



COLORADO
Department of Health Care
Policy & Financing
1570 Grant Street
Denver, CO 80203

Preferred Projects List

FY 2024-25 County Grant Program

The purpose of the Preferred Projects List is to identify opportunities for grant funding that align with the Department of Health Care Policy and Financing's [Strategic Pillars](#).

Customer Service That is Provided in a Timely, Respectful and Culturally Appropriate Manner

Goal: To determine gaps in written policies, procedures, and systems with implementing guidelines and expectations to meet customer service and county call centers operational expectations, targets and benchmarks.

Project Examples: (including, but not limited to)

- Contractor/consultant to review and update existing customer service documentation and processes.
- Contractor/consultant support to assess staff for Privacy Act, Knowledge Skills, and Customer Skills and development of culturally-appropriate customer service training.
- Staff training as identified through professional assessment to include customer service skills to increase member satisfaction.
- Consultant to assess phone systems, including staffing processes, are meeting timely, respectful and culturally-appropriate.
- System improvements to improve call center and/or phone service functionality to meet published targets and benchmarks such as Average Speed of Answer (seconds), Average Talk Time (minutes), Completion Rate, IVR Handle Rate, IVR Transactions, etc.
- Staff training as identified through professional assessment to include customer service skills to increase member satisfaction.

Note: These projects will require cost allocation methodology to be applied.

Civil Rights Compliance

Goal: To determine and close gaps in written policies and procedures specific to civil rights and accessibility as mandated in CCR 10 CCR 2505-5.

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
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Project Examples: (including, but not limited to)

- Consultant and/or attorney fees to develop a member Civil Rights Plan outlining how to ensure member, potential members, employers, and others that county programs and services are provided without regard to race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, or disability.
- Consultant support to set up compliance processes in administering Medical Assistance programs and practices in accordance with the CCR referenced civil rights laws and investigation of discrimination.
- Costs associated with requirement to post the State Department's Nondiscrimination Statement (or substantially similar notice) in a conspicuous place and in appropriate languages (at minimum both English and Spanish).

Note: These projects will require cost allocation methodology to be applied.

Health Needs of Persons in Criminal Justice System

Goal: In accordance with SB 22-196, county eligibility coordinates with the county jail to facilitate Health First Colorado applications or re-enrollment upon release from jail.

Project Examples: (including, but not limited to)

- Development of collaboration and coordination with the county jail on outcomes and measures, including member and provider outreach, development of policies and processes, and support of community collaborations.
- Consultant or staff time for establishing or improving business processes between the county jail and the county human services.
- Use of, or investment in, technology that would facilitate information sharing between the county jail and county human services.
- Staff time for establishing eligibility technician 'out stationing' at county jail;
- Developing quality metrics and quality assurance processes for HFC applications/re-enrollments from county jail to county human services

Note: These projects may require cost allocation methodology to be applied.

Develop Internal Controls, Policies & Procedures

Goal: Support counties in developing adequate internal controls as required in 10 CCR 2505-5 1.010 and 1.020, in addition to Volume 8 Eligibility Rules. Internal controls are policies and procedures that detail how certain work should be managed.

Project Examples: (including, but not limited to):

- Development of internal controls by internal staff, an external contractor or project manager.
- Research costs to develop adequate internal controls.
- Trainings on how to develop adequate internal controls and train-the-trainer options to operationalize ongoing internal controls.

Note: These projects may require cost allocation methodology to be applied.

Reduce Backlog to Historical Levels

Goal: Reduce application, renewal and case change backlog to pre-Public Health Emergency levels

Project Examples: (including, but not limited to):

- Process improvement projects.
- Business process reengineering projects.
- Member outreach to capture missing documentation and signatures.
- Improvements to Long Term Services and Supports eligibility determination processes.

Note: These projects may require cost allocation methodology to be applied.

