



OPERATIONAL MEMO

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SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	MARCH 6, 2023
DIVISION AND OFFICE:	ELIGIBILITY DIVISION, MEDICAID OPERATIONS OFFICE
PROGRAM AREA:	PERFORMANCE IMPROVEMENT TEAM (PIT)
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Purpose and Audience:

The purpose of this communication is to inform County Departments of Human/Social Services, Medical Assistance (MA) Sites, Eligibility Application Partner (EAP) Sites (collectively known as "Eligibility Sites"), and other stakeholders that the Department of Health Care Policy and Financing (the Department), **will discontinue sending and use of the weekly and monthly Court Ordered Timeliness Reports.**

Information:

Background

The Court Ordered Timeliness reports were created as a requirement to report timeliness through the Davis-Birch Court Order; however, this is no longer required as the Department has met all requirements of the Court Order. **The Court Ordered Reports that were distributed include system authorizations performed by the Colorado Benefits Management System (CBMS).**

In addition, the Application Court Ordered Timeliness Report does not reflect the difference in timely processing as outlined in 10 CCR 8.100.3.D

- 90 days for Medical Assistance applicants who require a disability determination
- 45 days for all other Medical Assistance applicants

The weekly and monthly Court Ordered Timeliness Reports were sent to Eligibility Site staff by the Department's Performance Improvement Team. **These reports will no longer be distributed through email starting April 2023.** The last weekly and monthly timeliness reports will be sent the week of March 6th.

Timeliness Resources for Eligibility Sites

In lieu of the *Court Ordered Timeliness Reports*, which will no longer be distributed, Eligibility Sites have two resources available to them: the [Medical Assistance Performance \(MAP\) Dashboards](#) and the CBMS County Dashboard.

MAP Dashboards (for Eligibility Site Directors and Leadership)

Eligibility Site Directors and Leadership can use the MAP Dashboards to monitor both timeliness and other performance measures; the MAP Dashboard is what is used for the Department's site performance compliance and contract monitoring.

The MAP Dashboards will provide you with the monthly timeliness percentages and high-level case data. Eligibility Sites should monitor, and work pending data to prioritize workload and positively impact their timeliness.

The CBMS County Dashboard (for Eligibility Site Staff and Supervisors)

Eligibility Site staff can track timeliness daily using the County Dashboard; the County Dashboard provides case and individual-level information for staff to take action on performance data.

The County Dashboard has six months of timeliness data for both applications and renewals and allows you to access and download timely and untimely member counts. The following desk aid demonstrates how to download untimely members: [Researching Untimely Members in County Dashboard Desk Aid VERSION OCT 2022 .pdf](#)

Eligibility Sites should review untimely applications and renewals regularly

- Research to find the causes of untimely processing

- Identify areas for improvement based on the causes.

MAP Dashboards Timeliness Reporting

The Department is working to permanently update the application timeliness reporting in the MAP Dashboard to correctly reflect timeliness requirements. An additional Department communication will be issued when this update happens, including how it applies to MAP Dashboard performance measures.

In the interim, the MAP Dashboard has utilized the Court Order Timeliness script that excludes system authorizations to calculate timeliness percentages for application and renewal Court Ordered Timeliness performance measures. This was implemented in July 2022 and communicated through MAP Dashboard updates. This change was made to reflect a more accurate picture of Eligibility Site performance.

Attachment(s):

[Medical Assistance Performance \(MAP\) Dashboards \(SharePoint\)](#)

[Medical Assistance Performance \(MAP\) Dashboards \(Tableau\)](#)

[Researching Untimely Members in County Dashboard Desk Aid VERSION OCT 2022 .pdf](#)

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