



## OPERATIONAL MEMO

<b>Title:</b> FY 2023-24 Accuracy Incentive	<b>Topic:</b> County Incentives Program
<b>Audience:</b> County Departments of Human/Social Services	<b>Sub-Topic:</b> N/A
<b>Supersedes Number:</b> HCPF OM 23-051	<b>Division:</b> Partner Relations And Administration
<b>Effective Date:</b> July 1, 2023	<b>Office:</b> Policy, Communications & Administration Office
<b>Expiration Date:</b> June 30, 2024	<b>Program Area:</b> County Relations
<b>Key Words:</b> Accuracy, Incentives Program, Quality Assurance, MAP Dashboard Measures, Performance, Targets	
<b>Legal Authority:</b> FY 2023-24 County Incentives Contracts; 10 CCR 2505-5 1.020.10.2; FY16-17 R6 Budget Request	
<b>Memo Author:</b> Joshua Montoya	
<b>Operational Memo Number:</b> HCPF OM 24-019	
<b>Issue Date:</b> May 21, 2024	
<b>Approved By:</b> Rachel Reiter	

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 provide guidance to county departments of human/social services (counties) on how to operationalize the FY 2023-24 County Incentives Program 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.

### Information:

#### Eligibility Quality Assurance (EQA) Program

The HCPF Eligibility Quality Assurance (EQA) Program pulls 120 individuals per month to review eligibility determinations for accuracy. 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 [HCPF OM 21-057](#), or whichever later Operational Memo supersedes OM 21-057, which specifies the county's role in the state quality assurance (QA) case review process. 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 Tableau site. It is updated on or around the 20th of each month.

#### Earning Accuracy Incentive Payment

The Accuracy Incentive is weighted at forty percent (40%) of the total County Incentives funding for the fiscal year. After the second semi-annual due date, July 5, 2024, HCPF will use the June/July 2024 MAP Accuracy Dashboard cumulative twelve-months data to determine if counties met the targets in Table 1 and/or Table 2. Due to the pause in the MAP Dashboards during Reporting Period 1, all counties will automatically earn 50% of their Accuracy Performance Incentive Payment for Reporting Period 1 (July to December 2023).

The Accuracy Incentive during [Reporting Period 2](#) is earned as follows:

1. Counties will be eligible for 100% of the Accuracy Performance Incentive Payment if **both** accuracy performance measures, based on county size, are met based on Table 1 and Table 2, based on the cumulative twelve-months data.
2. Counties will be eligible for 50% of the Accuracy Performance Incentive Payment if **one** accuracy performance measure, based on county size, is met based on Table 1 or Table 2, based on the cumulative twelve-months of EQA data.

#### Calculation of the Accuracy Performance Measures for the MAP Dashboard

- **Performance Measure 1: Incorrect Eligibility Determination**
  - 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. Errors That Do Not Impact Eligibility**
  - 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.*

### **Exemptions**

Exemptions will **only** be considered on a case-by-case basis per contract section 6 of the [FY 2023-24 County Incentives Contract](#).

### **Contract Language**

Contract Language for the Accuracy Performance Incentive Standard can be found in the [FY 2023-24 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.

### **Action To Be Taken:**

Ensure your county's MAP Owners have access to the county's Tableau MAP Accuracy Dashboard, which should be reviewed monthly.

Proactively monitor the MAP Accuracy Dashboard to ensure targets are met.

- When an EQA program requests review, be certain to provide the entirety of the case file for the individual being reviewed; any and all documentation supporting the eligibility determination should be submitted as required.
- 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 and training plans to mitigate the errors from recurring to help meet the accuracy targets.

### **Definition(s):**

Eligibility Quality Assurance (EQA) 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.

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

### **Attachment(s):**

None

### **HCPF Contact:**

- 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](mailto: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](mailto:HCPF_CountyRelations@state.co.us).

- For eligibility training support, contact [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us).