COLORADO
Department of Health Care
Policy & Financing

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HCPF Eligibility Quality Assurance (EQA) Frequently Asked Questions

Frequently Asked Questions August 2021

I received an Initial Case Request from HCPF EQA. What documentation do you need?

The Initial Case Request will have a specific authorization date for each case selected for review and the CBMS Aid Code selected for review. Send the documentation needed to verify eligibility for the CBMS Aid Code noted in the case list. In addition, if the member's Citizenship/Immigration Status and/or Social Security Number were not verified by the interface, please send those verification documents. For example:

- EQA requests documentation for an authorization completed on 1/5/21. The eligibility site determines that the worker processed an annual redetermination (RRR) for Home and Community Based Services (HCBS) on 1/5/21. The member sent in a completed RRR form and a bank statement showing their current checking account balance. Citizenship was verified by US Passport and the SSN was verified by the interface. Send the following documentation:

  - ✓ Completed RRR Form
  - ✓ Disability Determination, if applicable
  - ✓ Current Level of Care Assessment (LOC)
  - ✓ Current Bank Statement
  - ✓ US Passport

- EQA requests documentation for an authorization completed on 2/1/21. The eligibility site determines that the caseworker processed a 1/15/21 application for Medical Assistance on 2/1/21 and the member was approved for MAGI Adult. The member's SSN was verified with their SSN card and their citizenship was verified by the SSA interface. Send the following documentation:

  - ✓ Application submitted on 1/15/21
  - ✓ SSN Card

- EQA requests documentation for an authorization completed on 2/5/21. The eligibility site determines that the caseworker processed an interface change, cleared an alert or handled a call-in request completed on 2/5/21. The member's SSN, and Citizenship and Identity were verified by the interface. There's no documentation for this action or it's not clear what documentation to send. Send the following documentation:
  - ✓ Brief explanation of the action taken on the authorization date
  - ✓ Documentation related to actions from 12/1/20-2/28/21

What if another eligibility site has the citizenship and/or Social Security Number documents?

Please let us know this when you respond to the case file request. Note which site processed the documents and when.

What if the member is eligible for Emergency Medical Services (EMS) and we do not have proof of Citizenship/Immigration status because they are undocumented?

Send documentation that proves the member applied for Emergency Medicaid. Effective August 8, 2021 applicants will no longer need to obtain and submit a written physician statement certifying the presence of an emergency medical condition in order for their application to be complete and processed (HCPF OM 21-056).

How should I send the files?

How you send the files depends on your site's document management system.   If your site uses CBMS EDMS, the reviewers will send you a list of case files and you must ensure the necessary documentation is uploaded to EDMS by the due date on the request.   If your site does not use CBMS EDMS, you may grant the EQA reviewers access to your internal document management system or send the files to us via encrypted email. We are able to accept files via SharePoint/OneDrive.

Why did I receive a Missing Documentation error when I sent the file to EQA?

EQA does not reverse Missing Documentation errors for case files received past the due date. If you did not request an extension within the specified timeframe and sent the file after the due date, the error will stand. EQA will only reverse these errors if you send sufficient proof that you sent the case file by the due date. Examples of "sufficient proof" include screenshots of the outgoing email message with the date/time, attachments, and email addresses clearly visible. If the date/time in the email is one or more days after the due

date of the request, the error will not be reversed. Please note that screenshots proving you received the case file request from EQA are not considered sufficient proof.

I received a case request from Medicaid Eligibility Quality Control (MEQC). Is EQA the same as MEQC?

No, MEQC and EQA are separate quality assurance programs. EQA conducts internal quality assurance reviews for the Department. MEQC conducts federally required audits for the Centers for Medicare and Medicaid Services.

For more information contact
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