



## OPERATIONAL MEMO

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**OPERATIONAL MEMO NUMBER: HCPF OM 18-005**

**TITLE: IMPLEMENTATION OF THE FY 2018-19 CASE MAINTENANCE INCENTIVE**

**SUPERSEDES NUMBER: N/A**

**ISSUE DATE: JUNE 27, 2018**

**EFFECTIVE DATE: JULY 1, 2018**

**DIVISION AND OFFICE: EXTERNAL RELATIONS, POLICY, COMMUNICATIONS AND ADMINISTRATION**

**PROGRAM AREA: COUNTY RELATIONS AND ADMINISTRATION**

**APPROVED BY: RACHEL REITER**

**KEY WORDS: CASE MAINTENANCE, CASE CHANGES, INCENTIVE, PROCESSING**

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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 Operational Memo is to inform county departments of human/social services of operational instructions to implement the Case Maintenance Incentive as part of the FY 2018-19 County Incentives Program.

### **Background:**

In February 2018, the Department issued [Agency Letter 18.002](#), "Timely Disenrollments and Good Faith," which provided operational instructions to eligibility sites regarding timeframes for disenrollment from Medical Assistance (MA) programs if a member's change in circumstances resulted in ineligibility for MA. To be considered timely disenrolled, a member's change in circumstances must be processed by the county within fifteen (15) calendar days.

As part of the FY 2018-19 County Incentives Program, the Department will implement a performance benchmark relating to the percentage of timely disenrollments completed by county departments of human/social services.

### **Information/Procedure:**

The Case Maintenance Incentive sets an eighty-five percent (85%) timely disenrollment benchmark, meaning that for case changes that result in member ineligibility, the member must be disenrolled within fifteen (15) calendar days. As a result, counties are

encouraged to process changes to a member's circumstance within fifteen (15) calendar days to capture eligibility changes that could result in a disenrollment.

The Case Maintenance Incentive benchmark is measured over two six-month periods: the First Reporting Period covers July 1, 2018 through December 31, 2018, while the Second Reporting Period covers January 1, 2019 through June 30, 2019.

#### Processing a Member's Change in Circumstance

To capture disenrollments within fifteen (15) calendar days, counties are encouraged to process all changes relating to a member's circumstance within that timeframe.

Changes in circumstances subject to the fifteen (15) calendar day timeframe include member-reported changes and changes submitted to counties by partner agencies, including Single Entry Points (SEPs) and Community Centered Boards (CCBs) or external agencies such as nursing facilities.

Counties should follow existing guidance and data entry instructions, including accurately entering the date a change in circumstance, to ensure timely disenrollment calculations are correct.

#### Timely Disenrollment Benchmark

The Department has two COGNOS reports available to assist counties in determining their timely disenrollment percentage and members who were disenrolled within the past month: the *MA Disenrollment Processing Times Report* and the *MA Timely Disenrollment Report*. Further information regarding each report and how to locate each report in COGNOS can be found in [Agency Letter 18.002](#).

Because neither report provides a county's percentage of timely disenrollments, the *MA Disenrollment Processing Times Report* and the following calculation should be utilized to determine the timely disenrollment percentage:

Total Timely Disenrollments divided by All Disenrollments = Disenrollment %

The timely disenrollment benchmark will be measured two times during the fiscal year: at the end of the First Reporting Period and at the end of the Second Reporting Period. The MA Disenrollment Processing Times Report, which determines the timely disenrollment percentage, will be pulled on January 14, 2019 for the First Reporting Period and July 15, 2019 for the Second Reporting Period. The average disenrollment percentage over each six month Reporting Period will be utilized to determine the county's compliance.

#### Contract Language

Contract language for the Case Maintenance Incentive can be found in the FY 2018-19 County Incentives contract amendment in section 4.6. If conflict arises between

contract language and guidance issued via the HCPF Memo Series, contract language supersedes the guidance provided through the HCPF Memo Series.

**Attachment(s):**

None

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