

HCPF Escalations

Partner Integration - Cohort #1

Kick-Off Meeting
10/1/2025

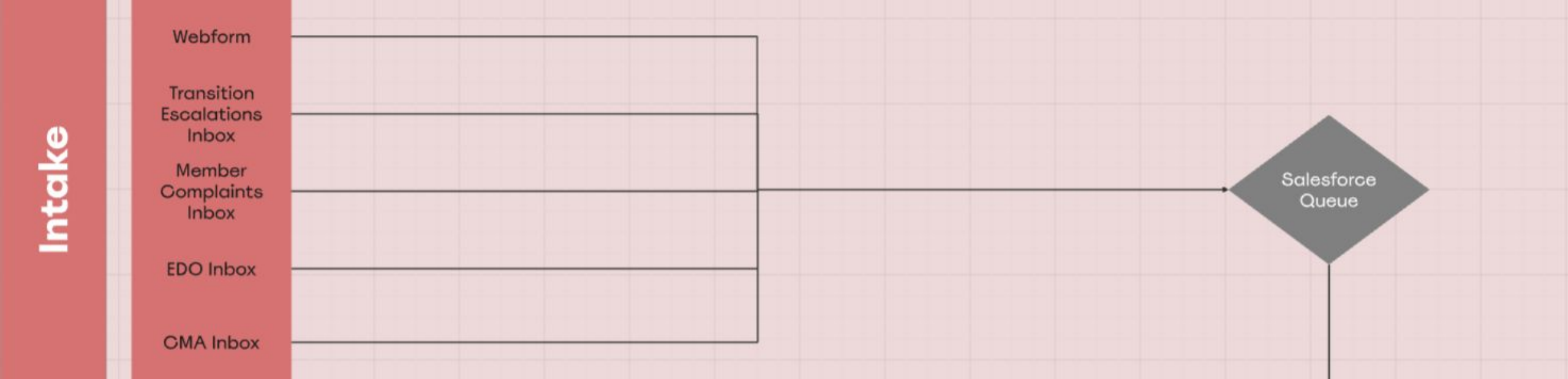
HCPF Staff Introductions

- **Sarah Rogers, Strategy & Program Support Supervisor**
 - Role: Manager of the HCPF Member Escalations process and platform, Salesforce SME
- **Angela Eiler, Program Assistant II**
 - Role: Day to Day operational support, Salesforce SME
- **Aric Bidwell, County Admin Program Section Manager**
 - Role: Manager of the HCPF Member Escalations resolution space & County SME
- **Melinda Vanderkooy, County Admin Policy & Program Manager**
 - Role: Direct supervisor over HCPF's Tier 1 Specialists team

Background & Why You are Here!

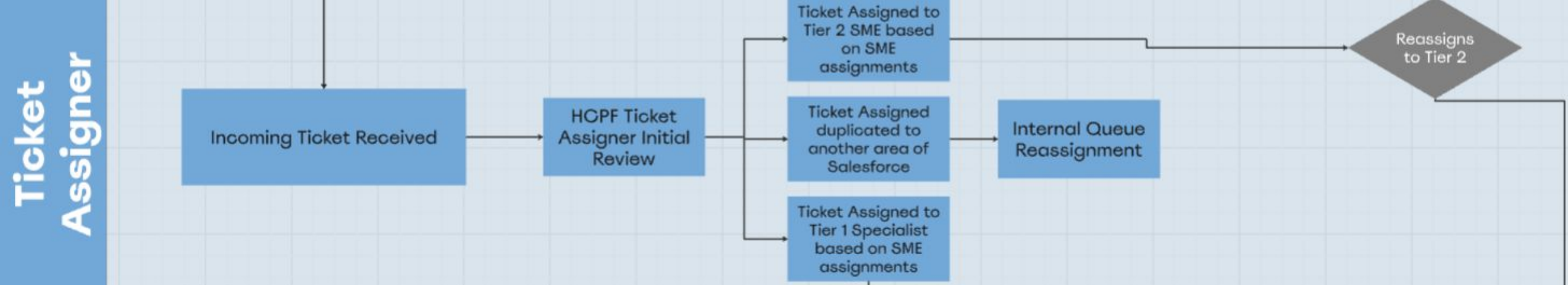
- HCPF R-07 approval
 - HCPF Member Escalations Resources
 - Salesforce Licensing for County & CMA Partners
 - 2 licenses per Large County
 - 1 license per Medium County
 - 1 license per Small County
 - 2 licenses per CMA
- Partner Integration Workgroup
 - Review Integration Timeline
 - Escalation Workflow
 - Training Materials
 - Additional Resources

Workflow



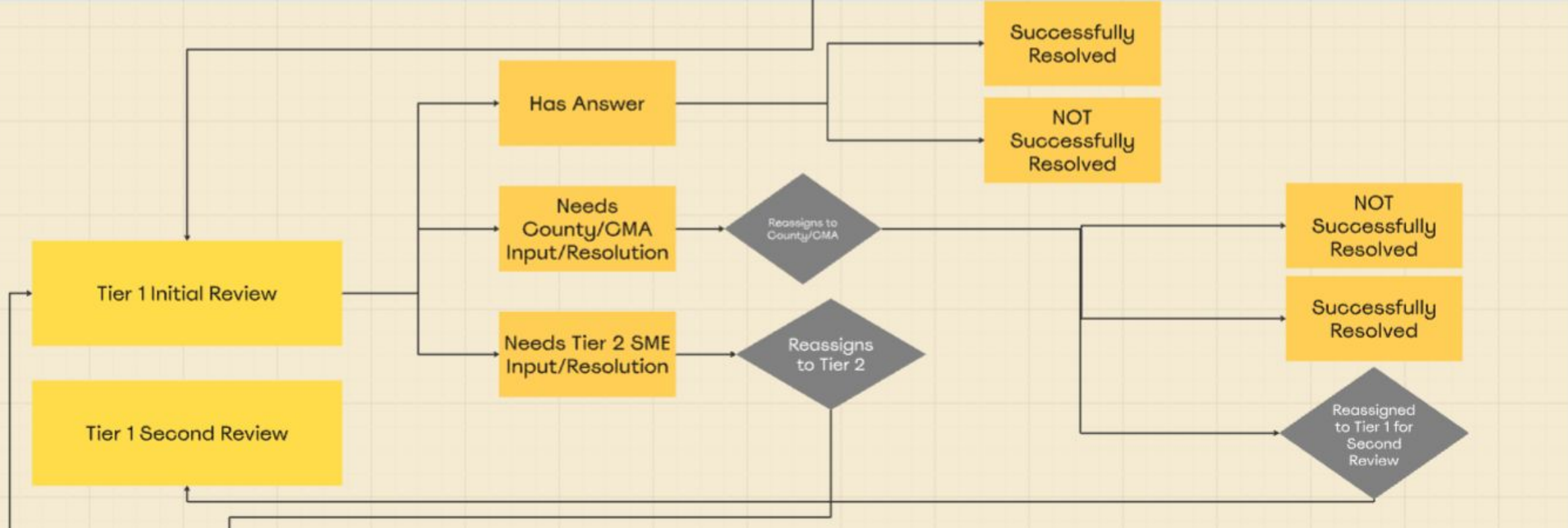
Step 1: Intake

- These are all the ways a new HCPF Member Escalations ticket can be created:
 - Option 1 - [Webform](#)
 - Option 2 - Shared HCPF Email Inbox
 - HCPF_MemberComplaints@state.co.us
 - HCPF_HCBS_CMEscalationsInbox@state.co.us
 - HCPF_EDO.Inquiries@state.co.us
 - HCPF_TCM_TC_Escalations@state.co.us



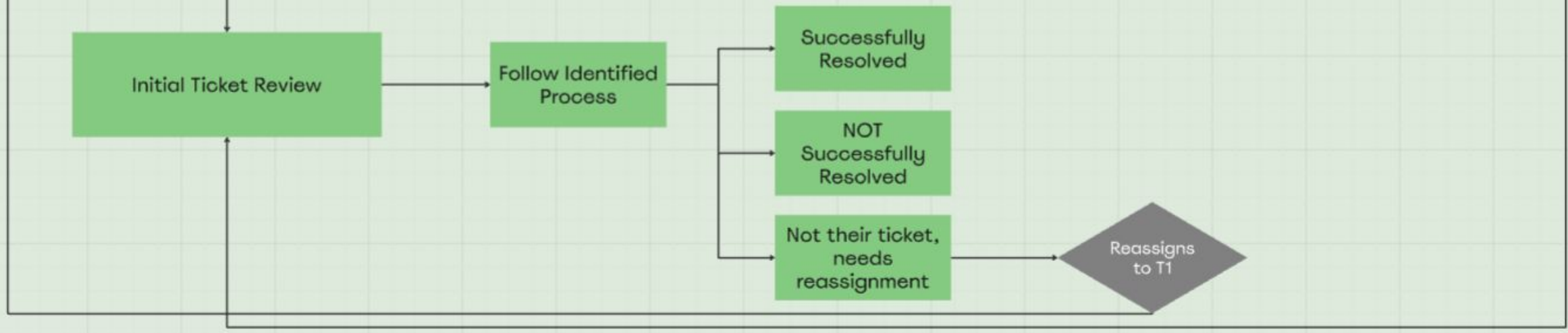
Step 2: Ticket Assigner

- HCPF's Ticket Assigner does an initial review of every single ticket received which leads to one of three options:
 - Ticket is assigned to Tier 2 SME, based on topic
 - Ticket is duplicated to another area of Salesforce, where that team takes ownership of resolution
 - Ticket is assigned to Tier 1 Specialists, based on topic



Step 3: Tier 1/County/CMA

- Initial Ticket Review which leads to one of three options:
 - Has Answer - ticket is updated, communications sent to submitter and ticket is resolved
 - Needs County/CMA Input/Resolution - Ticket is reassigned to County/CMA for resolution
 - County/CMA can reassign to Tier 1 if ticket is not theirs or needs something else, then it goes into Tier 1 Pending Initial Review status
 - Needs Tier 2 SME Input/Resolution - Ticket is reassigned to Tier 2 SME for resolution
 - Tier 2 SME can reassign to Tier 1 if ticket is not theirs or needs something else, then it goes into Tier 1 Pending Initial Review status

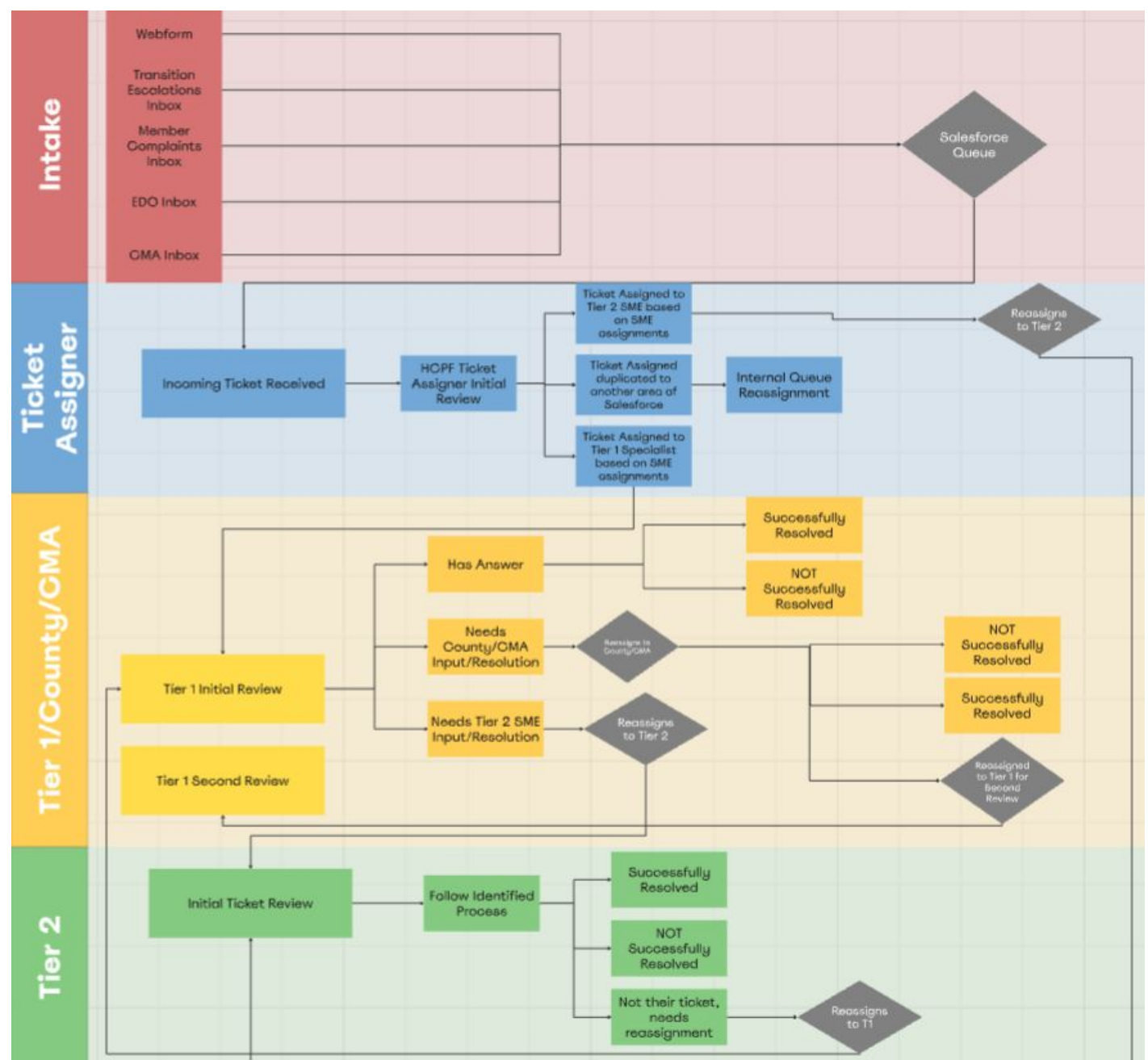


Step 4: Tier 2

- Initial Ticket Review
- Tier 2 SME's would follow their established processes to resolve the escalation, which can either be:
 - Successfully Resolved
 - Not Successfully Resolved
 - Not their ticket, needs to go back to Tier 1 for reassignment

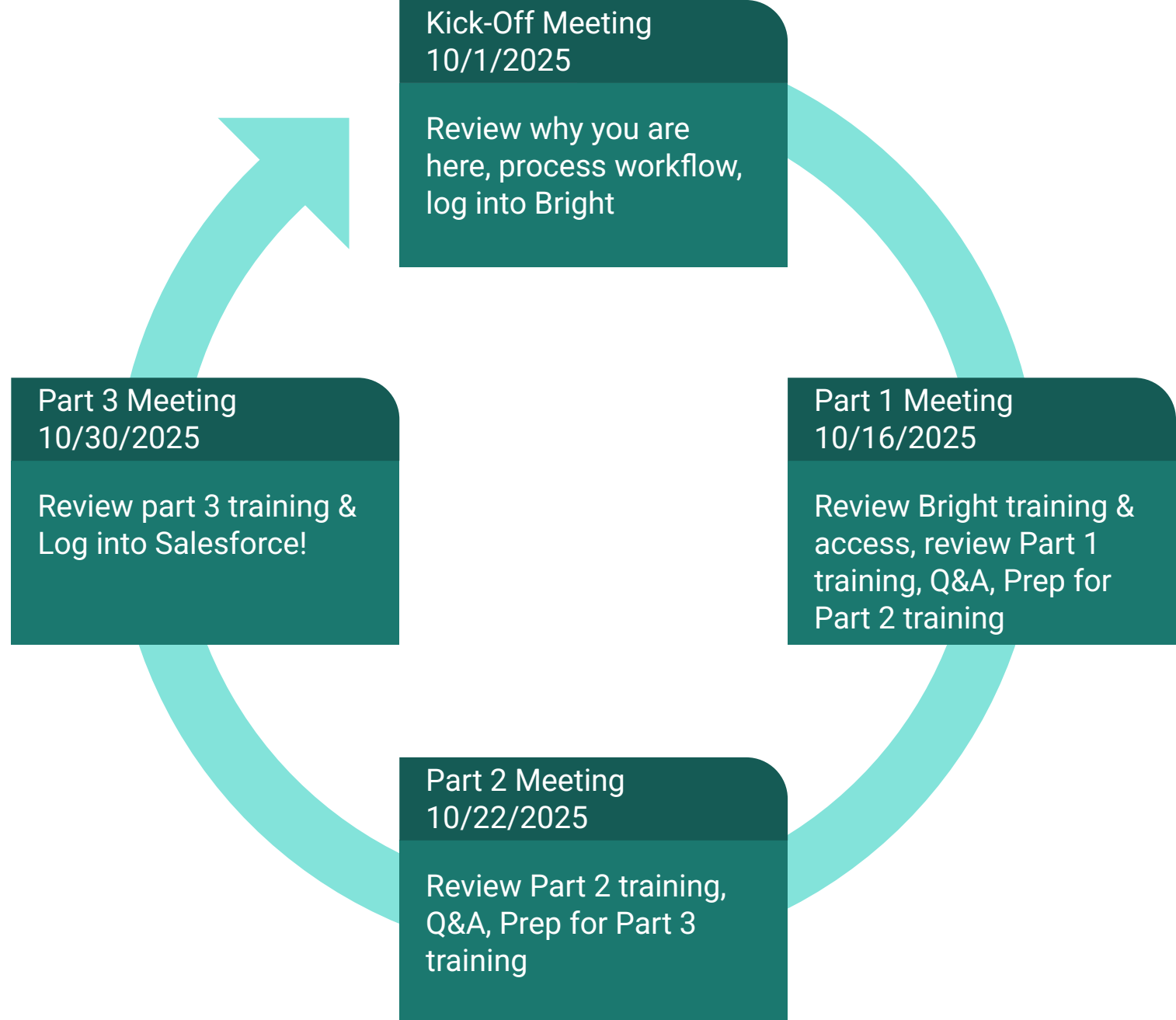
Note: These Tier 2 SME's are vast and ever growing list of internal HCPF staff & sister state agencies

New HCPF Escalations Process Overview



Training Timeline

Training Timeline



Playlist Kick-Off Review

Kick-Off Module(s)

- Log into Bright and open your path
- Complete the Kick-Off Module
 - Escalations Process Evolution Overview
 - Resources
 - Bright Troubleshooting
 - HCPF Escalations Process Workflow (detailed)
 - County/CMA Service Level Agreement (SLA)
 - This Kick-Off slide deck

Playlist to Complete Before Part 1



Before Next Meeting, Complete

- Part 1 Module - Navigation
 - ☐ Escalation Ticket Components
 - ☐ Tab Review
 - ☐ Salesforce Navigation
 - ☐ Citizen's Details Page
 - ☐ Case Details Page
- Review & download all resources included in this section!

Bright Navigation & Initial Log-In

Next Meeting

Thursday, Oct. 16,
2025
10:30am-12:00pm



Questions?



COLOR

Department of Health Care
Policy & Financing

Need Help?

HCPF_PCA_Strategy@state.co.us

Submit a County Relations Webform, [click here!](#)