Quarterly Overview: HCPF EQA Performance Data & Trends

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Medical Assistance Performance

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HCPF Eligibility Quality Assurance (EQA) - Overview

🔍 **What is EQA?**

📊 **Overview of MAP Dashboard Performance Measures Top Trends**

✅ **Best Practices**

Background - EQA Quarterly Overview

🛠️ **Why This Overview Was Created:**
The need for an EQA overview was identified following Fall 2024 discussions with County representatives, focusing on County Incentive scoring—specifically within the **accuracy** incentives. HCPF formed an internal workgroup to address accuracy in MAP performance measures, driven by county input and shared priorities.

🎯 **Our Goals:**

- Elevate **accuracy** to the same level of focus as **timeliness** and **backlog**

- Share **top trends** for Counties and MA/EAP staff

- Highlight **best practices** across counties

- Support **continuous improvement** in HCPF's accuracy performance measures

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What is EQA?

📒 **Monthly Review Volume:**

120–125 eligibility determinations reviewed

🎯 **Purpose:**

Provide timely information to identify and address errors in the eligibility determination process

📊 **MAP EQA Performance Measures:**

- **Incorrect Error Determinations:**
  Impact whether an individual qualifies for assistance (e.g., income miscalculation, incorrect household size)

- **Errors Not Impacting Eligibility :**
  Procedural Errors Do *not* affect eligibility, but reflect process or documentation issues (e.g., missing case comments, late entries)

✅ **Goal:**

Support accurate case processing, policy compliance, and continuous improvement

What is EQA ?

🔄 **What is the EQA Rebuttal Process?**
Counties have the opportunity to **review and dispute** EQA findings before they are finalized.

⏱️ **Timeline:**

- **Counties:** Up to 10 working days to submit a rebuttal after receiving case findings

- **HCPF:** Responds to rebuttals by the last working day of the month in which the rebuttal was submitted

📅 **Impact on MAP Dashboard Accuracy Performance Measures:**
Due to the rebuttal timeline, **MAP Dashboard performance measures** will always reflect data with a **4-month delay** to ensure accuracy and incorporate final, validated results.

Performance Measure
Incorrect Eligibility Determinations

Errors Impacting Eligibility

⚠️ **What Constitutes a Error Impacting Eligibility?**
An error that results in one of the following:

- An individual is **enrolled when they should have been denied**

- An individual is **denied or terminated when they should have been approved**

- An individual is **enrolled in the wrong aid code**

💡 **Why These Errors Matter:**

These errors have significant **member impacts** (loss or delay of coverage) and potential **financial implications** for the program, making them a priority for review and correction.

**The data in slides 9-14 show the number of errors cited during a specific timeframe. It does not show the number of determinations/cases that were incorrect overall; just the number of errors. One case can have multiple errors.
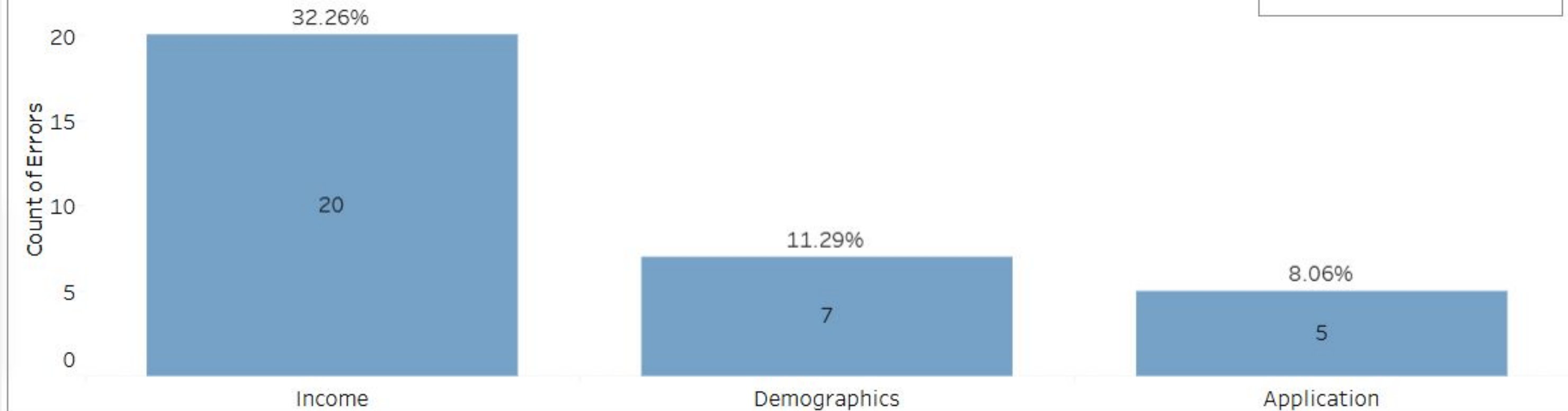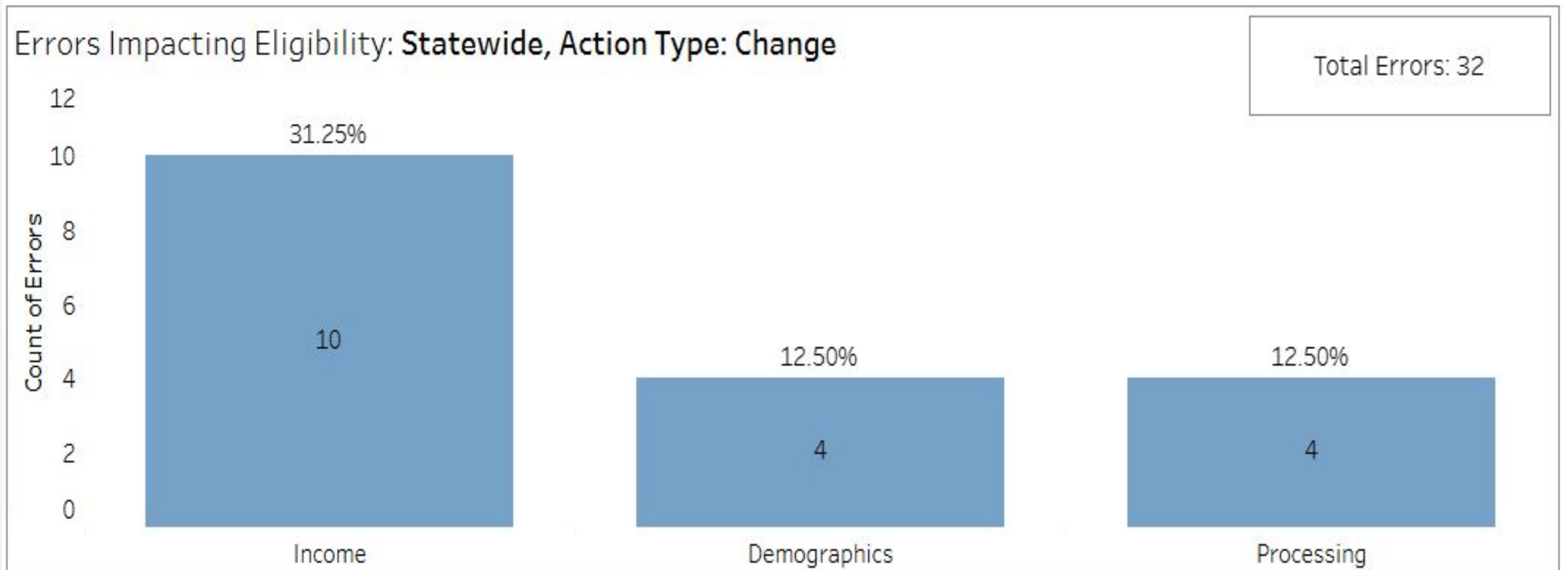
Statewide Percentage
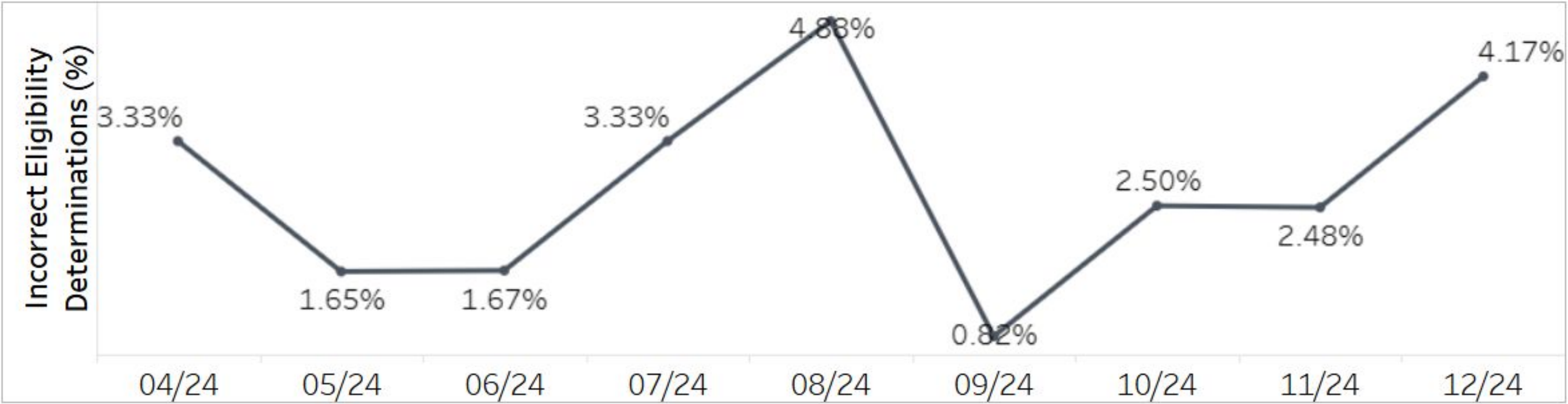
The Most Common Three Errors Statewide

Incorrect Elig. Determinations: **Statewide, Action: All, Q1 (Jul-Sept 24) & Q2 (Oct-Dec 24)**
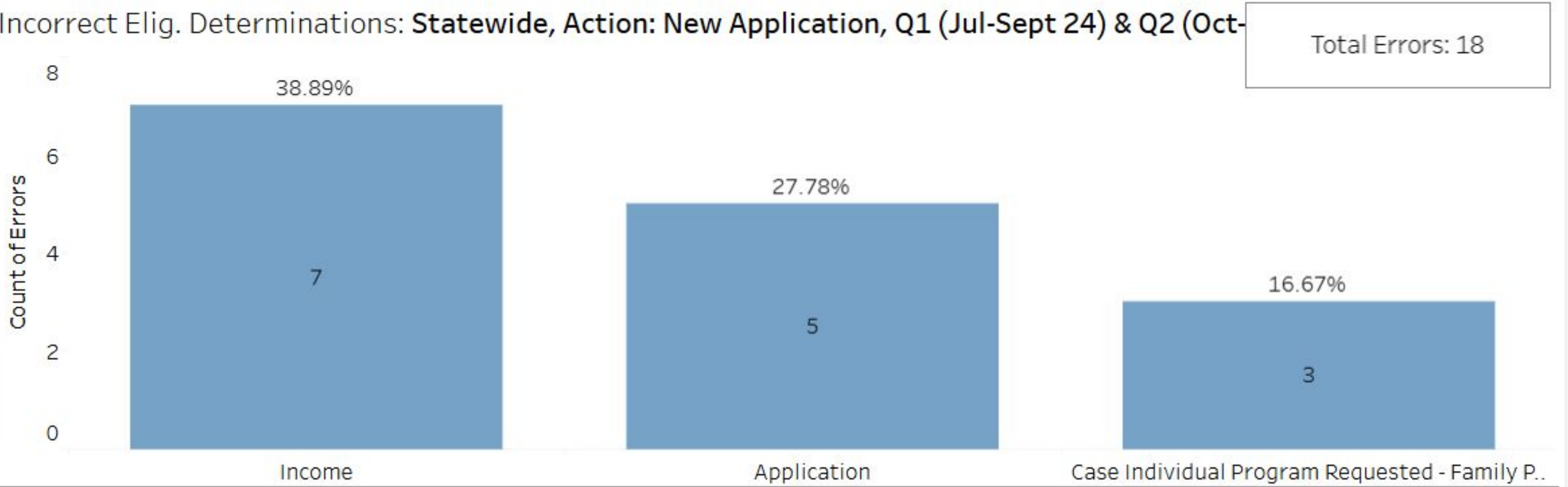
Total Errors: 62

Change Errors

Errors Impacting Eligibility: **Statewide, Action Type: Change**

Total Errors: 32

Count of Errors

- Income: 31.25% — 10
- Demographics: 12.50% — 4
- Processing: 12.50% — 4

New Application Errors

Incorrect Elig. Determinations: **Statewide, Action: New Application, Q1 (Jul-Sept 24) & Q2 (Oct-**

Total Errors: 18

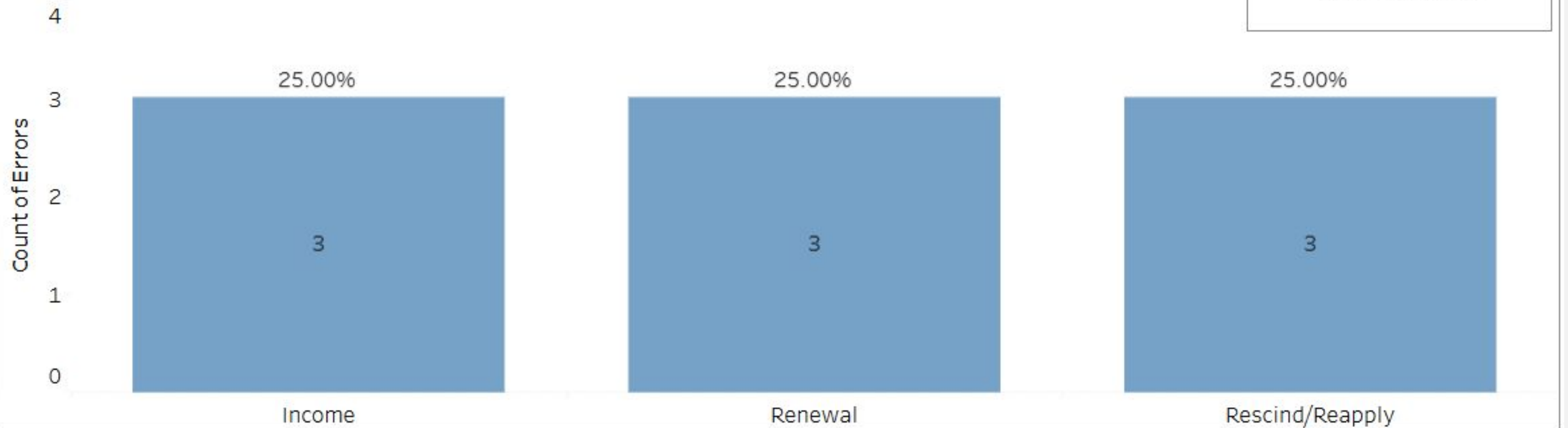| Category	Count	Percentage
Income	7	38.89%
Application	5	27.78%
Case Individual Program Requested - Family P..	3	16.67%

Renewal Errors

Incorrect Elig. Determinations: **Statewide, Action: Renewal, Q1 (Jul-Sept 24) & Q2 (Oct-Dec 24)**

Total Errors: 12

Count of Errors

Income	Renewal	Rescind/Reapply
25.00%	25.00%	25.00%
3	3	3

Key Takeaways - EQA Statewide Trends

📌 Top 3 Error Categories (32 Total Errors):

1. Income

2. Demographics

3. Application Processing

Key Takeaways - EQA Statewide Trends

📄 **Missing Documentation (19 Errors):**

- Documentation supporting data entry **not provided** (18)

- **New application** was required but not requested (1)

💻 **Data Entry Issues (13 Errors):**

- Information **received but not entered/acted on** (8)

- Data entered, but **rules/guidance not followed** (3)

- **Mismatch** between data entered and documentation (2)

Questions?

Performance Measure
Errors That Did Not Impact Eligibility

Errors that Did Not Impact Eligibility

🛠️ **What are Errors that Did Not Impact Eligibility?**
These are procedural errors made during case processing that **did not affect the final eligibility decision**.
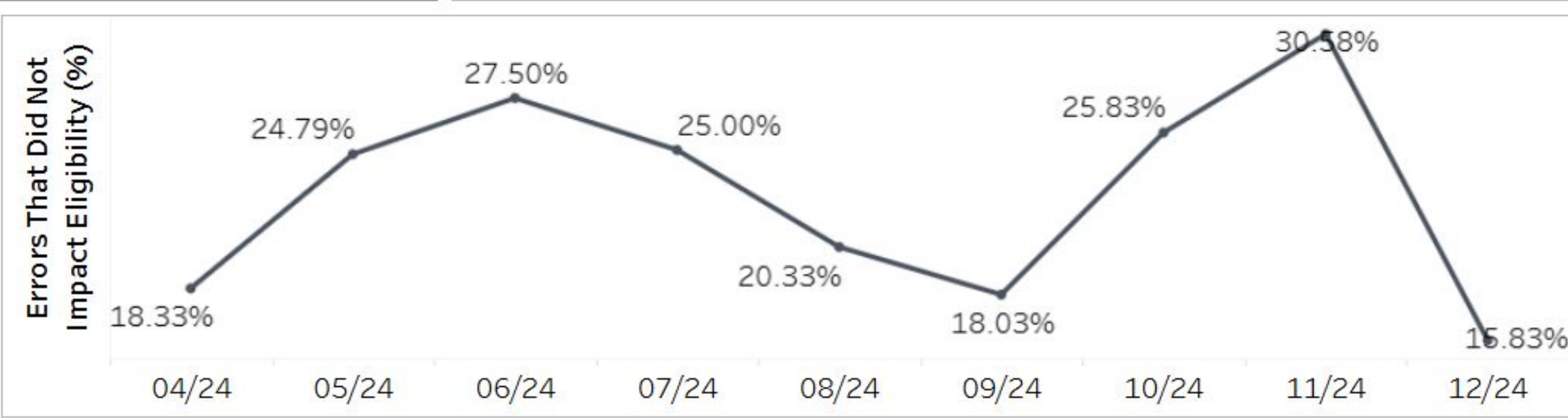✔️ The member would have still been **approved, denied, terminated, or enrolled** in the same aid code even if the error hadn't occurred.

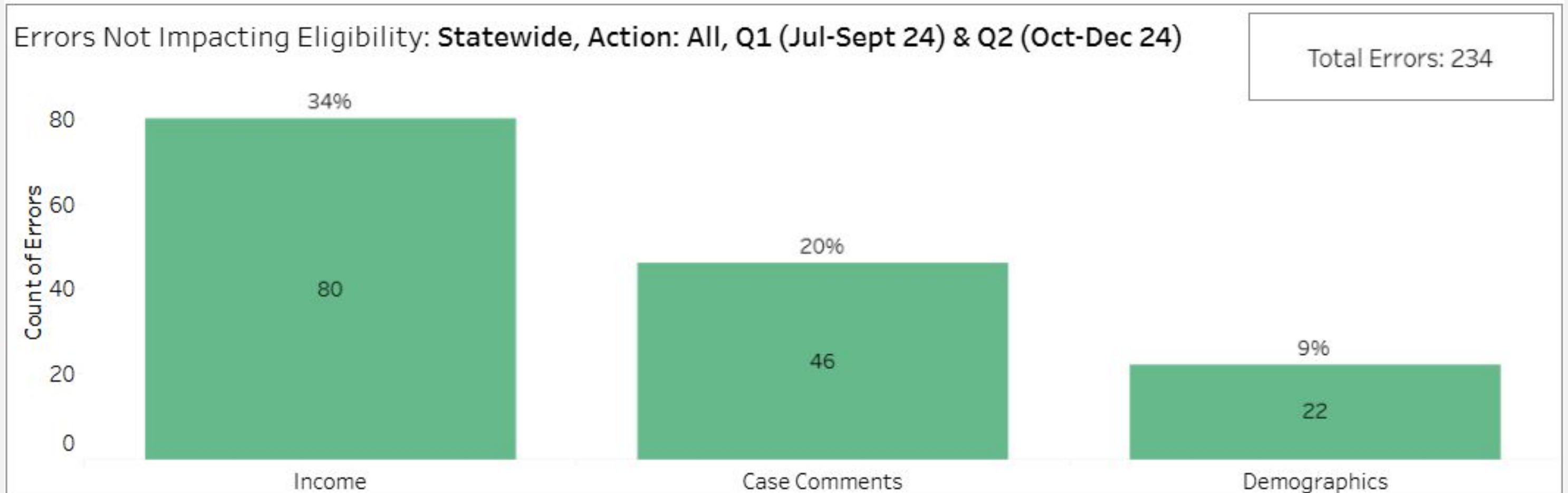💡 **Why These Errors Still Matter:**

- May affect **other household members' eligibility** under certain circumstances

- Can still lead to **negative impacts for the member**, such as delays, confusion, or inaccurate records

- Highlight areas for **process improvement and staff training**

**The data in slides 19-24 show the number of errors cited during a specific timeframe. It does not show the number of determinations/cases that were incorrect overall; just the number of errors. One case can have multiple errors.

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Statewide Percentage

Statewide Target:

The Most Common Three Errors Statewide

Errors Not Impacting Eligibility: **Statewide, Action: All, Q1 (Jul-Sept 24) & Q2 (Oct-Dec 24)**

Total Errors: 234

Income	Case Comments	Demographics
34%	20%	9%
80	46	22

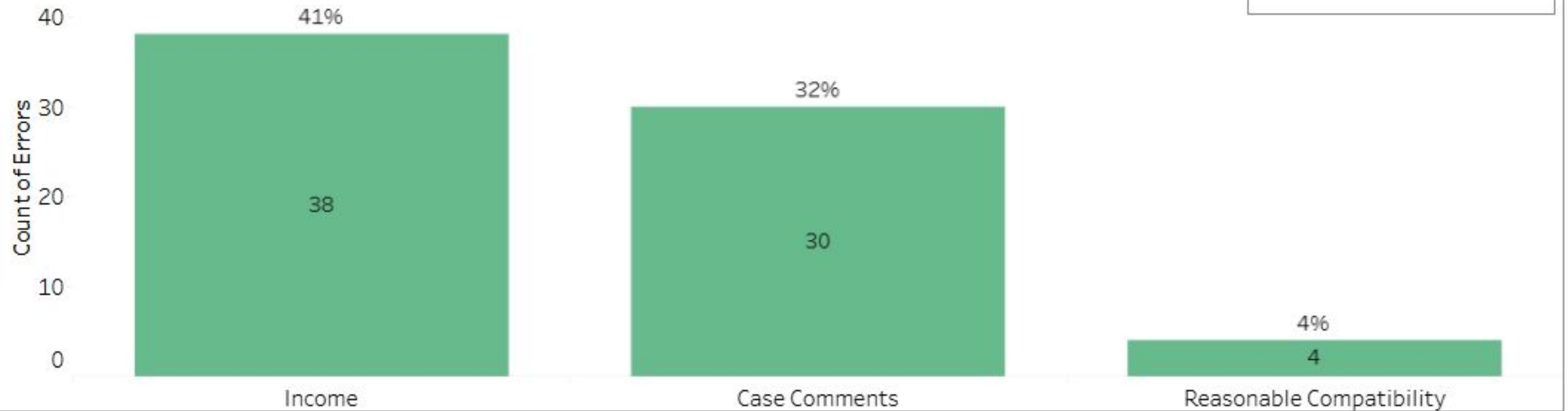Count of Errors

Change Errors

Errors Not Impacting Eligibility: **Statewide, Action: Change, Q1 (Jul-Sept 24) & Q2 (Oct-Dec 24)**

Total Errors: 93

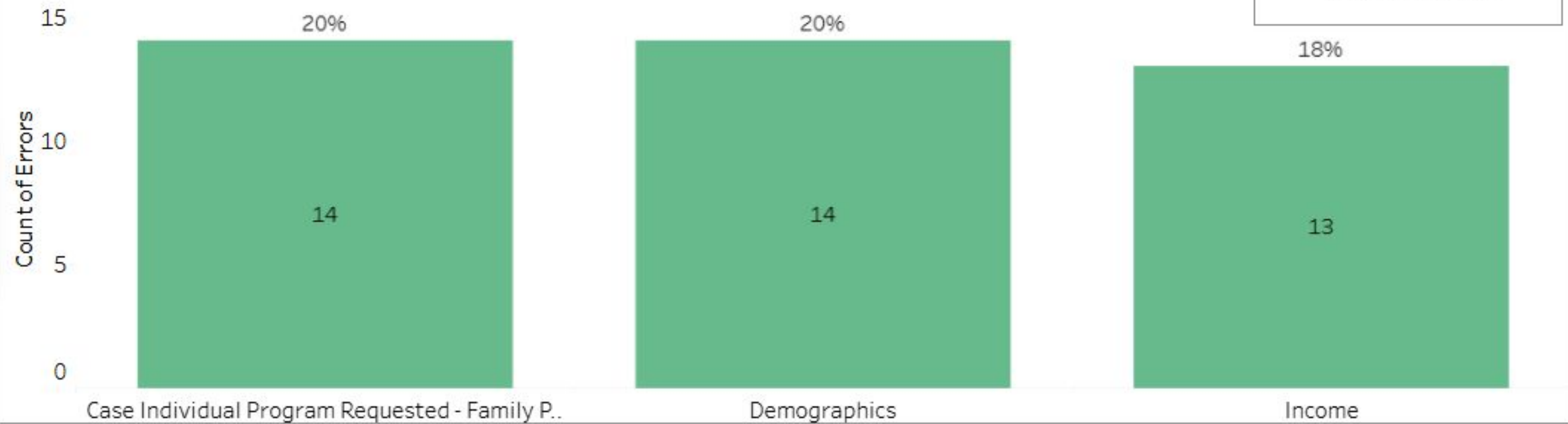| Income	Case Comments	Reasonable Compatibility
41% — 38	32% — 30	4% — 4

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New Application Errors

Errors Not Impacting Eligibility: **Statewide, Action: New Application, Q1 (Jul-Sept 24) & Q2 (Oc**

Total Errors: 71

20%	20%	18%
14	14	13
Case Individual Program Requested - Family P..	Demographics	Income

Count of Errors (y-axis: 0, 5, 10, 15)
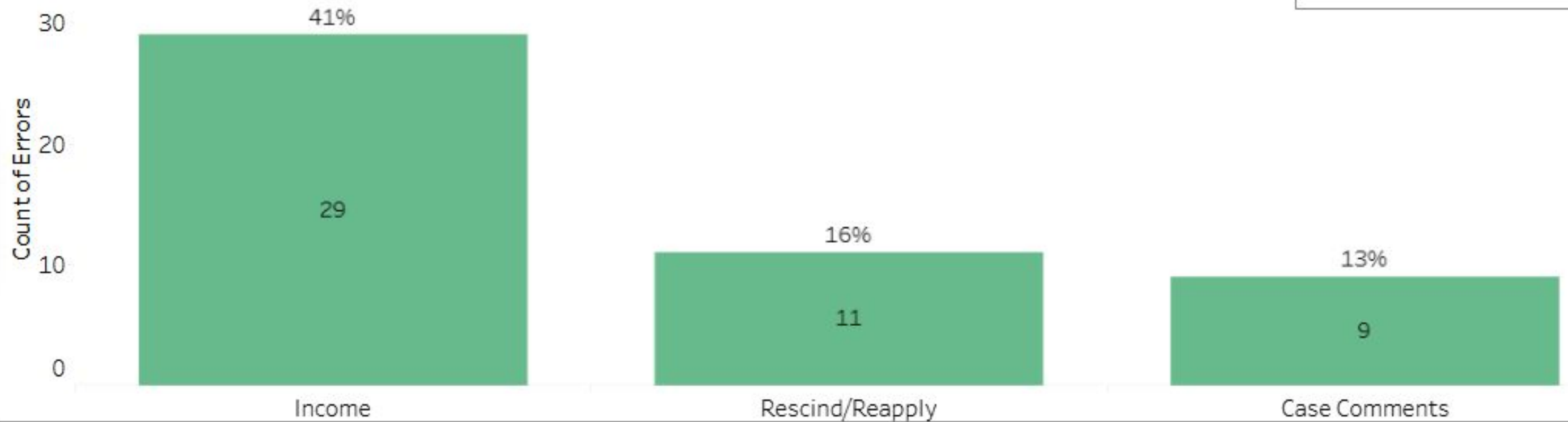
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Renewal Errors

Errors Not Impacting Eligibility: **Statewide, Action: Renewal, Q1 (Jul-Sept 24) & Q2 (Oct-Dec 24**

Total Errors: 70

- Income — 41% — 29
- Rescind/Reapply — 16% — 11
- Case Comments — 13% — 9

Count of Errors

Key Takeaways - EQA Statewide Trends

📌 Top 3 Error Categories (148 Total Errors):

1. Income

2. Case Comments

3. Demographics

Key Takeaways – EQA Statewide Trends

📄 **Missing Documentation (36 Errors):**

- Case comments not entered or incomplete (30)

- Failed to provide documentation that supports data entry (6)

💻 **Data Entry Issues (107 Errors):**

- Information **received but not entered/acted on (35)**

- Data entered, but rules/guidance not followed (24)

- Mismatch between data entered and documentation (33)

- Untimely case comment (15)

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Best Practices for Supporting EQA

👥 **Leadership Commitment:**
Foster a **culture of quality** by setting clear expectations and prioritizing accuracy at all levels.

📅 **Performance Integration:**
Incorporate **monthly performance meetings** that review quality trends, identify common errors, and drive accountability.

🏞️ **Small Counties:**
Define **QA responsibilities** within existing roles to integrate quality checks into **daily and weekly business processes.**

🏙️ **Medium & Large Counties:**
Establish dedicated Quality Assurance (QA) staff or teams tasked specifically with ensuring eligibility accuracy and driving continuous improvement efforts. These QA personnel should work in close coordination with training staff to align quality standards with ongoing staff development and support

Best Practices for Strengthening QA Processes

🛠️ **Embed QA into Business Processes:**
 Incorporate quality steps throughout the eligibility workflow to **prevent errors before authorization**, such as:

- Pre-authorization case reviews

- Supervisory authorizations

- Over-the-shoulder support during processing

🧩 **Use the HCPF Review Tool:**
Integrate the **HCPF QA review tool** into your local QA processes.
✉️ *To request a copy, contact:* **[hcpf_moo_eqr@state.co.us]**

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Best Practices for Strengthening QA Processes

📄 **Maintain and Update Your QA Plan:**

- Review your HCPF QA Plan annually—treat it as a living document

- Submit any updates or changes to your plan to:
  [**HCPF_CountyRelations@state.co.us**]

Questions?

Next EQA Quarterly Meeting

📅 **Date: October 30th**

Detailed information will be shared in September 2025

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Thank You

For your time and commitment to quality and accuracy.

✉ **Questions or Follow-Up?**
Please contact:

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