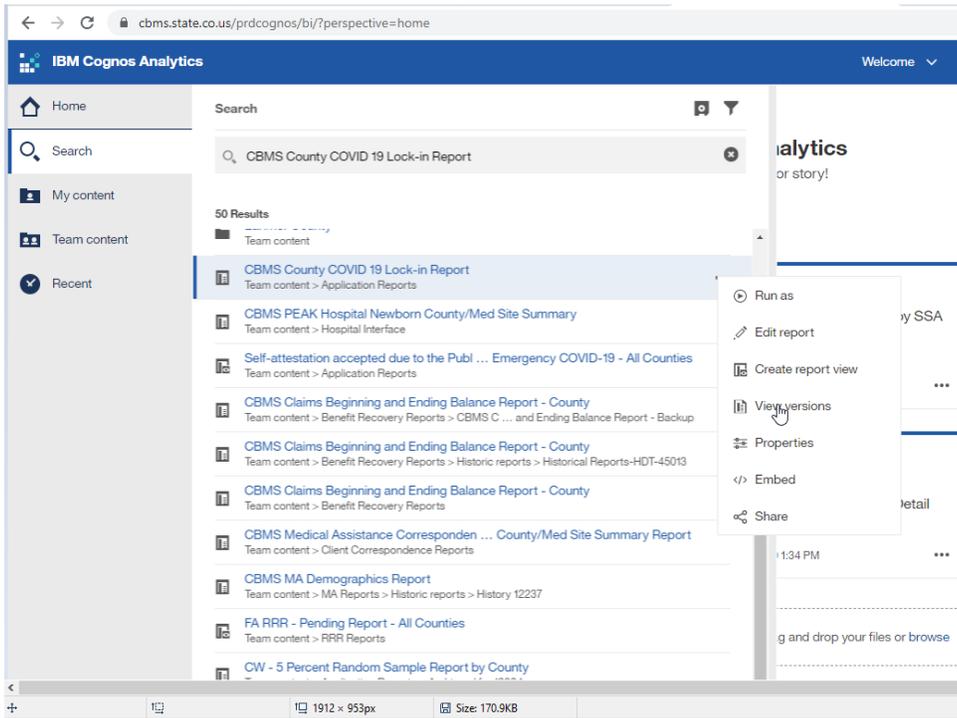
**9/28/2020 Update** - Report Subscriptions is not currently an option for this report. Updates will be made when this is made available.

Following is the path to find the report in Cognos and tips and tricks for accessing:

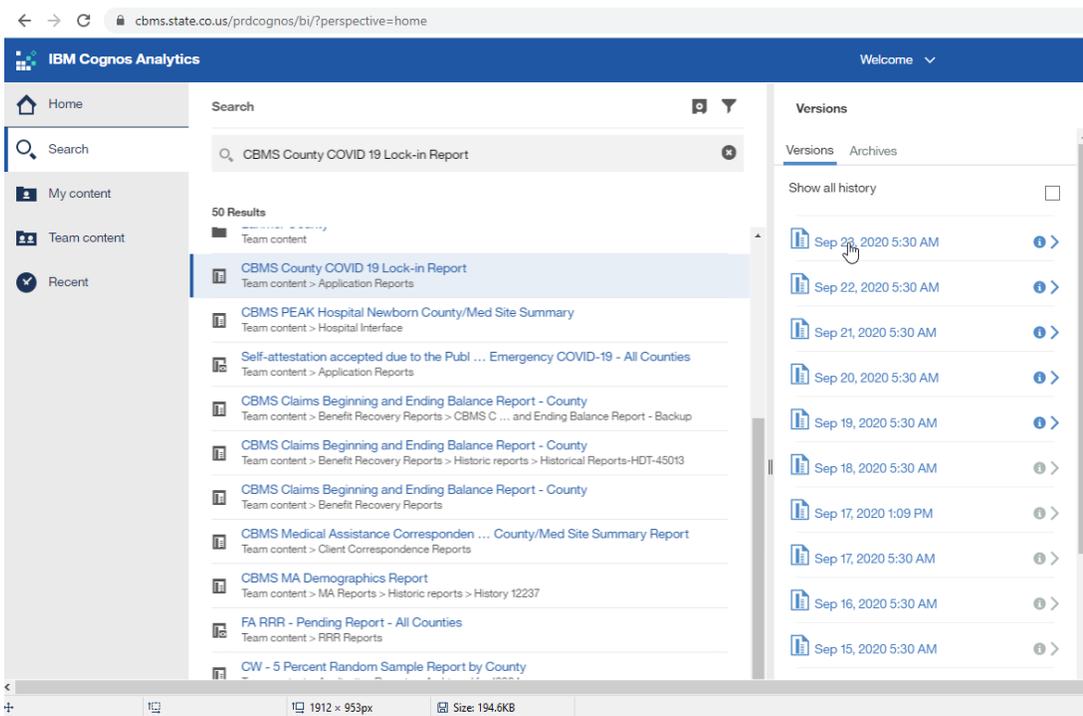
- Path of the report in Cognos >> Team Content >> Application Reports >> CBMS County COVID-19 Lock-In Report
- Click on the ....(more) to view the versions
- View Version - County will see their County, State will see all state report
- Click on the format of the report - csv, excel or pdf



Please follow the steps below for Excel. Click on the ellipsis>>



Click view version>> click on the date you want to view the version for



Click on the format to view

The screenshot shows a SharePoint web page. At the top, the browser address bar displays the URL: [cbms.state.co.us/prdcognos/bi/?perspective=savedoutput&id=&reportId=i1C011333D47948BF8B9D89C9D5C9206B&path=v1%2Fdis](https://cbms.state.co.us/prdcognos/bi/?perspective=savedoutput&id=&reportId=i1C011333D47948BF8B9D89C9D5C9206B&path=v1%2Fdis). The page title is "CBMS County COVID 19 Lock-in R".

The interface includes a navigation bar with "Home", "Search", "My content", "Team content", and "Recent". A search bar contains the query "COVID 19 Lock-in Report", resulting in 50 items. The search results list includes:

- CBMS County COVID 19 Lock-in Report (Team content > Application Reports > History 14386)
- CBMS County COVID 19 Lock-in Report (Team content > MIGRATION FOLDER)
- CBMS County COVI ... Report - All Counties (My content > 14386)
- CBMS County COVI ... Report - All Counties (Team content > Application Reports)** (Selected)
- COVID-19 (My content)

The "Versions" pane for the selected document shows two versions:

- Version 1: Sep 1, 2020 9:51 AM (Selected)
- Version 2: Aug 31, 2020 11:05 AM

The selected version (Sep 1, 2020 9:51 AM) shows file icons for EN-US, a grid icon, a PDF icon, and an Excel icon.

