



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>PENDING SUPERVISORY AUTHORIZATION</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>DECEMBER 12, 2022</b>
<b>DIVISION AND OFFICE:</b>	<b>MEDICAID OPERATIONS OFFICE</b>
<b>PROGRAM AREA:</b>	<b>ELIGIBILITY DIVISION</b>
<b>KEY WORDS:</b>	<b>SUPERVISORY AUTHORIZATION, BATCH, 90 DAY</b>

**OPERATIONAL MEMO NUMBER: HCPF OM 22-056**

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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 memo is for the Department of Health Care Policy and Financing (the Department) to notify Eligibility Site (county departments of human/social services, Medical Assistance and Eligibility Application Partner Sites) staff that when a case is put into a pending status for "Supervisory Authorization Required", the Colorado Benefits Management System (CBMS) will set a calendar day count to clear the Supervisory Authorization status when the case is pending for 90 days unless there are additional exception reasons preventing authorization.

### **Information:**

Eligibility Sites use the "Supervisory Authorization Required" for Training, Quality Assurance, and Quality Control purposes, which indicates the case must be reviewed for accuracy prior to being authorized. The Department is no longer allowing the applications, renewals, or changes to remain in the Supervisory Authorization pending status beyond 90 calendar days from the date these cases are put into "Supervisory

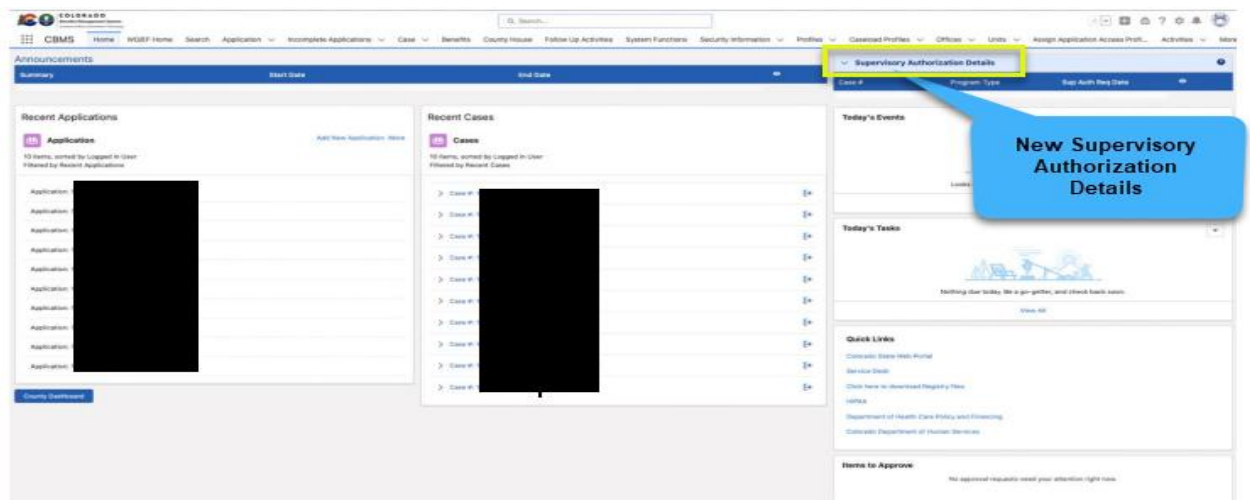
Authorization Required” unless there are additional exception reasons preventing authorization.

### System Functionality

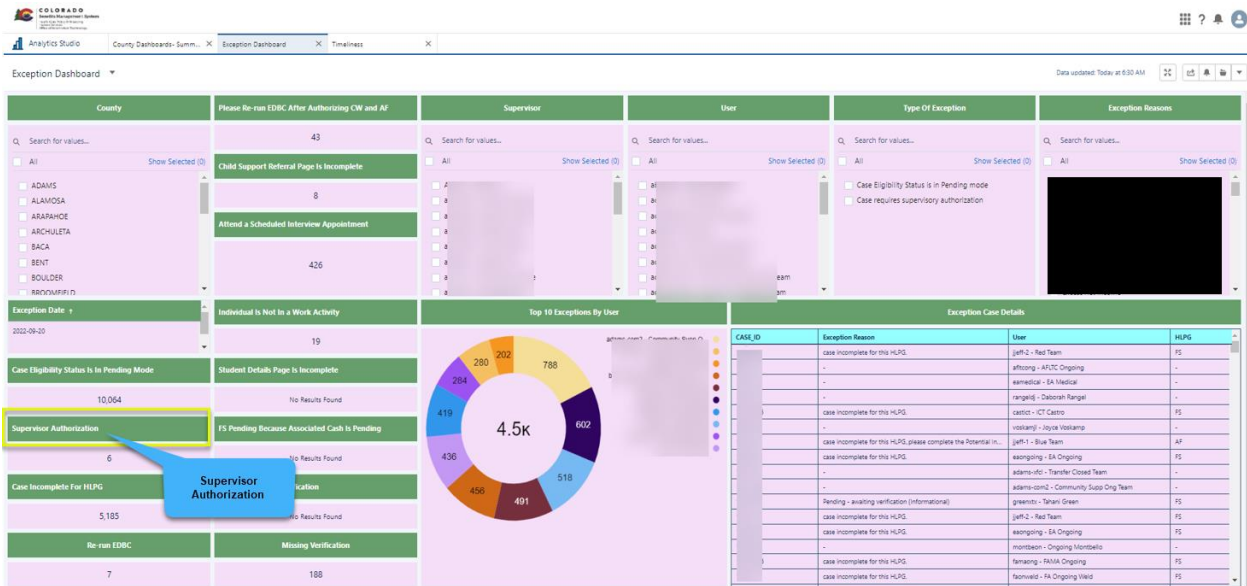
Effective December 12, 2022, if a Medical Assistance (MA) program is pending for “Supervisory Authorization Required” for 90 calendar days, the Colorado Benefits Management System (CBMS) will automatically run Eligibility Determination Benefit Calculation (EDBC) and authorize the MA program. The new batch process will run daily, which will minimize the number of cases that have historically pended indefinitely for Supervisory Authorization.

Cases that are unable to be systematically authorized, due to additional exception reasons, will remain in the pending “Supervisory Authorization Required” status until all the exceptions are cleared. All unauthorized cases can be monitored on the Mass Exception Report and on the County Exception Dashboard, which will ensure they are processed timely and do not need to be included in the daily batch run. Once the outstanding exceptions are cleared, and the program is successfully authorized, the case is removed from the new task section and the existing Supervisory Authorization page in the CBMS and the County Exception Dashboard.

Effective December 12, 2022, the “Supervisory Authorization Required” will be listed in the new “Supervisory Authorization Detail” section on the CBMS page. The list will contain links that will take the user directly to the case.



The Exceptions Board within the County Dashboard also shows the pending “Supervisory Authorization Required” cases.



Reviews of Supervisory Authorizations

It is critical that Eligibility Sites that have placed cases on Supervisory Authorization for training or quality purposes complete the supervisory review prior to the 90th calendar day. All cases are subject to review by the Department Eligibility Quality Assurance (EQA) Program, including cases that are run through the nightly batch process. EQA errors are assigned based on the individual CBMS username that completed the data entry and reflect in the Eligibility Site’s EQA results.

The Eligibility Site’s processes for supervisory authorization are also subject to the Department’s Management Evaluation Review (ME) Program and Medical Assistance Performance (MAP) Dashboards. Findings from reviews may lead to Management Decision Letters, resulting in Improvement Action Plans (IAPs) or Corrective Action Plans (CAPs) for Eligibility Sites.

Resources

CBMS training (desk guide) is being developed and will be offered by the Staff Development Division (SDD) in December 2022.

**Attachment(s):**

None

**Department Contact:**

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