



## INFORMATIONAL MEMO

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<b>Title:</b> Eligibility Quality Assurance (QA) Case Review Process Manual	<b>Topic:</b> Quality Assurance
<b>Audience:</b> Eligibility Sites	<b>Sub-Topic:</b> Process Manual
<b>Supersedes Number:</b> HCPF IM 23-011	<b>Division:</b> Eligibility
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<b>Approved By:</b> Kieu Pham	

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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 updated, and a new version 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 conducts monthly reviews of eligibility determinations completed in the Colorado Benefits Management System. These reviews provide eligibility sites and the Department with information about the accuracy of eligibility determinations for Medicaid and Child Health Plan Plus (CHP+).

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. The manual and attachments were recently updated to add additional information and fix outdated or broken links.

**Attachment(s):**

EQA Case Review Process Manual

Attachment A - Documentation for Case File Requests

Attachment B - Memos, Agency Letters, Director Letters

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