

*****DRAFT AS OF 8/16/2022*****

Send to HCPF_countyrelations@state.co.us

Tier 1 - Call Center Average Speed to Answer (ASA)

Would apply only to the Big 11 counties

Tier 1A: Counties with existing call centers

- Deliverables/Benchmarks
 - Data Reporting starting in Reporting Period 1
 - Monthly Reporting due on 10th of each month, to begin in October 2022
 - Data elements in monthly reporting issued via Operational Memo in September 2022
 - Jointly determined, customized/individualized ASA target for Tier 1A, agreed upon by December 15, 2022
 - HCPF MCC operations support session in FY
 - One, two-hour session scheduled at any point throughout the FY
 - ASA target revised in Year 2
 - For FY 2023-24 Incentives

Tier 1B: Counties moving to implement new call centers

- Deliverables/Benchmarks
 - Data Reporting based on existing processes, if available, in Reporting Period 1
 - Monthly Reporting due on 10th of each month, to begin in October 2022
 - Data elements in monthly reporting issued via Operational Memo in September 2022
 - Implementation Plan due by end of Reporting Period
 - HCPF MCC operations support session in FY
 - Customized/individualized ASA target starting in Year 2

Tier 1C: Counties with no existing call centers and will not implement a new call center

- Deliverables/Benchmarks
 - Data Reporting on existing processes, if available, in Reporting Period 1, or starting data collection
 - Customer Service Improvement Project (CSIP) due by end of Reporting Period 2
 - HCPF MCC operations support session in FY, if moving to implement new systems
 - CSIP must address how the county is using data to determine customer satisfaction and implementing processes that integrate the Voice of the Customer. It must also address how the data is collected ongoing, and how the county ensures timely responses and requests for support from the customer.

Tier 2 - Customer Service

Would apply only to the remaining 53 counties

Tier 2A: HCPF customer service survey

- Deliverables/Benchmarks
 - Approve survey questions in Reporting Period 1 (not a contract deliverable)
 - Increase survey participation by X% - dependent on baseline, and an individualized/customized survey response target
 - Survey approval by December 2022
 - January - March 2023 (one calendar quarter) survey to get jointly determined baseline of participation data - timeframe may be adjusted
 - Deliverable: Plan to increase survey participation for year 2 (FY 2023-24)
 - The outcomes of the survey/survey results not considered for FY 2022-23

Tier 2B: Customized Customer Service Improvement Project

- Deliverable due by July 5, 2023
 - Customer Service Improvement Project (CSIP)
 - CSIP must address:
 - How the county is using data to determine customer satisfaction and
 - How the county is actively implementing processes that integrate the Voice of the Customer.
 - How the data is collected ongoing and what steps the county takes when actionable data is collected
 - How the county ensures timely responses and requests for support from the customer
 - How the county, through its customer service processes, provides supports to underserved and/or at-risk populations and communities
 - How the county addresses negative feedback received
 - What tools the county uses to collect its data and inform its process improvements

Exemptions for Unusual Circumstances

Contract language was added that allows for counties to request exemptions for unusual circumstances, including the Public Health Emergency, that allows for flexibility in meeting the required Average Speed to Answer (ASA). The exemption process does not apply to deliverables for each Tier, only the ASA.

- Unusual circumstances are defined broadly and include specifically the PHE
- Allows for flexibility in earning the payment, if unusual circumstances arise and the Department concurs that unusual circumstances occurs