



## OPERATIONAL MEMO

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<b>Title:</b> Medical Assistance (MA) Ending Pregnancy Records	<b>Topic:</b> Eligibility Policy
<b>Audience:</b> Eligibility Sites	<b>Sub-Topic:</b> General Eligibility
<b>Supersedes Number:</b> N/A	<b>Division:</b> Eligibility
<b>Effective Date:</b> August 30, 2024	<b>Office:</b> Medicaid Operations Office
<b>Expiration Date:</b> August 30, 2026	<b>Program Area:</b> Eligibility
<b>Key Words:</b> Pregnancy, Pregnancy Record, Overdue, 12 Month Postpartum, End Date Pregnancy Record	
<b>Legal Authority:</b> 42 CFR 435.170(c) 10 CCR 2505-10 8.100.4.G.5	
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<b>Approved By:</b> Marivel Klueckman	

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### Background

End-dating overdue pregnancy records timely will ensure all pregnant members receiving Health First Colorado Medicaid or CHP+ receive the 12-month postpartum benefit per 42 CFR 435.170(c). If pregnancy records are not end-dated timely, this can result in incorrect eligibility determinations, an inaccurate postpartum period (per 42 CFR 435.170(c)), and inaccurate copay exemptions.

### Information:

CBMS Project 12208, MA Eligibility Span Updates, was implemented in February 2019. This project implemented a weekly Cognos report for "MA Overdue Pregnancy Records" to assist eligibility sites with identifying active Medical Assistance members with overdue pregnancy records that need to be addressed. These records are considered overdue when the record has not been ended, the expected due date is 15 calendar days in the past, and there is no Pregnancy End Date, End Reason, Verification, and Source entered. This is a cumulative report. Once the record is

ended, it will fall off the report and not be reflected on the next week's report. If these records are not resolved timely, they can impact eligibility determinations and spans. Memo OM-19-039 was released with this report information.

CBMS Project 6652, MA Overdue Pregnancy Records, was implemented in February 2023. There was a significant volume of members with an active pregnancy record with an expected due date that was overdue. This project included a one-time mass clean-up of overdue pregnancy records that were overdue at least 365 calendar days from the expected date that eligibility sites had not updated using the MA Overdue Pregnancy Records report. Pregnancy records that were impacted with this project were auto-ended with an End Date of 2/28/2023, End Reason of "Overdue" and a Verification Source of " State Report." Med spans were updated for these members as well to indicate that the member is no longer pregnant as of 3/1/2023. This project also implemented measures to help with the future accumulation of overdue pregnancy records. A data conflict was implemented to display on cases that have a pregnancy record with an expected due date that is 15 days or more in the past.

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

To prevent future accumulation and ensure timely and accurate eligibility determinations, Eligibility Sites should continue to end-date pregnancy records timely when reported by entering the Pregnancy End Date and appropriate End Reason as reported by the member or another source. Users should continue to monitor the existing weekly Cognos MA Overdue Pregnancy Records Report and act in a timely manner.

If pregnancy records are not end-dated timely, this can result in incorrect eligibility determinations, an inaccurate post-partum period (per 42 CFR 435.170(c)), and inaccurate co-pay exemptions.

When a member reports a change in circumstance, such as the report of the termination of pregnancy, Eligibility Sites are required to process the change in circumstance within 15 calendar days.

The Department recommends each Eligibility Site create a business process to include at minimum the following steps:

1. Designate a manager, supervisor, lead worker, or data analyst to download the **"MA Overdue Pregnancy Records"** report located in Cognos within the Eligibility Reports folder. This report is available each week on Monday.

2. Establish how this work will be distributed within your Eligibility Site. This will vary on the size and operational structure of each Eligibility Site.
3. Ensure monitoring and follow-up are completed by a manager(s), supervisor(s), or lead worker(s) when pregnancy records remain on the report from the previous week. Eligibility Sites will resolve pregnancy records by completing the following:
  - a. If pregnancy end information has been provided; in CBMS enter the Pregnancy End Date, End Reason, Verification, and Source and save the record. Run EDBC, ensure the case complete is “Yes”, authorize the MA case, and case comment the action.
  - b. If information has not been provided, staff should conduct case research to inquire if there has been a new baby added to the household
    - i. If a worker finds information in the file that a baby was added to the home, use the newborn’s Date of Birth as the date for the Pregnancy End Date and the Pregnancy End Reason of Newborn
  - c. If information has not been provided, staff should call the member to confirm the Pregnancy End Date and End Reason
    - i. If the worker is able to get in contact with the member and obtain the pregnancy end information; in CBMS enter the Pregnancy End Date, End Reason, Verification, and Source and save the record. Run EDBC, ensure the case complete is “Yes”, authorize the MA case, and case comment the action.
    - ii. If unable to reach by phone, staff should leave a voicemail for the member to report the change via PEAK or change request form. If a member does not have a phone number on file, leave a case comment declaring the attempted action taken.
  - d. If you are unable to reach the member and obtain this information to end the pregnancy record:
    - i. If it is less than 365 days from the expected due date, leave the record open.
      1. Document in case comments that you were unable to reach the member.
    - ii. If it is greater than 365 days from the expected due date
      1. Refer to the CBMS MA Overdue Pregnancy Records desk aid (and Online Help for additional support) for detailed instructions on what to do if the member cannot be reached and you are unable to verify through another source.
      2. The member will remain on the report until you take this action after 365 days, or until they report the end of the pregnancy.

**Resources:**

- Operational Memo OM-19-039 - Eligibility Span Error Report Guidance (2019 Operations Memos)
- Agency Letter HCPF-18-002 - Timely Disenrollments (2018 Agency Letters)
- CBMS MA Overdue Pregnancy Records Desk aid (SDD Document Library)

**Attachment(s):**

None

**HCPF Contact:**

Questions regarding this communication may be directed to:  
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