

# Executive Director Bimestefer & County Leadership Conversation

## Error Rates, Continued

Jul-20

1

## Agenda

- Enrollment Surge and App Processing Update
- Error Rates and Legislative Audit Committee Solutions
- Outreach and Collaboration Plan for new Oversight and Accountability Model
- Q & A/Conversation on Error Rates

2

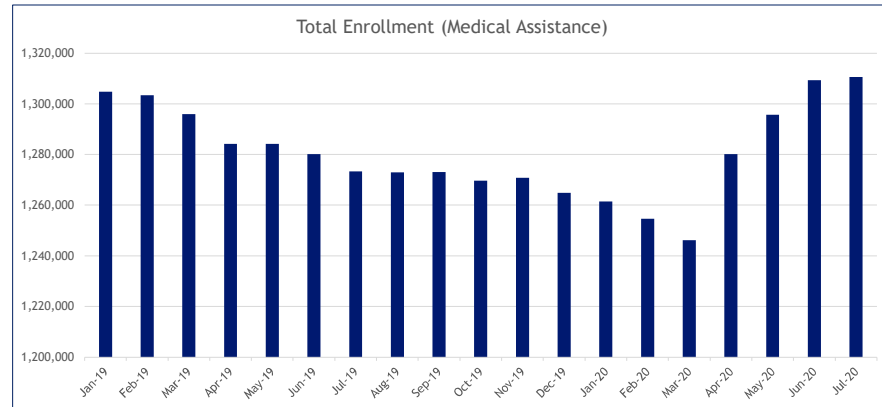
## Colorado's Unemployment Rate Increase

February: 2.5%

March: 5.2%

April: 11.3%

May: 10.2%



> 500k Coloradans filed initial unemployment claims since mid-March; 376k filed in June. (26 wks to 39wks)

Source: Colorado Department of Labor and Employment

3

## Continuous Enrollment Impact through 7/07/2020

	New Members 2020	Disenrolled Members 2020	Locked-in (disenrolled)	Locked-in (lower category)	Net Change in enrollment	Total enrollment (MA) 2020	COVID-19 Testing Only
January	34,753	38,223	0	0	0	1,261,425	
February	26,943	33,824	0	0	-6,881	1,254,544	
March	32,709	41,127	0	0	-8,418	1,246,126	
April	39,298	5,252	49,116	4,559	34,046	1,280,172	139
May	23,030	7,477	50,916	8,405	15,553	1,295,725	155
June	19,736	6,812	38,963	8,137	13,663	1,309,388	139
July	4,511	5,940	45,799	11,282	1246	1,310,634	42

**New Member:** Members who started receiving MA benefits in that month, and who were not eligible the previous month

**Disenrolled:** Members who terminated *as of the end of previous month* (Members are locked in the first of the month after their benefits would have ended)

**Locked-in (disenrolled):** Members who would have been disenrolled at the end of the previous month, but were locked-in their MA benefit due to Maintenance of Effort (MOE)

**Locked-in (lower category):** Members who would have switched to a lower MA benefit, but were locked in due to Maintenance of Effort (MOE)

**Net Change:** Net change in Total Enrollment compared to previous month

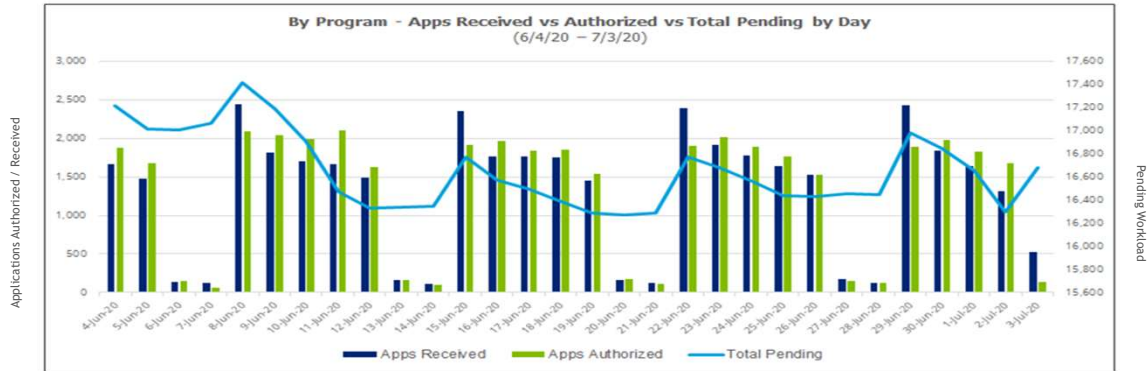
**Total Enrollment (MA):** Total unique members eligible and receiving Medical Assistance benefits

**COVID-19 Testing Only:** Members eligible for COVID-19 testing benefit only. NOTE: April includes March numbers

4

## Snapshot of Application Processing

Eligibility workers are processing more applications than are being received resulting in a decrease in pending applications. Applications received have leveled off after a spike in April.

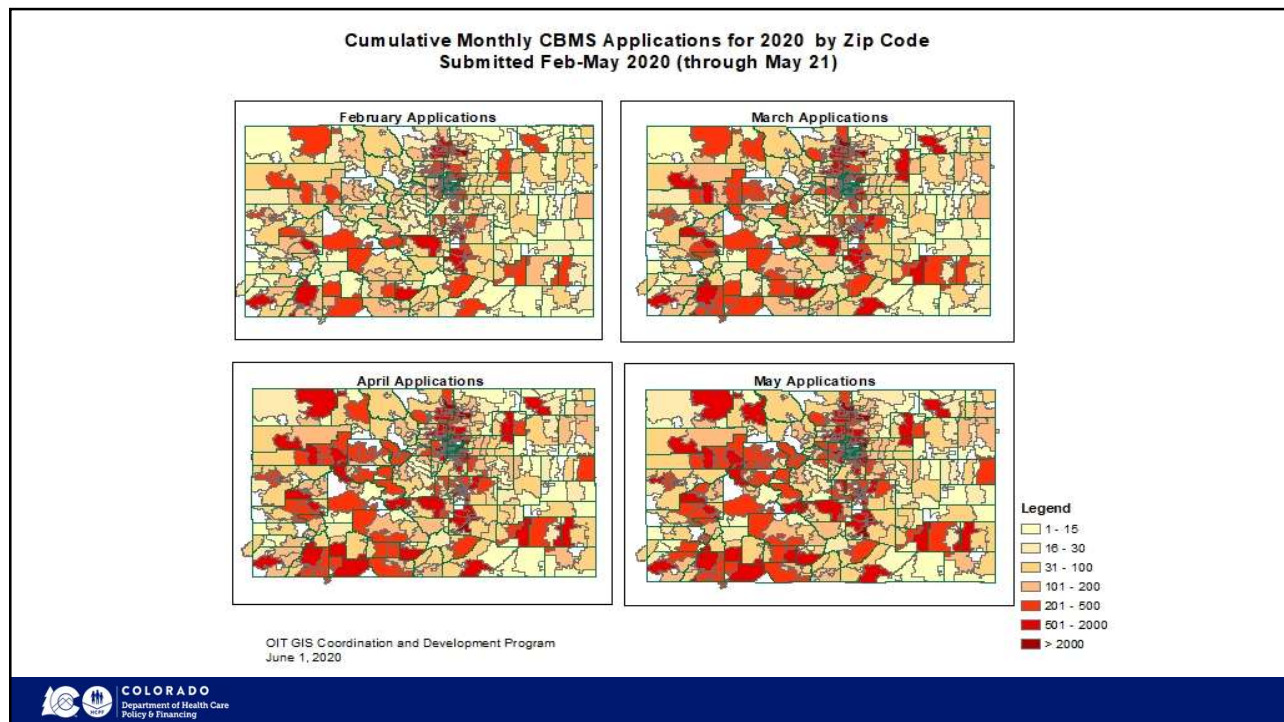


### Value Definitions

- **Apps Received** - includes all applications received through PEAK and all applications started by an eligibility worker in CBMS
- **Apps Authorized** - Means a determination of eligible or denied has been made on the application
- **Total Pending** - all applications received that have not yet had a determination made
- **NOTE:** This includes both HCPF and CDHS Applications.

## Public Health Emergency (PHE) End Date Timeline

- 6/29 HHS tweet: extending public health emergency set to expire July 25
- New Deadline for PHE End Date will be 10/23/2020
- SPAs, 1135 Waivers, and Optional Uninsured Testing Group end with PHE: 10/23/2020
- Continuous Medicaid Coverage ends at the end of that month: 10/31/2020
  - Dept and County Partners will need to notice members and time to properly disenroll members - *on top of the daily workload*
  - Seeking greater “notice time” from CMS, *along with many across the US*
  - This is what we know now - we need to plan for this but ready ourselves for another extension perhaps to 12/31 for continuous coverage.
- Maintenance of Effort (MOE, that’s benefits and eligibility) & FMAP ends at the end of that quarter: 12/31/2020
- Appendix K ends, impacting our HCBS: 1/26/2021



7



8

## What is our error rate vs 3% fed target? OSA/OIG Audits

Year	Audit	Error Rate	Sample Size
2015	OSA: SSWA (State)	3%	60
2015	OIG: A-07-18-02812 (Federal)	4%	140
2015	OIG: A-07-16-04228	28%	60
2017	OSA: SSWA (State)	18%	40
2018	OSA: SSWA (State)	28%	200
2018	OSA: SSWA System Issues (State)	14%	29
2019	OSA: SSWA (State)	26%	125

9

## Legislative Audit Committee

- Update on OSA Conversation last week
- Hearing on June 12 to discuss most recent OSA strategies and activities in process to address 26% error rate. We committed to the below, and have discussed with you addressing the doc repository challenges (new):

Implementing the <b>Centralized Returned Mail Center</b>	Restructured CBMS Executive Steering Committee
Refining/refocusing training efforts at the <b>Staff Development Center</b>	Centralized our existing HCPF <b>Eligibility staff</b> under Medicaid Operations Office
Working with Deloitte/OIT to address <b>systems issues and quality</b> , including from CBMS Transformation	Moving <b>County Incentives</b> payments towards quality
Adding new <b>County Eligibility Determination Reviews</b>	Implementing a new <b>Eligibility Oversight and Accountability Model</b>

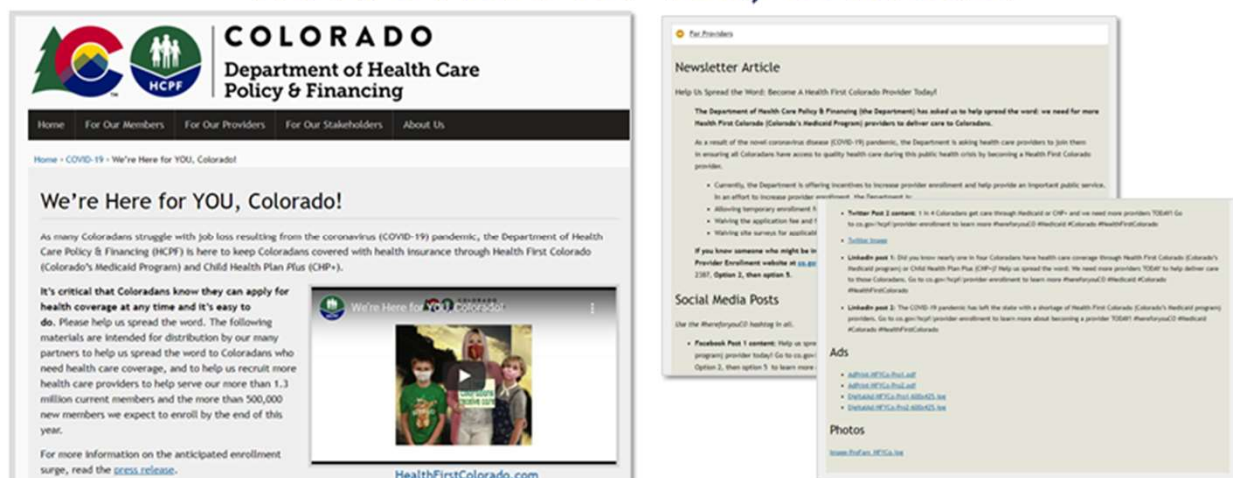
10

# Outreach and Collaboration Plan

- A new task group under Economic Security Sub-PAC was approved and is led by Josh and Lisa
- Meetings will be biweekly, with a 6 hour time commitment each month; group is time-limited to six months. We'll work with CHSDA to solicit participants.
- Let's review some of the topics we'll be discussing

11

## [CO.gov/hcpf/HereForYou](https://co.gov/hcpf/HereForYou) Resources We Are Here for You, Colorado!



The screenshot displays the 'CO.gov/hcpf/HereForYou' website. The header includes the Colorado Department of Health Care Policy & Financing logo and navigation links: Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The main content area is titled 'We're Here for YOU, Colorado!' and features a video player with the title 'We're Here for YOU, Colorado!'. Below the video, there is a section for 'Social Media Posts' and a list of 'Ads' including 'AFIRM.MECSA.PDF.AIR', 'AFIRM.MECSA.PDF.AIR', 'ENHANCE.MECSA.PDF.AIR', and 'ENHANCE.MECSA.PDF.AIR'. The website also includes a 'Newsletter Article' section with the title 'Help Us Spread the Word: Become A Health First Colorado Provider Today!'.

Contact Sabrina Allie at [Sabrina.Allie@state.co.us](mailto:Sabrina.Allie@state.co.us)

12

# Thank You!