COLORADO
Department of Health Care
Policy & Financing

1570 Grant Street
Denver, CO 80203

County Incentives Program: Frequently Asked Questions

FY 2020-21 County Incentives Program

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General Background

What is the County Incentives Program?

The County Incentives Program was developed following a budget action approved by the Colorado General Assembly in 2014. The County Incentives Program provides additional funding to county partners for meeting and/or exceeding Department-identified performance benchmarks relating to eligibility determinations, training and quality, maintaining system security, and continuous eligibility determinations. These performance-related benchmarks are referred to Performance Incentive Standards, or Incentives.

How was the program authorized?

The County Incentives Program was authorized through a budget request approved by the Joint Budget Committee. The FY 2014-15 R-6 budget request and approval is on the County Administration Website.

How much funding is available through the County Incentives Program?

In FY 2020-21, the total funding available is $5,744,717. The amount that each county can earn total and per Incentive can be found on the [County Incentives Funding Table](#). Funding is subject to annual legislative approval.

Who qualifies for the County Incentives Program?

Any county department of human/social services can participate in the County Incentives Program. The Department encourages each county to participate.

What changes were made from FY 2019-20 to FY 2020-21?

Several Incentives from FY 2019-20 were continued from previous fiscal years with some modifications based on internal and external feedback.

These include performance benchmarks related to timeliness and backlog of eligibility determinations and redeterminations, timeliness of eligibility determinations and redeterminations for Long-Term Services and Supports (LTSS) programs, ongoing case maintenance, and training of eligibility staff.

The LTSS Incentive and Case Maintenance Incentive were removed as separate Incentives and were added to the Timeliness & Backlog Incentive to create the Eligibility Performance Incentive.

Additionally, two new Incentives were added for FY 2020-21. The Continuous Eligibility Performance Incentive was added, and a quality component was added to the Training Incentive, while the Food Security Incentive was removed.

Incentives Summary – Current and Future

What are the Incentives for 2020-21?

The Incentives are outlined in detail in the contract amendments signed each year by county partners. Incentives are grouped by **performance benchmark**, **deliverable**, or both.

Incentives measured by **performance benchmark** include the Eligibility Performance Incentive, Training and Quality Incentive, and Continuous Eligibility Incentive.

1. The Eligibility Performance Incentive measures:

- Timeliness of Determinations and Redeterminations

- Timeliness of LTSS Determinations and Redeterminations

- Backlogged Determinations and Redeterminations

- Timeliness of Case Maintenance and Disenrollment

2. The Training Incentive measures staff completion of required training hours and attendance of required Quarterly Quality check-in meetings.

3. The Continuous Eligibility Performance Incentive measures timeliness of redeterminations at the end of the COVID-19 public health emergency.

4. The only Incentive measured by **deliverable** is the Cyber Security Incentive, comprised of a Risk Assessment & Remediation plan due July 5, 2021.

For more information on each Incentive, refer to the Operational Memos issued for each Incentive. These are on the County Administration website under "Program Documentation."

What are the Incentives for 2021-22?

The County Incentives Program for FY 2021-22 has not been finalized. The Department expects to engage counties on the Incentives for next fiscal year at the beginning of 2021.

How were the Incentives for the program determined?

Incentives and metrics were designed by identifying Department priorities, Governor's Office priorities, and consulting with counties in several workgroup sessions.

Funding and Reporting Process

How does the County Incentives Program work?

Each Incentive consists of one or more performance benchmarks and/or deliverables. Counties meet and/or exceed those performance benchmarks and ensure timely submission of the deliverables to earn a financial Incentive which is reimbursed through the County Financial Management System (CFMS). Details about the Incentives are outlined in the contracts with counties which are on the County Administration website.

What are the reporting periods for this year, and how do they affect the Incentives earned?

The reporting periods for FY 2020-21 will run from July 1, 2020 - Dec. 31, 2020 (Reporting Period 1) and Jan. 1, 2021 – June 30, 2021 (Reporting Period 2). Payment for the Eligibility Performance Incentive will be split based on the reporting periods – fifty percent (50%) of the Incentive can be earned in the first reporting period, and fifty (50%) can be earned in the second reporting period.

The Training and Quality Incentive is based on benchmarks measured at the end of the fiscal year. The Cyber Security Incentive deliverable is measured at the end of the fiscal year. The completed Risk Assessment & Remediation Plan shall be submitted no later than the semi-annual due date for the Second Reporting Period. The full amount for each Incentive will be awarded at the end of the fiscal year after the second reporting period if the benchmarks are achieved.

The Continuous Eligibility Incentive is based on specified benchmarks relating to the percentage of Medical Assistance members who have a redetermination of eligibility within ninety (90) calendar days of the end of the COVID-19 public health emergency. Upon notification from the federal government that the continuous eligibility requirement for Medical Assistance members has ended, counties will be notified through the HCPF Memo Series.

How often and when are Incentive payments made?

Incentive payments will be made annually, after the close out of the state fiscal year. Because close out occurs in July, reimbursements can be expected within 90 days of the end of the fiscal year. Incentives funding is paid through CFMS.

How much funding can be earned?

The amount of funding that can be earned by each county is dependent on the county's actual local share paid within the given fiscal year, due to federal regulations that prevent the state from reimbursing county departments more than the amount of the costs incurred. At execution of the contract, the Department provides an estimated maximum amount earnable for each county. However, if the county paid less local share at the end of the fiscal year, the Department will adjust downward the amount of the Incentives paid to meet the county's actual local share.

What can counties do with the funding they earn from the County Incentives Program?

Because the funding earned from the County Incentives Program acts as a reimbursement of the county's local share, the funding earned from the program is considered unrestricted and can be utilized per the Board of County Commissioners' discretion. There is no requirement that the county utilize the funding earned for human services-related functions.

Do counties need to submit invoices? If so, how do they submit invoices?

No, counties do not need to submit invoices for the County Incentives Program. Counties only need to submit the information and documentation outlined in each year's contract and in the Operational Memos produced for each Incentive.

Memos are on the [County Administration](#) website under Program Documentation. In addition, the website includes information pertaining to the County Incentives Program.

What are the reporting requirements for the program?

The reporting requirements for counties will vary from year to year depending on the Incentive structure and individual contracts. For FY 2020-21 Incentives, metrics related to the Eligibility Performance Incentive will be pulled from existing reports, so counties do not need to provide additional documentation for this incentive, unless the county fails to meet performance benchmarks. If a county fails to meet performance benchmarks for Incentives relating to timeliness, LTSS, or backlog, the county has an opportunity to request an exemption at the end of each reporting period.

Counties will need to turn in the Cyber Security Incentive deliverable by July 5, 2021. Reporting for the Training Incentive will be completed solely through the Department's Learning Management System (LMS). Reports pulled from the LMS will act as the training documentation for all counties. The Department will send a progress report on training hours completed in the LMS throughout the fiscal year.

When are the reports due to the Department?

Documentation for first reporting period is due on January 5, 2021. Documentation for second reporting period is due on July 5, 2021.

Eligibility Performance Incentive

What is the Eligibility Performance Incentive?

The Eligibility Performance Incentive is designed to encourage the timely processing of new applications and redeterminations, ensure minimal backlog of unprocessed and untimely new applications and redeterminations, timeliness of LTSS determinations and redeterminations, and timeliness of Case Maintenance and Disenrollment for all county departments of human/social services. The Department utilizes COGNOS reports to measure the performance of counties. The Incentive includes four performance metrics:

1. Timeliness must be measured at 95.00% or above in a combined average. County departments of human/social services must ensure 95.00% timeliness of both new applications and redeterminations.

2. The number of unprocessed/untimely (backlogged) new applications and redeterminations must be kept below a certain benchmark. These benchmarks are based on the size of the county – small, medium, or large – and have different benchmarks for new applications and redeterminations.

Type of Determination	County Size	Limit
New Applications	Large	≤75
	Med	≤10
	Small	≤3
Redeterminations	Large	≤280
	Med	≤28
	Small	≤10

3. The LTSS performance benchmark requires counties to meet timeliness average of ninety-five percent (95.00%) for both LTSS (LTC, HCBS, and PACE) determinations and redeterminations.

Timeliness of financial eligibility determinations and redeterminations for the LTSS performance benchmark is made for the following programs and must meet or exceed ninety-five percent (95.00%):

     i. Long Term Care/Nursing Facility (LTC/NF)
    ii. Home and Community-Based Services (HCBS)
   iii. Program of all-Inclusive Care for the Elderly (PACE)

4. The Case Maintenance performance benchmark sets an eighty-five percent (85.00%) requirement to ensure timely disenrollments are completed within fifteen (15) calendar days.

Further information on the Case Maintenance benchmark can be found on HCPF Operational Memo 20-068, "Implementation of the FY 2020-21 Eligibility Performance Incentive."

Per Agency Letter 18.002 "Timely Disenrollments and Good Faith," counties should endeavor to process changes in circumstance within fifteen (15) calendar days. The purpose of this timeframe is to ensure that individuals no longer eligible for Medical Assistance are appropriately disenrolled in a timely manner.

Changes in circumstance submitted by members, SEPs, CCBs, nursing facilities, and partner agencies are all subject to the fifteen (15) calendar day timeframe. Changes submitted by external agencies, such as SEPs, could result in a disenrollment, and counties are encouraged to process all changes in circumstance within those fifteen (15) calendar days.

To earn the Eligibility Performance Incentive Payment for each reporting period, the county needs to meet at least three (3) out of the four (4) benchmarks. Further information is in HCPF Operational Memo 20-068.

How and when is timeliness measured for the Eligibility Performance Incentive?

The timeliness of new applications and redeterminations is measured over each reporting period during the fiscal year, on the second Monday working day after the conclusion of each reporting period. For the FY 2020-21 County Incentives Program, there are two reporting periods: July 2020 through December 2020 and January 2021 through June 2021.

Timeliness is measured by taking the number of timely new applications and timely redeterminations and dividing that number by the total number of new applications and redeterminations processed during the reporting period.

The calculation is:

(Timely Applications + Timely Redeterminations) / (Total Applications + Total Redeterminations) = Timeliness

The backlog portion of the Incentive is measured on the second working day of each month. The Department will then take an average over the six month reporting period and will use that six month average to determine whether the county department was at or below the required benchmark based on county size.

Please note that backlog is no longer measured twice in a fiscal year; **backlog is now measured monthly**. Backlog should be tracked monthly to ensure that the county's average remains at or below the required benchmark.

The calculation is:

(Sum of each month's determination backlog) / six = Average Determination Backlog over Reporting Period

(Sum of each month's redetermination backlog) / six = Average Redetermination Backlog over Reporting Period.

The LTSS performance benchmark will be calculated as an average each month's application and redetermination timeliness over each reporting period, from July 1, 2020 through December 31, 2020, and from January 1, 2021 through June 30, 2021. LTSS Timeliness is measured on the second Monday after the end of each reporting period.

The Department utilizes the *MA Disenrollment Processing Times Report* to determine if the county's percentage of timely disenrollments meets or exceeds the contract benchmark.

Further information on the report and calculation is in HCPF [Operational Memo 20-068](#). The Department pulls the report from COGNOS and will post aggregate Case Maintenance percentages per county on the [County Administration](#) page under **Incentives Program Data** after the second Sunday of each month.

When is a case considered backlog for the different reporting periods?

A new application is considered backlog if it is pending past the 45-day processing timeline. Redeterminations are considered backlog if they are processed after the RRR due date.

New applications and redeterminations that have a due date on or before December 31 will be considered backlog for the first reporting period if the county fails to authorize eligibility on or before December 31.

New applications and redeterminations that have a due date on or before June 30 will be considered backlog for the second reporting period if the county fails to authorize eligibility on or before June 30.

My county works all cases timely, if we receive all documentation from the client. How do we have backlog?

The measurement of backlog includes all cases that require action, which includes cases for which no documentation has been submitted for the client. **Per 10 C.C.R. 8.100.3.P.4, the client is not required to return a redetermination form to continue eligibility.** The lack of redetermination packet submission by the client shall be taken as the client reporting that there are no changes to the client's eligibility. This is referenced as automatic reenrollment.

Auto re-enrollment occurs in CBMS on the 15th of each month. Any client-reported changes should be entered into the system prior to the 15th of the month to ensure an accurate eligibility determination. However, in certain circumstances, auto re-enrollment for a case may not be successful; for these cases, the county must manually authorize the redetermination.

If the county fails to manually authorize an unsuccessful auto re-enrollment, the case will count towards the county's backlog. To avoid this, the county should pull the relevant COGNOS report and manually authorize all auto re-enrollments that were not successful.

What if our county does not meet the Timeliness, Backlog, and/or Timeliness of LTSS benchmark numbers?

At the end of each reporting period, the Department will report final data and metrics to each county director. If the county has not met the Timeliness, Backlog, and/or Timeliness of LTSS benchmarks, the county has the opportunity to submit a request for exemption. Only counties who do not meet a benchmark are eligible to request an exemption.

The county must research case-level data to determine why cases did not meet processing guidelines. If any of the cases are eligible for an exemption, the Department will remove

those untimely cases from the calculation of the Timeliness, Backlog, or Timeliness of LTSS portion of the Incentive.

Additional guidance on the exemptions processed will be released at the end of each Reporting Period.

Does that mean that each month the county must meet the 95.00%?

No. The calculation allows for month-to-month variation. The timeliness benchmark is the average of timeliness over the six months of each Reporting Period.

Is there an exemption process for counties that process an extremely small number of cases?

For the Timeliness, LTSS Timeliness, and Case Maintenance portion of the Eligibility Performance Incentive, there is a small county exemption that is built into the contract amendment.

For timeliness, if the county processes 240 or fewer new applications and redeterminations per month, the county will have been deemed to meet the benchmark of the Timeliness portion of the Incentive if the county has eighteen (18) or fewer untimely new applications and redeterminations during the reporting period that was measured.

If the county processes a total of ten (10) or fewer LTSS determinations and twenty (20) or fewer LTSS redeterminations per reporting period, the county shall be deemed to have met the LTSS timeliness percentage benchmark for the Eligibility Performance Incentive so long as the county had six (6) or fewer Untimely LTSS Determinations and Untimely LTSS redeterminations during that reporting period.

If the county processes a total of eight (8) or fewer case changes resulting in disenrollments during any given month, the county shall be deemed to have met the Case Maintenance benchmark for the Eligibility Performance Incentive so long as they had at list sixty percent (60%) of case changes processed as timely.

There are no small county or sample size exemptions for backlogged determinations and redeterminations.

Can the Department pull the required reports for the county?

Due to staffing limitations, the Department cannot pull reports for county departments. Each county is responsible for ensuring at least one staff member is trained in utilizing the COGNOS system to pull the necessary reports for the county.

The Staff Development Center offers trainings on the use of the COGNOS system. The Department encourages counties to sign up for this training to pull the necessary reports.

Are there automated ways for the county to track the Timeliness, Backlog and/or LTSS portions of the Incentive?

The Department has implemented several new COGNOS reports to assist in tracking of the Eligibility Performance Incentive. These reports are found in the MA County Incentives Program folder in COGNOS.

The below reports should be pulled to assist with tracking of timeliness, backlog, and LTSS benchmarks:

MA County Incentives Timeliness Report – Detail MA County Incentives Timeliness Report – Summary	Utilize these reports to track timeliness for each month and over each reporting period	Pull on the second Monday of each month
MA County Incentives Backlog Report – Detail MA County Incentives Backlog Report – Summary	Utilize these reports to track backlog for each month and over each reporting period	Pull on the second working day of each month
MA County Incentives Untimely Report - Detail	Utilize this report to track cases that were determined untimely each month	Pull on the first working day of each month
MA County Incentives LTSS Timeliness Report – Detail MA County Incentives LTSS Timeliness Report - Summary	Utilize these reports to track backlog for each month and over each reporting period	Pull on the second Monday of each month

The Department will post aggregate Case Maintenance percentages per county on the [County Administration](#) page under Incentives Program Data after the second Sunday of each month.

Continuous Eligibility Incentive

What is the Continuous Eligibility Incentive?

The Continuous Eligibility Incentive is the percentage of Medical Assistance members who have a redetermination of eligibility within ninety (90) calendar days of the end of the COVID-19 public health emergency. Counties are required to redetermine eligibility within ninety (90) calendar days for at least ninety percent (90.00%) of Health First Colorado, CHP+

and Long-Term Services and Supports members that require a redetermination due to the end of the COVID-19 public health emergency.

How do counties know which members require redetermination?

The Department will work with the CBMS contractor to redetermine eligibility for those members who have the necessary information at the end of the COVID-19 public health emergency. Upon notification from the federal government that the continuous eligibility requirement for Medical Assistance members has ended, counties will be notified through the HCPF Memo Series. The communication will include the starting date of the ninety (90) calendar day period to redetermine eligibility for those members impacted by the continuous eligibility requirement.

Cyber Security Incentive

What is the Cyber Security Incentive?

The Cyber Security Performance Incentive Standard deliverable is a Risk Assessment and Remediation plan based on the Governor's Office of Information Technology (OIT)'s Colorado Information Security Policies (CISPs) and the federal Health and Human Services (HHS) Risk Assessment.

More information on the Cyber Security Incentive can be found in [Operational Memo OM 20-081](#) "Implementation of the FY 2020-21 Cyber Security Incentive."

How and when is Cyber Security Performance Incentive measured?

No later than the semi-annual reporting due date for the Second Reporting Period, July 5, 2021, counties shall review whether their IT systems and other data privacy and protection safeguards comply with the policies identified in the Risk Assessment and Remediation Plan deliverable. If the county is not in compliance with those policies, the county shall fill out the Remediation Plan for that policy. The Remediation Plan will address areas of non-compliance and set a timeline to gain compliance.

What are the CISPs?

The Colorado Information Security Policies (CISPs) are policies developed for Colorado by OIT based on federal cybersecurity framework from the National Institute of Standards and Technology (NIST).

What is the federal HHS Risk Assessment?

The federal Health and Human Services (HHS) Risk Assessment is a security risk assessment tool developed by the Office of the National Coordinator for Health Information Technology

(ONC), in collaboration with the HHS Office for Civil Rights. Questions from the HHS Risk Assessment were added to the county Risk Assessment & Remediation plan to make sure the areas of data privacy and written documentation were included.

Where do I find the deliverable template?

Each county will have this fiscal year's deliverable sent directly to their county human/social services director, secondary director, and any contacts as requested by county leadership. There is no general Option 2 or Option 3 template for FY 2020-21.

Each county will have their own deliverable with the responses from last fiscal year included.

How do I fill out the deliverable?

Option 2 Counties
If any of your county's responses to the questions answered in the previous fiscal year have changed, the responses should be updated.

To fill out the deliverable:
- Answer "Yes" or "No" to each question, or "N/A" only if the N/A option is offered as a response.
- Fill out the remediation plan in the county response section addressing any fields where the answer was "No."
- Provide any additional context in the comments section.

Answer the questions regarding your county's written policies and procedures, business processes and use of all state systems, including CBMS, CHATS, ACSES, Trails, etc.

Submit the completed deliverable by July 5, 2021.

Option 3 Counties
If any of your county's responses to the questions answered in the previous fiscal year have changed, the responses should be updated.

To fill out the deliverable:
- Answer "Yes" or "No" to each question, or "N/A" only if the N/A option is offered as a response.
- Fill out the remediation plan in the county response section addressing any fields where the answer was "No."
- Provide any additional context in the comments section.

Answer the questions with regard to your county's local information system, Workflow Management System and your county's business processes and use of all state systems, including CBMS, CHATS, ASCES, Trails, etc.

Turn in the completed deliverable by July 5, 2021.

What should I put in the Remediation Plan section?

If your county answers "no" on any of the policy questions, the county shall fill out each column of the corresponding remediation section under "county responses." Information should include:

- Policy Remediation Status: Where in the process is your county in working towards meeting this policy requirement?
    - Not Yet Started
    - Started
    - In Progress
    - On Hold
    - Finished
- Estimated Completion Date: What date (approximately) do you anticipate your county could meet this policy requirement?
- Milestones with Estimated Timeline: What major milestones would your county need to complete in order to meet this policy requirement?
    - Examples could include training, policy clarification, hiring a contractor, purchasing materials, writing a standard operating procedure, changing a business process, etc.
- Compensating Controls: What is your county doing unofficially to address the policy requirement until processes are in place to officially meet the policy requirement?
- Comments: Any additional context that is needed.

What are Compensating Controls?

Compensating Controls are defined as a security control implemented when an entity cannot meet a requirement explicitly as stated, due to legitimate technical or documented business constraints, but has sufficiently mitigated the risk associated with the requirement through implementation of other controls.

In this context, Compensating Controls are any steps your county is taking to informally meet the policy requirement until official business process change, written policy, security procedure, or other milestone is completed to formally meet the policy requirement. For example, if your county is not currently requiring every staff person with access to a state system to annually re-read and re-sign the appropriate acceptable use policy/policies, a compensating control would be a staff meeting to verbally review the acceptable use policy/policies relevant to that team's use of a state system.

If I don't know the answer to a question, what should I do?

If your county has a question about any of the policies included in the Risk Assessment & Remediation Plan deliverable, they can be emailed to HCPFCountyRelations@state.co.us. It is also recommended that county staff consult with any IT team members employed by the county, if available.

Additionally, the Department will send information to county partners on Cyber Security Incentive support calls, where there will be opportunity to ask specific questions.

How do I answer (yes or no) if there are multiple questions with different answers?

If the county would answer "no" to any portion of a question, the county should answer "no" to the entire question. Clarification can be provided in the county responses section.

If I am an Option 2 county, how do I know what is Istonish's responsibility and what is a county responsibility?

Each question included on this Risk Assessment & Remediation Plan deliverable has been vetted by a team made up of HCPF, CDHS, and OIT, including Istonish's contract manager. No questions that would fall solely under Istonish's purview are included on the deliverable.

If the county has a question about how a certain policy requirement applies to them, the county can reach out to HCPFCountyRelations@state.co.us or attend a Cyber Security Incentive support call.

Training and Quality Incentive

What is the Training and Quality Incentive?

The purpose of the Training and Quality Incentive is to ensure that eligibility staff, including eligibility technicians and supervisors/managers that have Medical Assistance access in CBMS, complete a minimum of six (6) training hours within the fiscal year for seventy-five percent (75%) of the county's staff. Counties are required to attend all four (4) Quarterly Quality Check-in meetings within the fiscal year.

Documentation of trainings must be kept in the Health Care and Economic Security Staff Development Center's training website, CO.Learn.

How many county staff are subject to the requirements of the Training Incentive?

Seventy-five percent (75%) of county staff that have CBMS security profile to update and authorize Medical Assistance cases must complete the designated number of training hours for the county to be eligible for a Training Incentive payment.

What trainings are eligible to count towards the Training Incentive?

Those trainings that are pre-approved by the Department for the Training Incentive are found in the Learning Management System (LMS), also called CO.Learn. Listed below:

- Building and/or Expanding Foundations for MAGI, Non-MAGI and Long-Term Care
- CBMS Medical Assistance-specific Build Trainings (every other month)
- SDC-released Medical Assistance trainings (months alternating CBMS Build Trainings)
- Other trainings identified by the Department and SDC, which will be listed on the SDC's website

Can county-developed trainings count towards the Training Incentive?

County-developed trainings can be added to the Approved Training List if the training meets a set of requirements. Those requirements include:

- Pre-approval by HCPF Eligibility Policy team and the Staff Development Center
- Training must be uploaded into the LMS and made available to all counties once approval has been received
- The training must be conducted only by SDC-certified trainers

The **pre-approval requests for county – developed trainings should be submitted well in advance** to the SDC inbox for Med Incentive approval. If the county offers a locally-developed training that is not pre-approved, then those training hours will not be eligible for the Training Incentive.

What is the process for becoming a certified trainer through the SDC?

To become a certified trainer, visit the SDC's Trainer Certification page. The Department encourages counties who do not have an SDC-certified trainer to take advantage of this opportunity.

If I am an SDC-certified trainer and want to offer a training to counties, what process should I follow?

If your county has an SDC-certified trainer, they can offer existing trainings that are already approved by the SDC for the Training Incentive. Please follow the above process to request pre-approval of county-developed trainings.

If an eligibility technician took any of the specified trainings in a previous fiscal year, can they count for the FY 2020-21 Training Incentive?

Some trainings completed in a previous fiscal year are eligible to count in the current fiscal year. Counties should ensure that trainings being re-taken are listed as a "Med Incentive Training" in the LMS/CO.Learn.

Are there any other tracking requirements as part of the Training Incentive?

Training hours are automatically logged in the SDC's LMS, if staff registers for the course in the LMS.

At the end of each Reporting Period, the Department will request a CBMS data pull that includes all staff subject to the Training Incentive requirements. At the closing of the FY 2020-21, a cross-comparison of staff subject to the training requirement and the LMS' list of trainings taken will be completed to determine which staff met the training hours requirement.

For LMS tracking to be successful, registration in the LMS should match user information in CBMS. For instance, the user's first and last name in CBMS should match the user's LMS profile to ensure the user's training completions can be tracked. Additionally, the user should list the correct county.

In addition, all county CBMS users are subject to the training hours requirement if they can authorize a Medical Assistance case. This would include staff outside of the county human services department.

Who should I contact if I have questions on the Training Incentive?

If the question pertains to which trainings are eligible for the Training Incentive, pre-approval of county-developed trainings, status of External Training requests or any other question that is Incentive-specific, contact HCPFCountyRelations@state.co.us.

If the question pertains to transcript issues or issues with the LMS, except for pending External Training requests, contact SOC_StaffDevelopment@state.co.us.

What is the Quarterly Quality Check-in meeting?

Counties should identity identify the appropriate staff to participate in the Quarterly Quality Check-Ins. The Quarterly Quality Check-Ins include a standardized agenda listed below and follow up discussions:

- Overall state audit data review, such as data provided by the Office of the State Auditor (OSA), Office of Inspector General (OIG), Medicaid Eligibility Quality Control (MEQC) or Payment Error Rate Measurement (PERM), internal reviewers or other auditors
- Review of county-specific quality data, if available
- Review of performance data, metrics and dashboards, if available
- Review of Help Desk tickets submitted to identify training and/or process issues, if available
- Review of policy clarification requested from the Medicaid Eligibility Inbox, if available
- Discussion and review of the Contractor's Quality Assurance (QA) program, if one exists. If not, the Department may provide recommendations to implement an adequate QA program and processes

<u>Department Contact:</u>

County Relations
HCPFCountyRelations@state.co.us
Colorado.gov/hcpf/county-admin

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