



COLORADO

Department of Health Care
Policy & Financing

System Error Generates IEVS Reasonable Compatability Letter to Health First Colorado Members

Fact sheet December 2018

Overview

An IEVS Income discrepancy letter was sent in error to approximately 2,014 Health First Colorado households between November 2 and November 3. This discrepancy was a system-generated error that added an incorrect employer and income record to members cases. The letter asked members to report income information to resolve a discrepancy in our system between what the member reported, and what our electronic records showed.

This system error has been resolved. There was no interruption in benefits or other consequences for members who received the letter. Some members do not need to take action; others will need to respond to the income discrepancy record(s) based on accurate employer and income records.

We will contact affected members and assure them that the issue has been resolved. Members who do not need to respond, will receive a letter titled: "This letter is for your Information only. You do not need to take action." Members who are required to respond will receive a letter with instructions.

What has been done about the error?

One-time only speed letters were sent to individuals that received the incorrect IEVS Income Discrepancy notice.

Was the entire IEVS Income Discrepancy notice incorrect?

No, some of the IEVS Income Discrepancy notices contained correct information and will require members to respond. We have identified two separate populations affected

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by this error. The first population does not need to respond. After we removed the incorrect employer, the member remains eligible. The second population must respond to the notice. After we removed the incorrect employer, there is still a discrepancy with the members income not matching what was reported.

What type of letters did the members receive?

There are two different letters CBMS will generate. The first letter will go to members who are not required to take any action but are being notified of the error. The second letter went to members who will be required to take action, because the IEVS Income Discrepancy notice had some correct employer information and requires the members response. The member was notified that they do not need to respond to the incorrect employment record and that it has been removed.

When did the members receive the letters?

Both letters were sent December 20, 2018.

Did the letters include instructions for members?

Both letters will provide members with instructions. The "No Action" letter will reinsure members that no further action is required because the error has been fixed. The letter that requires action will provide the member with instructions to contact their county and update their income information for the correct employer listed on their letter.

What, if anything, does the member needs to do to fix the issue?

Members do not have to do anything. The department has identified every member who received the letter in error. We will notify them that the letter was incorrect and ensure them that the issue has been resolved.

Who should Members contact with questions?

If members have questions, they should contact their department of human or social services.

How will members know the issue was fixed?

Members will receive a letter identifying the error and assuring them the issue has been resolved.



How many letters were sent out?

1,738 members received the "No Action Required" letter and 276 members received the letter explaining the error, but further action is required.

Click on the links below to view a sample of each letter.

Action needed letter:

https://www.colorado.gov/pacific/sites/default/files/IEVS%20member%20letter_need%20action.pdf

No Action Needed Letter:

https://www.colorado.gov/pacific/sites/default/files/IEVS%20member%20letter_No%20Action.pdf

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