Frequently Asked Questions

FY 2019-20 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, maintaining system security, and increasing access to benefits for populations qualified and enrolled in Health First Colorado (Colorado's Medicaid Program). 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 found on the County Admin Website.

How much funding is available through the County Incentives Program?

In FY 2019-20, the total funding available is $5,744,717, which is an increase of $1.35 million from FY 2018-19. 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. Even if the county anticipates not being able to earn the maximum

Incentives funding possible, the Department encourages county departments to participate.

<div align="center">*What changes were made from FY 2018-19 to FY 2019-20?*</div>

The Department continues several Incentives from FY 2018-19 but continues to refine them based on internal and external feedback. Thus, two new Incentives were added for FY 2019-20. The Cybersecurity Incentive and Food Security Incentive were added, while the Child Welfare and Improving Member Correspondence Incentives were removed.

Additionally, the Long-Term Services and Supports (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.

Incentives continued from FY 2019-20 include performance benchmarks related to timeliness and backlog of eligibility determinations and redeterminations, timeliness of eligibility determinations and redeterminations for LTSS programs, ongoing case maintenance, and training of eligibility staff.

Incentives Summary – Current and Future

<div align="center">*What are the Incentives for 2019-20?*</div>

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: Timeliness of Determinations and Redeterminations, Timeliness of LTSS Determinations and Redeterminations, Backlogged Determinations and Redeterminations, Timeliness of Case Maintenance and Disenrollment, staff completion of required training hours and percentage increase of Medicaid enrolled members also enrolled in the Supplemental Nutrition Assistance Program (SNAP).

Incentives measured by *deliverable* include: deliverables related to the Cybersecurity Incentive, including a remediation plan for identified security policies.

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

<div align="center">*What are the Incentives for 2020-21?*</div>

The County Incentives Program for FY 2020-21 has not been finalized. The Department expects to engage counties on the Incentives for next fiscal year at the beginning of 2020.

How were the Incentives for the program determined?

Incentives and metrics were designed by identifying Department priorities, Governor's Office priorities, and in collaboration with counties.

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 can be found 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 2019-20 will run from July 1, 2019 - December 31, 2019 (Reporting Period 1) and January 1, 2020 – June 30, 2020 (Reporting Period 2). Payment for the Eligibility Performance Incentive will be split based on the reporting periods – fifty percent (50%) of incentive can be earned in the first reporting period, and fifty (50%) can be earned in the second reporting period.

The Training Incentive and Food Security Incentive are based on benchmarks measured at the end of the fiscal year – funding for the Training Incentive and Food Security Incentive is not split based on reporting periods. 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.

Currently, the Department is working internally with the Governor's Office of Information Technology (OIT) and the Colorado Department of Human Services (CDHS) to finalize the deliverables for the Cybersecurity Incentive. Once this information is available, the Department will communicate through the Memo Series. The payment for Reporting Period 1's Cybersecurity Incentive will be moved to Reporting Period 2 since the deliverables for Reporting Period 1 have not be finalized.

How often and when are Incentive payments made?

Incentive payments will be made annually, after the close out of the 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 a 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 can be found on the [Count 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 2019-20 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.

Statewide exemptions will be granted for a portion of Reporting Period 1 due to implementation of CBMS Transformation.

Metrics related to the Food Security Incentive are measured using data from CDHS and HCPF. Aggregate data that shows each county's total percentage of Medicaid population also enrolled in SNAP as well as an individual report of the SNAP eligible but not enrolled population will be released monthly. Counties do not need to provide additional documentation for this Incentive.

However, counties will need to provide documentation for the Cybersecurity Incentive, as defined by the Department at a later date. Training Incentive reporting must be completed in 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 at the end of each Reporting Period.

When are the reports due to the Department?

Documentation for first reporting period is due on January 5, 2020. Documentation for second reporting period is due on July 5, 2020.

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
	Large	≤280
Redeterminations	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 19-034, "Implementation of the FY 2019-20 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 can be found HCPF Operational Memo 19-034.

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 working day after the conclusion of each reporting period. For the FY 2019-20 County Incentives Program, there are two reporting periods: July 2019 through December 2019 and January 2020 through June 2020.

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 divided by six = average determination backlog over Reporting Period

Sum of each month's redetermination backlog divided by 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, 2019 through June 30, 2020. 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 found in HCPF [Operational Memo 19-034](). The Department pulls the report from COGNOS and will post aggregate Case Maintenance percentages per county on the [County Administration]() page under the Incentives Program Data after the second Sunday of each month.

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

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 documentation as the client reporting that there are no changes to the client's eligibility. This is referenced as automatic reenrollment.

Auto reenrollment 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 reenrollment 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 reenrollment, 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 reenrollments that were not successful.

What if our county exceeds 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 the county directors **only** if the county has exceeded the Timeliness, Backlog, and/or Timeliness of LTSS benchmarks. This allows the county the opportunity to submit a request for exemption. The county must research case-level data to determine why cases exceeded 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%

timeliness benchmark?

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

Is there an exemption process for counties that process an extremely small amount 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 so long as 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.

If my county doesn't meet the timeliness benchmark, can we request an
exemption for unusual circumstances?

The Department will inform the county if it fails to meet the timeliness benchmark after

each reporting period. The county will then can request an exemption for unusual circumstances for cases that were delayed beyond the county's control.

Further information on the exemptions process will be shared at the end of each Reporting Period.

Training Incentive

What is the Training Incentive?

The purpose of the Training Incentive is to ensure that eligibility staff, including eligibility technicians and supervisors/managers that have Medical Assistance authorization access in CBMS to complete a minimum of eight (8) training hours within the fiscal year for seventy-five percent (75%) of the county's staff.

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 eligibility technicians, supervisors, and managers that have CBMS security profiles of Management or Eligibility Enrollment Specialist (EES) access must complete the designated number of training hours for the county to be eligible for a Training Incentive payment.

These two security profiles grant county staff update access to cases in CBMS. Management and Eligibility Enrollment Specialist (EES) CBMS access users are subject to the Training Incentive. Those staff without update access through the Management or EES security profiles are not subject to the requirements of the Training Incentive.

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.

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 <u>only</u> by SDC-certified trainers.

The <u>pre-approval requests for county – developed trainings should be submitted well in advance to</u> SDC inbox for Med incentive approval. Further guidance on requesting a new training and approval process will be released at a later time. 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.

Do trainings beyond those offered on the Approved Training List, like stand-up trainings, count for training hours?

No. Only trainings from the Approved Training List are eligible training hours for the Training Incentive. The county can develop a local training but must follow the guidance on pre-approval described above.

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 2019-20 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.

In order to get credit for a training that a county worker has completed prior to July 1, 2020, the county worker should select "request" in CO.Learn/LMS.
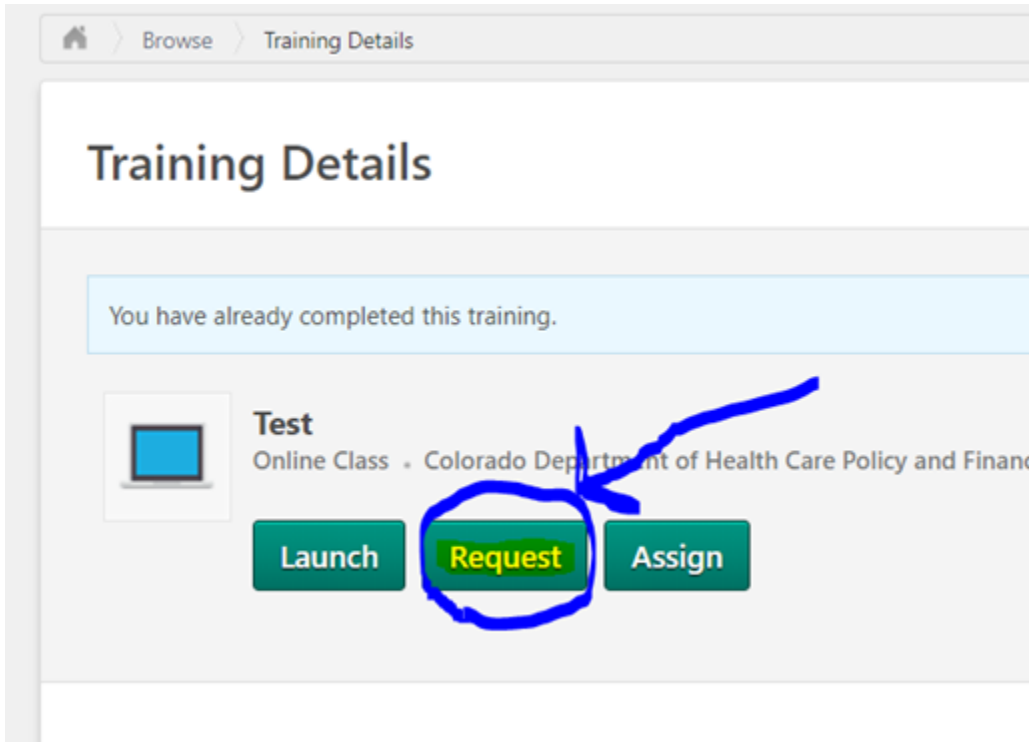
If the county worker selects "Request" (in lieu of "Launch") their transcript will update to include a record of completion reflecting the current time/date they are retaking the training.

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

Training hours are automatically logged in the SDC's LMS, so long as 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 2019-20, 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.

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.

When should staff add External Trainings?

The Department made changes to the Training Incentive to eliminate the need to add external trainings. If you have further questions about if and/or when to add an external training, contact us using the County Relations inbox.

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, should be sent to SOC_StaffDevelopment@state.co.us.

Department Contact:

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

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