



## INFORMATIONAL MEMO

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**INFORMATIONAL MEMO NUMBER: HCPF IM 19-018**

**TITLE: BUSINESS PROCESS REENGINEERING PROJECT FOR COUNTIES**

**SUPERSEDES NUMBER: N/A**

**ISSUE DATE: FEBRUARY 19, 2019**

**EFFECTIVE DATE: FEBRUARY 19, 2019**

**DIVISION AND OFFICE: OPERATIONS DIVISION, HEALTH INFORMATION OFFICE**

**PROGRAM AREA: ELIGIBILITY MONITORING & QUALITY**

**APPROVED BY: NICOLE DURAN-JONES**

**KEY WORDS: BPR, ELIGIBILITY SITES, MODEL SITES, LEARNING SESSIONS, BUSINESS PROCESS COMMUNICATIONS**

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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

The purpose of this memo is to inform Eligibility Sites of upcoming opportunities for the Business Process Reengineering Project.

### **Information:**

The Department of Health Care Policy and Financing (The Department) is excited to announce a statewide Business Process Reengineering (BPR)/Lean project. The Department has selected a vendor to work statewide with county departments of human/social services (counties) and Medical Assistance (MA) Sites on BPR/Lean principles. The Department's Performance Improvement Team (PIT) will manage this project. The project will begin the first quarter of 2019 through June 2020.

### Goal of the Project

The project goal is to assist eligibility sites (counties and MA Sites) in the development of standardized, efficient and effective work processes to improve work quality through innovative business process methods.

### What is a Learning Session?

A learning session is an event co-facilitated by the vendor and Department for eligibility sites to learn about process improvement methods, BPR, Lean, and other topics related to accurate and timely MA eligibility determinations. Eligibility sites will be invited to provide topics of interest for learning sessions through an online assessment. More details on the assessment will be provided in future communications.

There will be a series of 4 learning sessions in each of the 6 Colorado regions (Metro Area, Northeast, Northwest, Southeast, San Luis Valley, Southwest). Specific locations will be announced at a later date.

All eligibility sites are invited and the Department highly encourages all eligibility sites to attend each learning session held in their region.

### **Portions of a Learning Session will qualify for the County Incentives Program's Training Incentive in Fiscal Year 2019-2020.**

If you have concerns about your staff's ability to attend or you would like to host a learning session, please contact us via email below.

### What is a Model Site?

A model site is a small or medium sized county or MA-Site that volunteers to work directly with the vendor for the length of the project. Model sites have the opportunity to work one-on-one with a vendor at no cost to the eligibility site.

The vendor and Department will go to each model site three times throughout the BPR Project with each visit lasting no more than three days.

For more information about being a model site or to volunteer, please contact us via email below.

### **Attachment(s):**

[www.colorado.gov/hcpf/business-process-reengineering-project](http://www.colorado.gov/hcpf/business-process-reengineering-project)

**Department Contact:**

[Performance.Improvement@state.co.us](mailto:Performance.Improvement@state.co.us)