

FY 18/19 Improving Member Correspondence Incentive - Data Collection Examples

Red – Please do not record this type of interaction for data collection.

Contact Method	General Issue	Program	Corresp Name	HCPF Notes
Phone	Called asking why their Medicaid was discontinued at the end of the month.	Medical Assistance: Medicaid	Notice of Action (NOA)	<p>Do not record. This inquiry is more specifically regarding confusion about the <u>status</u> of Medicaid enrollment <u>in response to</u> receiving correspondence about the status of their Medicaid coverage (NOA).</p> <p>This is not an inquiry about confusion of the content or format of the Correspondence itself.</p>
In-person	Client came in wondering why they didn't have dental coverage. Not understanding why was being denied dental coverage.	Medical Assistance: Medicaid	Notice of Action (NOA)	<p>Do not record. This inquiry is more specifically regarding confusion about the <u>status</u> of Medicaid enrollment <u>in response to</u> being denied services or coverage. This is not an inquiry about confusion of the content or format of a piece of Correspondence itself. Thus, does not need to be recorded for our purposes.</p>
In-person	Not understanding why was being denied prescription coverage.	Medical Assistance: Medicaid	Notice of Action (NOA)	<p>Do not record. This inquiry is more specifically regarding confusion about the <u>status</u> of Medicaid enrollment <u>in response to</u> being denied services or coverage. This is not an inquiry about confusion of the content or format of a piece of Correspondence itself.</p>

Green-Yes, please record this type of interaction for data collection.

Contact Method	General Issue	Program	Corresp Name	HCPF Notes
Phone	<p>Received a letter from Connect4Health. Did not understand why spouse and child were approved for Medicaid and he was not.</p> <p>Told qualified for Medicaid and then on the next page saying did not qualify.</p>	Medical Assistance: Medicaid, Connect for Health Colorado	Notice of Action (NOA)	Yes, please record. This inquiry is regarding Member confusion of Medical Assistance-related Correspondence.
In-person	<p>Client brought in mail correspondence and unsure of information.</p> <p>Layout of information was unclear, information given seemed to contradict itself, very confusing and made client worry they had lost or changed their benefits somehow.</p>	Medical Assistance: Medicaid, Medical Assistance: CHP+	Notice of Action (NOA)	Yes, please record. This inquiry is regarding Member confusion of Medical Assistance-related Correspondence. This is a great example of what kind of information we are looking for to help improve Member correspondence.
In-person	Client was confused about what to do with redetermination paperwork if had no changes.	Medical Assistance: Medicaid	Medical Redetermination Notice (RRR)	Yes, please record. This inquiry is regarding Member confusion of Medical Assistance-related Correspondence. The detail explaining the Member's confusion relating to the Correspondence helps to know what could be improved (e.g. MA and SNAP Correspondence differences confused Member).