COLORADO
Department of Health Care Policy & Financing

Eligibility Determination Questionnaire

This questionnaire is designed to give insight to the Staff eligibility determination processes.

Some questions may have multiple parts, so please be sure to answer each part. Please be thorough and detailed in your responses. If a question is not relevant to your Site, or if you are unable to answer, please write N/A and provide a brief explanation.

1. General Information

a. Email
b. Organization Name
c. Name & Title

2. Applications

a. What is your PEAK inbox procedure?
b. How often do you check PEAK for member documents?
c. What is your process when an applicant requires assistance to obtain citizenship and identify documentation?
d. What is your process for handling confidential/secured applications (employee-related, employee-recipient, ACP, conflict or interest)?
e. What is your process for inter-county transfers (transferring out of your county)?
f. What is your process when you receive a transferred case?
g. Can you transfer a case that is pending?
h. Who is eligible for medical assistance as a Former Foster Care (FFC) adult?
i. Do FFC adults have a right to medical assistance if they were in foster care in another state?

3. Interfaces

a. Now that the PARIS interface is automatic, what do you do with a PARIS match?
b. What is your process for reviewing and using AVP responses?
c. What is your process for verifying Non-Citizens in SAVE for medical assistance?

4. Data Entry and Data Entry Processes

a. What is your process for entering income for seasonal workers?
b. What is your process for entering self-employment income expenses?

5. Disability and Data Entry

a. What does your relationship with your Single Entry Point (SEP) or Community Centered Board (CCB) look like? Do you have communication challenges? Are there breakdowns in processes often? What escalation procedures do you have in place to address the eligibility of these high-needs members?

b. With the new LTC Streamline, what is your process when a client submits a request or application for long-term care?
c. What is your process for MA applications that require a disability determination?

6. Long Term Care

a. What is your process for updating 5615's?
b. How do you calculate allowances for patient payment?
c. What is the process for triggering, entering and approving an income trust packet for a long-term care client?

7. COLA

a. What is your process for utilizing the Cost of Living Adjustment (COLA) Report? How are exceptions created?
b. Are staff aware of the COLA desk aid that offers assistance with processing and updating cases with a COLA exception?