OPERATIONAL MEMO

TITLE:	HCPF ELIGIBILITY QUALITY ASSURANCE REVIEWS
SUPERSEDES NUMBER:	**HCPF OM 21-030**
EFFECTIVE DATE:	**AUGUST 1, 2021**
DIVISION AND OFFICE:	**COMPLIANCE, MEDICAID OPERATIONS OFFICE**
PROGRAM AREA:	**ELIGIBILITY QUALITY ASSURANCE**
KEY WORDS:	**MA QUALITY ASSURANCE, CASE FILE REQUESTS, QA FINDINGS, OVERSIGHT & ACCOUNTABILITY**
OPERATIONAL MEMO NUMBER: HCPF OM 21-057	
ISSUE DATE: AUGUST 5, 2021	
APPROVED BY: TIMOTHY SOKAS	

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Purpose and Audience:

The purpose of this Operational Memo is to provide amended guidance to the eligibility sites regarding their responsibilities when responding to documentation requests and findings from the Medical Assistance Eligibility Quality Assurance (EQA) unit.

Background:

The Department of Health Care Policy and Financing implemented a new quality assurance review program on February 1, 2021. The EQA conducts monthly case reviews to monitor the accuracy and timeliness of eligibility determinations for Medical Assistance. Approximately one-to-five cases are sampled from each eligibility site each month, for a total sample size of 120 cases per month.

Information:

In order to ensure that reviewers have enough time to complete reviews, and with all the necessary information, eligibility sites must respond to case file requests and error findings according to the instructions outlined in this memo. All case file requests and findings will be sent from EQA's shared email address: hcpf_moo_eqr@state.co.us.

Case File Requests

Case file requests are sent to the eligibility sites every month. Every eligibility site will receive an email titled "HCPF MA EQA – Case File Request" with a list of cases attached and a due date. The list will include the specific authorization date (i.e. eligibility determination date) selected for review. The eligibility site must provide all documents and notes that support the action taken by your site on the authorization date. Eligibility sites must make case records available for review no later than 10 business days from the date EQA emails the request. If an extension is needed, send to EQA a written request for extension no later than two business days of the date EQA emails the request.

Case files must be sent through encrypted email to hcpf_moo_eqr@state.co.us or uploaded to CBMS EDMS by the due date. EQA will not search for case files in CBMS EDMS prior to requesting documentation from your site. Additionally, EQA will no longer send additional requests for documentation if pertinent documentation is missing from the case file. If the file belongs to another eligibility site, or other pieces of file belong to another eligibility, notify EQA of this in writing within two business days of the date EQA emails the request.

Late/Missing Documentation

If EQA does NOT receive the file(s) by the due date and your site was not granted an extension, the case(s) selected for review will receive a Review Result of UNDETERMINED and each case will be assigned a Missing Documentation error. These errors will not be reversed unless you are able to provide sufficient proof – please see the enclosed FAQ for more information.

Reports & Error Findings

When reviews are finished, the eligibility site will receive an email titled "HCPF MA EQA – Initial Findings Report" with a spreadsheet of the cases that were reviewed and the outcome of each case review. This report will list all the error findings and observations identified by EQA, if applicable. If your report does not contain errors, you do not need to take action.

If the report does have errors, the eligibility site must review the error, enter a response onto the spreadsheet, and send the response to EQA by the due date in the email. The eligibility site must respond to each error finding listed on the report and choose from one of the options listed below:

- **CONCUR**. Enter this response if you AGREE with the error cited by EQA. Errors that receive a concurrence will be reflected in your site's accuracy results. Explain how you will fix the error.
- **REBUT.** Enter this response if your eligibility site disagrees with error(s) cited by EQA. The eligibility site must provide an explanation for the rebuttal and documentation that supports their argument. EQA will review the rebuttal(s) and make a final decision. If EQA agrees with the rebuttal, the error will be reversed. If EQA disagrees with the rebuttal, the error will stand and will be reflected in the site's monthly accuracy results.

The Department expects eligibility sites to fix errors within two weeks of receiving the final error finding.

Attachment(s):

Eligibility Quality Assurance FAQ

Department Contact:

Hcpf_moo_eqr@state.co.us