



## INFORMATIONAL MEMO

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<b>TITLE:</b>	<b>ELIGIBILITY QUALITY ASSURANCE CASE REVIEW PROCESS MANUAL</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>APRIL 1, 2023</b>
<b>DIVISION AND OFFICE:</b>	<b>MEDICAID OPERATIONS OFFICE</b>
<b>PROGRAM AREA:</b>	<b>ELIGIBILITY QUALITY ASSURANCE</b>
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### **Purpose and Audience:**

The purpose of this Informational Memo is to inform the eligibility sites that the Eligibility Quality Assurance (EQA) Case Review Process Manual has been finalized and published by the Department of Health Care Policy and Financing (the Department).

Eligibility site is defined in 10 CCR 2505-10 8.100 as a location outside of the Department that has been deemed by the Department as eligible to accept applications and/or determine eligibility for applicants. This includes county departments of human/social services (counties), Medical Assistance (MA) Sites and Eligibility Application Partner (EAP) Sites.

### **Information:**

The EQA program provides the eligibility sites and the Department with information about the accuracy of eligibility determinations for Medicaid and Child Health Plan Plus. The EQA program is executed through monthly reviews of eligibility determinations completed in the Colorado Benefits Management System.

The EQA Case Review Process Manual is intended to provide the eligibility sites with guidance for EQA case reviews. It is specific to the EQA program and should not be used for any other audits or case reviews performed by the Department or external auditors.

**Attachments:**

[EQA Case Review Process Manual](#)

Attachment A – Documentation for Case File Requests

Attachment B – Memos, Agency Letters, Director Letters

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