



OPERATIONAL MEMO

Title: Implementation of the FY 2023-24 Performance Compliance Incentive	Topic: County Incentives Program
Audience: County Departments of Human/Social Services	Sub-Topic: None
Supersedes Number: HCPF OM 22-054	Division: Communications And Government Relations
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Legal Authority: 2 CFR Part 200; 10 CCR 2505-5 1.020.3.4.iii	
Memo Author: Kristina Gonzalez	
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Approved By: 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 Performance Compliance Incentive. The County Incentives Program creates performance-based benchmarks and deliverables for county departments of human/social services to achieve certain performance standards related to County Administration and Medical Assistance Eligibility. The Performance Compliance Incentives states the Contractor shall comply monthly with the MAP Dashboard performance measures as outlined in the County Incentives Program Contract and issued Operational Memos. The performance measures may include timeliness of applications/redeterminations, timeliness of long-term services and supports (LTSS) applications/redeterminations, timeliness of case changes, etc.

Information:

The Department of Health Care Policy and Financing (HCPF) has statutory responsibility for the supervision of local administration of the Medical Assistance Program (which includes Medicaid and Child Health Plan *Plus*); it is also obligated under federal law, specifically 2 CFR Part 200 Uniform Guidance, to establish performance measures and targets for HCPF and counties to continuously strive to achieve to meet the program objectives as established by the Centers for Medicare and Medicaid Services. Further regulatory requirements at 10 CCR 2505-5 1.020.3.4.iii require the Eligibility Site Director to establish adequate internal controls, including organizing operations and staff functions to support performance management.

Per 10 CCR 2505-5 1.020, “Administrative Internal Controls,” counties are required to establish performance management controls for Medical Assistance programs in their county. This should include establishing roles and responsibilities and designating Medical Assistance Performance (MAP) Dashboard Performance Owners, documenting processes and procedures for performance management and educating county staff on the importance of performance management and meeting performance targets, especially where there is a member impact.

The Performance Compliance Incentive was implemented for county departments of human/social services to ensure county compliance with federal and state performance standards, to address counties’ internal performance management processes, and to comply with the Medical Assistance Performance (MAP) Dashboard program. MAP Dashboards are the established performance management methods used by HCPF to measure county compliance with performance standards.

Funding for Performance Compliance Incentive

The Performance Compliance Incentive is weighted at thirty percent (30%) of total County Incentives funding for the fiscal year.

Due to the pause in the MAP Dashboards during Reporting Period 1, all counties will automatically earn 50% of their Performance Compliance Performance Incentive Payment for Reporting Period 1 (July to December 2023).

The county may earn the Performance Compliance Performance Incentive Payment (the remaining 50%) in Reporting Period 2 when the Contractor meets at least three (3) out of the four (4) following benchmarks:

- Application Timeliness of Determinations, 45 Days
- Application Timeliness of Determinations, 90 Days
- Pending Exceeding Processing Guidelines (EPG) 45 Determinations (EPG 45)

- Pending Exceeding Processing Guidelines (EPG) 90 Determinations (EPG 90)

Medical Assistance Performance (MAP) Dashboard Program

The MAP Dashboard Program shares performance targets and actual county performance with county leadership and staff. This information initiates two-way conversations around performance to determine what support is needed from the state to achieve performance targets. HCPF updates the MAP Dashboards monthly, which are accessible to the county in the MAP Dashboards in Tableau.

MAP Dashboard Performance Owner(s) (MAP Owners) for each county must access and review the Tableau MAP Dashboards. MAP Owners work within the county department to address root causes when performance targets aren't met.

Earning the Performance Compliance Incentive Payment

The county may earn the Performance Compliance Performance Incentive Payment in Reporting Period 2 when the Contractor meets at least three (3) out of the four (4) following benchmarks:

- $\geq 95.00\%$ timeliness average over the six-month Reporting Period 2 for Application Timeliness of Determinations, 45 Days
- $\geq 95.00\%$ timeliness average over the six-month Reporting Period 2 for Application Timeliness of Determinations, 90 Days
- \leq Pending EPG 45 Determinations average over the six-month Reporting Period 2 at or below target based on Contractor size as described in the Pending EPG Table below
- \leq Pending EPG 90 Determinations average over the six-month Reporting Period 2 at or below limit based on Contractor size as described in the Pending EPG Table below

County Size	Pending EPG 45	Pending EPG 90
Large	≤ 25	≤ 10
Medium	≤ 5	≤ 3
Small	≤ 3	≤ 1

Exemptions for Unusual Circumstances

Exemptions for unusual circumstances will be considered as outlined in 4.3.6 and 6 of the FY 2023-24 County Incentives Contract.

Contract Language

Contract Language for the Performance Compliance Incentive can be found in the [FY 2023-24 County Incentives Contract](#) in section 4.3. 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:

County MAP Dashboard Performance Owners (MAP Owners) should ensure they have access to the Tableau MAP Dashboards; Tableau is where MAP Dashboards are available and updated monthly. If the county has MAP Dashboard access questions, please see the attached DESK AID

If you are having challenges meeting performance targets, submit a Continuous Improvement request or reach out to hcpf_performance.improvement@state.co.us. The Performance Improvement Team can assist with identifying the root cause of performance challenges and can work with the county to address identified challenges. In addition, the Overflow Processing Center may be able to provide processing assistance for those cases non-compliant with performance targets or extenuating circumstances; visit the [Overflow Processing Center page](#) for more information.

Definition(s):

MAP Dashboard Performance Measure - a performance measure reported to county directors that captures overall county performance in specific work areas and tracks progress towards and/or compliance with federal and state performance requirements.

Long Run - seven consecutive data points of performance on the same side of the moving average that signify a deterioration or improvement in performance.

MAP Dashboard Performance Owner(s) - county designated MAP Dashboard performance owner(s) to access the MAP Dashboards to follow the posted Standard Operating Procedure (SOP), ensure targets are met, and research and address gaps in performance. Also known as a "MAP Owner"

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

Outlier - two continuous months or two of three months of not meeting the performance target

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

Short Run - three or three out-of-four consecutive data points of performance closer to the limit of the county's normal process than the county's moving average.

Tableau - is an interactive data visualization software focused on business intelligence; provides a graphic representation of essential information regarding performance measures, targets and benchmarks and the county's actual performance.

Target - a degree of performance that we continuously strive to achieve; targets for MAP Dashboard Performance Compliance are set by HCPF based on federal requirements, current county performance and county solicited feedback to drive improvement strategic goals, federal requirements and improvement endeavors.

Attachment(s):

None

HCPF Contact:

For questions on the Performance Compliance Incentive, complete a [County Relations Request form ticket](https://hcpfdev.secure.force.com/HCPFCountyRelations) (<https://hcpfdev.secure.force.com/HCPFCountyRelations>). Please select Ticket Type "Incentives Program."

For more information on MAP Dashboards and to request access to the MAP Dashboard External SharePoint Page or Tableau, complete a please complete a [County Relations Request form ticket](https://hcpfdev.secure.force.com/HCPFCountyRelations) (<https://hcpfdev.secure.force.com/HCPFCountyRelations>). Please select Ticket Type "MAP."