



FREQUENTLY ASKED QUESTIONS: COUNTY AND MEDICAL ASSISTANCE SITE DISPUTE RESOLUTION CONFERENCE

October 2017

Background

If Health First Colorado (Colorado's Medicaid Program) applicants or members disagree with their eligibility determination, federal and state requirements dictate that they must have the opportunity to resolve their dispute through an informal conference. The county or Medical Assistance (MA) Site dispute resolution process allows for members to meet with county/MA Site staff to discuss their Health First Colorado eligibility determination and address potential errors, on an informal level.

Effective September 1, 2016, the Colorado General Assembly approved House Bill 16-1277. The bill states that every county department or MA Site must adopt procedures for the resolution of disputes arising between the county department or MA Site and any Health First Colorado applicant or member.

The Department of Health Care Policy and Financing implemented rules for the dispute resolution conference effective October 1, 2017.

The following are frequently asked questions regarding the Department's rule for the County/MA site Dispute Resolution Conference.

What is a dispute resolution conference?

A dispute resolution conference is an informal meeting between the County/MA site and an applicant/member who disagrees with a decision regarding a Health First Colorado eligibility determination.



How can an applicant/member request a County/MA site dispute resolution conference?

An applicant/member must be able to request a County/MA site dispute resolution conference by U.S. Postal Mail or phone.

If available through the County/MA site, the applicant/member may use email to make a request.

What is the time frame for an applicant/member to request a County/MA site dispute resolution conference?

An applicant/member must request the dispute resolution conference no more than **60** calendar days from their eligibility determination date listed on the Notice of Action (NOA).

Does an applicant/member need to have a County/MA site dispute resolution conference prior to filing a state level appeal?

No – the applicant/member does not need to wait to have an informal dispute resolution conference prior to filing a State Level Appeal. They can choose to have just the County/MA site informal conference, just the formal (State Level Hearing), or they can request both at the same time.

Does the County/MA site dispute resolution conference need to be held in-person?

No. The applicant/member must be given the choice to have the conference in-person or by phone.

When does the County/MA site need to respond to the dispute resolution request?

The County/MA Site must respond to the request within 10 calendar days after receipt of the request.

What does the County/MA Site need to do when they receive a request for a dispute resolution conference or informal meeting?

Within 10 calendar days after receipt of the request for a dispute resolution conference or informal meeting, the County/MA Site must review the case for accuracy and completeness, and notify the applicant/member, in writing, of the date, time, and

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location of the conference. The notification must also include the applicant/member's rights to a state level appeal and a deadline date for requesting the state level appeal.

What is the deadline for holding the dispute resolution conference?

The County/MA Site must hold the conference no more than 25 calendar days from the date the request was received. The conference may be held later if both parties agree, in writing, to extend the date of the conference.

How quickly does the County/MA Site need to notify the applicant/member of the outcome of a dispute resolution conference?

The dispute resolution conference facilitator must, within three business days, notify the applicant/member of the finding from the conference via U.S Postal Mail.

If a member requests a dispute resolution conference prior to their benefits ending will they continue to receive benefits until the issues are resolved?

No, receiving continued benefits only applies if the individual requests a formal appeal/State Level Hearing, and the request is received by the Office of Administrative Courts before the member's benefits end.

If the County/MA Site dispute resolution conference time has been set and the member does not show up for the conference, has the member waived their right to the conference?

Yes- If the member does not show up for the County/MA site dispute resolution conference, they have waived their right to the conference unless both parties agree, in writing, to extend the date of the conference.

Which entity takes precedence if you have an informal dispute resolution and a formal state level appeal that overlap?

The formal State Level Appeal Final Agency Decision will take precedence over a dispute resolution.



Is the informal resolution process the same for households where one or more individuals are enrolled in private health insurance through Connect for Health Colorado?

Yes. For more information regarding the informal resolution process for members with Connect for Health Colorado accounts, please contact the Connect for Health Colorado, Office of Conflict Resolutions and Appeals at 303-590-9640 or toll free 855-492-2420.

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