



OPERATIONAL MEMO

TITLE:	IMPLEMENTATION OF THE FY 2021–22 COUNTY INCENTIVES PROGRAM ACCURACY INCENTIVE
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	NOVEMBER 23, 2021
DIVISION AND OFFICE:	COMMUNICATIONS AND GOVERNMENT RELATIONS, POLICY, COMMUNICATIONS & ADMINISTRATION OFFICE
PROGRAM AREA:	COUNTY RELATIONS AND ADMINISTRATION
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APPROVED BY: RACHEL REITER	

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Purpose and Audience:

The purpose of this Operational Memo is to provide guidance to county departments of human/social services (counties) on how to operationalize the FY 2021-22 County Incentives Program Accuracy Incentive.



Information:

Definitions

Eligibility Quality Assurance Program – the program which reviews eligibility determinations made for Medical Assistance Programs in the Colorado Benefits Management System.

Medical Assistance Performance Dashboard Program – the program which reports performance measures, targets and information particular to performance management for Medical Assistance Programs.

Performance Measure – a quantification that provides objective evidence of the degree to which a performance result is occurring over time.

Semi-Annual Due Date – the due date(s) for the County Incentives Program, which occur bi-annually, on January 5th and July 5th.

Target – a degree of performance that we continuously strive to achieve.

Purpose and Funding for Accuracy Incentive

The Accuracy Incentive was implemented for county departments of human/social services with the purpose of reducing eligibility determination error rates to meet federal requirements and to ensure compliance with the Eligibility Quality Assurance (EQA) program requirements, case review findings and processes. The EQA program reviews eligibility determinations completed for new applications, redeterminations, and case changes.

The Accuracy Incentive is weighted at thirty-five percent (35%) of the total County Incentives funding for the fiscal year. Counties must meet both Target 1 **and** Target 2 for both Accuracy Performance Measures, as communicated on the "Director Accuracy DB" tab of the MAP Accuracy Dashboard by June 30, 2022. The county's cumulative monthly accuracy data from the EQA reviews will be used to determine if counties met both Target 1 and Target 2 for both Performance Measures to earn an Accuracy Performance Incentive Payment.

Eligibility Quality Assurance (EQA) Program

The HCPF Eligibility QA team pulls 120 individuals per month to review. This includes actions taken at application, redetermination and case change. The EQA team sends the counties the review findings and provides the county the opportunity to respond



on the findings. Counties shall respond to case review findings with rebuttal/concurrence process per [OM 21-057](#).

Once the review finding is final, the results are published on the monthly Medical Assistance Performance (MAP) Accuracy Dashboard. The Accuracy Dashboard is available at the MAP Dashboard [SharePoint site](#); it is also sent to the County Directors and Commissioners on a monthly basis.

Calculation of the Accuracy Performance Measures for the MAP Dashboard

- Performance Measure 1. Number of individuals that were incorrectly approved, denied, or terminated divided by the total number of individuals in the sample (%), monthly (includes applications, redeterminations and changes)
- Performance Measure 2. Number of individuals with error(s) that did not impact eligibility divided by number of individuals in the sample, monthly (includes applications, redeterminations and changes)

Performance Measure 1: Incorrect Eligibility Determination Rate Targets for All Counties

Tier 1 target percentage (%): Counties with twenty (20) or more cumulative quality assurance case reviews conducted over a twelve-month period. *This is the target reported on the MAP Accuracy Dashboard.*

Tier 2 target percentage (%): Counties with fewer than twenty (20) quality assurance case reviews. *This is not reported on the MAP Accuracy Dashboard and used for County Incentives purposes only.*

Table 1.

County Size	Tier 1 Target %:	Tier 2 Target %:
Large	5.5%	N/A
Medium	6.6%	13.2%
Small	7.3%	14.6%

Observations generated from EQA reviews are not used to determine whether the county is eligible to earn an Accuracy Performance Incentive Payment.

Performance Measure 2: Errors that do not Impact Eligibility Targets for All Counties

Tier 1 target percentage (%): Counties with twenty (20) or more cumulative quality assurance case reviews conducted over a twelve-month period. *This is the target reported on the MAP Accuracy Dashboard.*



Tier 2 target percentage (%): Counties with fewer than twenty (20) cumulative quality assurance case reviews conducted over a twelve-month period. *This is not reported on the MAP Accuracy Dashboard and used for County Incentives purposes only.*

Table 2.

County Size	Tier 1 Target %:	Tier 2 Target %:
Large	17.9%	N/A
Medium	16.9%	20.9%
Small	23.2%	27.2%

Based on EQA sampling, large counties will exceed twenty cumulative quality assurance reviews over the twelve-month period, resulting in no Tier 2 target for large counties.

Earning the Accuracy Performance Incentive Payment

After the second semi-annual due date, July 5, 2022, the Department will use the June/July 2022 MAP Accuracy Dashboard cumulative twelve-months data to determine if counties met the targets in Table 1 **and** Table 2. Counties will be eligible for the Accuracy Performance Incentive Payment if **both** targets, based on county size, are met, based on the cumulative twelve-months data.

Tips for Achieving Accuracy Targets

Reviewing EQA information

- Provide the entirety of the case file for the individual being reviewed; any and all documentation supporting the eligibility determination should be submitted.
- Be proactive with the QA case review findings; share case review findings, especially errors, with all impacted staff.
- Work with staff to access training documentation based on errors reported.
- Be willing to revise and improve processes that are causing or impacting errors reported.

Using MAP Accuracy Dashboards

- Ensure your county’s MAP Performance Owners have access to the county’s MAP Accuracy Dashboard, which should be reviewed monthly.
- Proactively monitor the MAP Accuracy Dashboard to ensure targets are met; if targets are not met, use EQA case review information to identify the root causes for errors that are causing the county to not meet the accuracy targets.



- Using root cause information, implement action plans to mitigate the errors to help meet the accuracy targets.

Accessing Support

- Participate in County Incentives Support Calls; these are an opportunity to get support from the EQA or MAP Dashboard Programs.
- For EQA questions, please refer to HCPF OM 21-057; for questions about specific case reviews conducted by EQA, please contact hcpf_moo_eqr@state.co.us.
- For questions regarding contract provisions or support for the County Incentives Program, please contact HCPF_CountyRelations@state.co.us.
- To access process and performance improvement support that may be needed to address county error rates, please contact hcpf_performance.improvement@state.co.us.
- For training support, contact SOC_StaffDevelopment@state.co.us.

Exemptions

Exemption will ONLY be considered on a case-by-case basis per contract section 4.2.1.5 and 4.2.1.5.4. Upon the Department's review of the exemption information, the Department will follow up with qualified counties for exemption per the contract section 4.2.1.5.5.

Contract Language

Contract Language for the Accuracy Incentive can be found in the [FY21-22 County Incentives Contract](#) in section 4.2. If conflict arises between contract language and guidance issued through the HCPF Memo Series, contract language supersedes the guidance provided through the HCPF Memo Series.

Attachment(s):

FY 2021-22 HCPF County Size List

Department Contact:

hcpf_countyrelations@state.co.us