County Incentives Program Support Call

June 21, 2022

Presented by:

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Agenda

- Roll call
  - ➢ (First & Last Name, County Name in Chat)
- County Incentives Program Overview
- FY 21-22 Wrap Up
- FY 22-23 Overview
- Next Steps

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What is the Incentives Program?

- **Provides reimbursement of the county's local share spent on Medicaid administration if the county meets identified performance benchmarks and/or deliverables.**

- **Total available is $8.2 million in FY22-23**
  - ➢ **This is an increase from $5.7 million from FY21-22!**

- **County Incentives are developed based on HCPF leadership priorities and meeting federal and state timeliness and audit requirements**

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FY 2021-22 Reminders

- We transitioned to DocuSign/e-signatures for all HCPF/county contracts
  - HCPF OM 20-041
- We have contacted counties for signatory updates. If you have had any changes, email hcpf_countyrelations@hcpf.co.us
- Look for the FY 22-23 contracts to be sent in July

Option Letters

- **We are preparing option letters for counties for extension of FY2021-22 to allow for the FY2022-23 contracting timeline.**

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Good News

- Accuracy Incentive for FY 2021-22 to be split into two potential payment
  - If your county meets both accuracy performance targets, your county will receive the full amount
  - If your county meets only one accuracy performance target, your county will receive 50% of the incentive amount
  - If your county does not meet either accuracy incentive target, your county will not earn an accuracy incentive payment.

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FY 2022-23 Overview

- HCPF Leadership Priorities
  - ➤ Continuing focus on Accuracy Performance (Error Rates)
  - ➤ Continuing focus on Performance Measures
  - ➤ Customer Service as detailed FY22-23 R8 Budget Request.

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FY 2022-23: What's Changing

- Removal of Cybersecurity Incentive
  - Cybersecurity is still required per 10 CCR 2505-5 1.020.4.6.
  - Cybersecurity will be subject to future compliance reviews and OIT audits

- Removal of Continuous Coverage Incentive
  - CMS will be monitoring the entire populations after the end of the PHE. Continue to follow guidance as issued by HCPF.

- Addition of Customer Service Incentive

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FY2022-23 County Incentives

Incentive	Weight	Benchmark and/or Deliverable
Accuracy	40%	Target (TBD): Inaccurate Eligibility Determination Rate Target (TBD): Errors That Do Not Impact Eligibility
Performance Compliance	30%	70% Compliance with Director-level Medical Assistance Performance (MAP) Dashboard measures (Targets should stay the same; if there is change, it will be discussed in advance)
Customer Service	30%	Tier 1: Deliverables/benchmarks for counties with Call Centers Tier 2: All counties: member surveys - deliverables and/or benchmarks

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Accuracy Weight: 40%

- **Measures will continue to be the same**
  - Incorrect Eligibility Determinations
  - Errors That Do Not Impact Eligibility

- **Partial payment can be earned if one measure of two is met.**

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Accuracy: Small Review Size

Small Review Size exemption to continue for counties with 20 or fewer reviews during the fiscal year

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Accuracy: Targets

- **Targets TBD for all counties sizes, small review size**
  - **Data released in June 2022 will be used to inform Accuracy targets, based on 12 months cumulative data**
- **Federal law requires all states and all public assistance programs to be accountable to meeting a 3% or less error rate**

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Performance Compliance Weight: 30%

- MAP Dashboards: Director Level
- Applications
  - Court Ordered Application Timeliness
  - Pending EPG 45
  - Pending EPG 90
- Renewals
  - Court Ordered Renewal Timeliness
  - Pending Member Past Cert Period No EDBC
  - Pending Member Past Cert Period EDBC

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Performance Compliance

- **MAP Dashboards: Director Level**

- **Ongoing Dashboard will NOT be an Incentives Program Performance Measure in FY 2022-23. Look for this measure to be in Incentives Program next fiscal year (FY 23-24)**
  - ➢ **In January 2023, the Department will start to hold you accountable to Ongoing Dashboard through the regular MAP Dashboard compliance.**
  - ➢ **Ongoing Dashboard will be subject to Management Decision Letters, but this measure will not impact your Incentives Program until FY23-24.**

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Performance Compliance

- Counties will earn the Performance Compliance Incentive Payment if the 70% compliance target is met at the conclusion of the fiscal year.

- The 70% target is achieved by meeting and/or exceeding the Director-level performance measures on the MAP Dashboard.

- Targets should stay the same; if there is change, it will be discussed in advance of the change.

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HCPF

Performance Compliance

- Incentive Payment earned will continue to be based on Short Run or Long Run of data points.
  - Short Run – three or three out-of-four consecutive data points of performance closer to the limit of the county's normal process than the county's moving average.
  - Long Run – eight consecutive data points of performance on the same side of the moving average that signify a deterioration or improvement in performance.

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Performance Compliance

- **Monthly MAP Dashboard**

- Review your MAP Dashboard
  - ➤Cause and Response is updated monthly
  - ➤Helps you stay ahead of potential Management Decision Letters (MDLs)
  - ➤If you see signals in the data, take action!
  - • Good to know
    - ▪ Desk Aids – See SOPS and Guidance on MAP Dashboard SharePoint
    - ▪ Renewal data is now updated weekly
    - ▪ Tableau roll out this year

Performance Compliance

- **What to do if you are issued a Management Decision Letter (MDL)**
  - ➢If you don't know how to develop and submit an Improvement Action Plan or Corrective Action Plan, request Technical Assistance (TA)
  - ➢The link for TA is in the MDL

  - ➢For more Director support on MDLs, and oversight and accountability, reference the new Director orientation slide deck from May 2022.

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Customer Service Weight: 30%

- CCR 10 CCR 2505-1: County Administration and Finance Rules
  - ➢Customer service that is provided in a timely, respectful and culturally appropriate manner.

- R-08 County Administration, Oversight and Accountability Funding Request directs the department to establishment new performance benchmarks related to customer service.

Customer Service Weight: 30%

- Customer Service Incentive
  - Tier 1 – Counties with Call Centers
    - Defined as having one dedicated line for contacting the Contractor; when members and individuals call in, they are automatically assigned to the next available Contractor agent.
    - This dedicated line should also have technology in place to provide data, at a minimum, on the number of calls received, the average wait time and the number of abandoned calls.
    - Call Centers can be as small as 2 Contractor staff and as large as 100 or more Contractor staff answering calls.

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Customer Service

- Tier 1 – Counties with Call Centers
  - No later than the first reporting period, counties shall have set up data reporting mechanisms for monthly reporting to HCPF on call center metrics.
  - No later than the second reporting period (June 30, 2023), shall meet or exceed a customized Average Speed to Answer
    - To be determined by the Department based on the data for that specific Contractor.
  - MCC Technical Assistance Session to be completed during fiscal year. Details and scheduling slots to be announced in HCPF Memo Series.

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Customer Service

➢ Tier 2 – All Counties

- Engagement in development of and marketing of a customer service survey sent out quarterly to members.

- Set target for customized response increase for each county, establishing baseline for county response rate

- Meet or exceed customized increase in responses to survey (in the second reporting period)

▪ The Department will provide additional guidance through the HCPF Memo Series.

Discussion and Resources

- Monthly Director Monthly Support Calls
- Online resources
- Ticket submission to County Relations
- What more would you like to see?

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Contact Info

Please complete a [County Relations Request form ticket](#), and your support ticket will be assigned to a County Relations team member.

If your question is related to Incentives Program, be sure to select Ticket Type, Incentives Program.

https://hcpfdev.secure.force.com/HCPFCountyRelations

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Questions?

Thank you!