

# Lunch

12:00 - 12:30pm

# HCPF/CDHS/Counties Work Session

Messaging Alignment, HCPF/CDHS CBMS  
Prioritization, SB 22-235, CBMS  
Reprocurement

Friday, July 26, 2024

# Logistics:

Use the “Raise Hand” feature

In Room attendees, please remember that our virtual guests can't hear the room if we don't speak clearly and one at a time.



# Sharing Our Appreciation

The past few years have been tough.

As our county partners, you are the ones on the front lines serving Coloradans, and we value your focus on putting people first.

A huge thank you to our human services directors and staff for the continued, dedicated service you've provided to Coloradans.

# Agenda

Lunch (12:00 - 12:30pm)

Opening Remarks (12:30 - 12:35pm)

Kim Bimestefer, HCPF Executive Director

Lexie Kuznick, CHSDA

HCPF Public Health Emergency/County Administration Messaging Alignment (12:40 - 1:40pm)

Facilitator: Rachel Reiter, PCA Office Director and Ralph Choate, Chief Operations Officer

Purpose: HCPF and Counties will work together to align public messaging on the PHE Unwind and the counties' administration of these programs

HCPF Prioritization of CBMS Projects (1:40 - 2:15pm)

Facilitator: Marivel Klueckman, Eligibility Division Director and Ralph Choate, Chief Operations Officer

Purpose: HCPF will provide an update to counties on HCPF prioritization of CBMS projects for the next year

SB 22-235 Next Steps (2:10 - 2:20pm)

Facilitator: Barry Pardus, CDHS OES Deputy Office Director and Joshua Montoya, HCPF Partner Relations and Administration Division Director

Purpose: HCPF and CDHS will provide an update on SB 22-235 next steps, including the drafting of the final report and county involvement in the final phase

CBMS Reprocurement and Visioning Update (2:20 - 2:50pm)

Facilitator: Tiffany Bryant, CBMS Product Director; Nicole Duran-Jones, CBMS Deputy Product Director; Michelle Senn, HCPF Project Manager

Purpose: CBMS team will review the steps already taken for CBMS reprocurement and how that relates to the CBMS Visioning work that is progressing

Summarize and Adjourn (2:50 - 3:00pm)

# Messaging Alignment:

Public Health Emergency  
and

County Administration of Public/Medical  
Assistance Programs



# HCPF's Primary Communication Channels

**Online:** HCPF & Health First Colorado websites

- [KeepCOCovered.com](http://KeepCOCovered.com) (interagency site focused on coverage, includes toolkits)
- [Colorado.gov/hcpf/ccu](http://Colorado.gov/hcpf/ccu)
- [HealthFirstColorado.com](http://HealthFirstColorado.com)

**Direct-to-member** for renewal reminders: newsletter, email, text, phone, plan/CMA & provider outreach, push notifications from HealthFirstApp

**Stakeholder** newsletters, [Executive Director monthly message](#), At A Glance, County Connections, etc., in person, virtual, hybrid meetings, legislative hearings, webinars/ meetings, etc

[PHE Resources](#), FAQs, Partner Toolkits, etc.

# Colorado's Approach to PHE Unwind

We took the time CMS provided - 12 months or 14 months including noticing - to do so. Notices began in March 2023 for members with renewals due in May 2023, while the last group of renewals in the PHE Unwind were due in April 2024. We **aligned with existing member renewal dates to maintain member action consistency**, to return to normal renewal processes in an **equitable manner**, to **mitigate impacts to county and eligibility staff workloads**, and **align with tapering federal funding available** to cover individuals during the PHE Unwind.

State comparisons will not show the full picture until the 90 day reconsideration periods are complete, other states finish their unwinds and work their pending cases.



# Messaging Alignment Exercise

- Public Health Emergency & Keeping Coloradans Covered Shared Goals
  - [Colorado.gov/hcpf/ccu](https://colorado.gov/hcpf/ccu)
  - [KeepCOCovered.com](https://keepcocolored.com)
- County Administration: What are the **strengths** and **challenges** of county administered model?
- **How can highlight the strengths and mitigate the challenges/perceived challenges together** (tools, etc) to serve Coloradans?
- What messaging should we craft to align our messaging on the needs around SB 22-235?

Use sticky notes/white board to post language that resonates with your community for each of these areas

*Next Steps: Creation of Shared Messaging Document & Transparency Tools for performance & escalations*

# Some examples to get you started....

## **Strengths of County Administration**

- Close to members & understand needs
- Staff reflects community served

AND MANY MORE...PLEASE ADD YOUR IDEAS to White Board (or virtual option)

## **Challenges of County Administration**

- Visibility into data/process - different processes
- Potential for inconsistent member experiences across counties

PLEASE ADD YOUR IDEAS to White Board (or virtual option)

## **Solutions to address challenges/perceived challenges**

- Fund solutions for Year 1&2 of 22-235 report!
- JAI (to address work management systems/document “portability”)

PLEASE ADD YOUR IDEAS to White Board (or virtual option)

Instructions: Please use sticky notes/write on white board to post language that resonates with your community for each of these areas.

# HCPF/CDHS CBMS Prioritization

## Through End of 2025

# HCPF CBMS Prioritization

# Strategic Goal

The Eligibility Division's goal for the next 3 state fiscal years is to **improve member and eligibility technician experience and comply with legislative requirements.**

# Strategic Goal

## Objectives:

- Implement projects that will improve MAGI Ex Parte automation to 69% by June 2025 and 73% by June 2026.
- Come into federal compliance by completing 90% of the CBMS projects by federally established due dates through June 2027 for the following mandates:
  - Streamlining the Medicaid, Children's Health Insurance Program, and Basic Health Program Application, Eligibility Determination, Enrollment, and Renewal Processes
  - Conducting Medicaid/CHIP Renewals Essential Reminders
  - COVID Unwind

# Categorization of Projects

There is an overlap in these categories because there are some projects that include more than one category.



- Legislation - Federal
- Member Positive Impact
- LTC Updates
- COVID Unwind
- ARPA
- County Positive Impact
- Audit Corrective Action
- Legislation - State
- Enhancement Change Order

## CBMS Eligibility Prioritization Roadmap

CBMS Eligibility Prioritization Roadmap											
2024						2025				2026	
Jun	Jul	Aug	Oct	Nov	Dec	Mar	Jun	Sep	Dec	Mar	Jun
6 Projects											
5 Projects - @15K Hours											
10 Projects - @12K Hours											
Reqs due 6/17/2024 - 6 Projects - @13K Hours*											
Reqs due 9/16/2024 - 7 Projects - @16K Hours*											
Reqs due 12/16/2024 - 4 Projects - @8K Hours*											
Reqs due 03/15/2025 - 3 Projects - @10K Hours*											
Reqs due 6/2025 - 1 Project											
Reqs due 09/2025											

\* Guesstimate hours, not confirmed



# July and August 2024

Approximately 10,000 hours

CPPM-9706 - MA LTC Level of Care Certification Record Transmit

JULY 2024

ARPA LTC Updates

CPPM-9157 - MA Automatic Enrollment of QMB for Medicare/SSI Eligible Members

AUGUST 2024

Legislation - Federal Member Positive Impact

CPPM-9155 - CBMS MA Renewal VCL Process Update

AUGUST 2024

County Positiv... Member Positi... COVID ...

CPPM-9222 - CBMS Automation of MA LTC Verifications with ICR

AUGUST 2024

ARPA LTC U... County Positi... COVID ...

CPPM-9472 - MA LTC and Buy-In Eligibility Extension

AUGUST 2024

ARPA LTC Updates Member Positive Impact

CPPM-9127 - MA Re-Apply Express Lane Eligibility (ELE) Updates

AUGUST 2024

Enhancement Change Order

# October and November 2024

Approximately 15,000 hours

CPPM-8235 - HB22-1289 MA Cover All Coloradans	OCTOBER 2024	Legislation - State	Member Positive Impact		
CPPM-9215 - Update to MA Renewal 90 Day Reconsideration	OCTOBER 2024	County Positiv...	Member Positi...	COVID ...	
CPPM-9826 - Automation of Additional MA LTC Verifications Documents with ICR	OCTOBER 2024	ARPA	LTC U...	County Positi...	COVID ...
CPPM-9347 - MA PEAK and PEAKPro LTSS Updates	OCTOBER 2024	ARPA	LTC Updates		
CPPM-9951 CBMS BIDM EDW Vendor Transition - Interface	OCTOBER 2024	.			
CPPM-9940 - HB22-1289 MA Cover All Coloradans - Mass Update Med Span Conversion	NOVEMBER 2024	Legislation - State			

# December 2024

Approximately 12,000 hours

CPPM-9762 - HB22-1289 MA Cover All Coloradans - PEAK Application Updates	DECEMBER 2024 - HLBRs due 4/22/24	Legislation - State Member Positive Impact
CPPM 9349 - CBwD Revamp	DECEMBER 2024 - HLBRs due 4/22/24	Audit Corrective Action
CPPM-9766 - MA/CHP+ Monitoring Dashboard - SSN and State ID Updates	DECEMBER 2024 - HLBRs due 4/22/24	Audit Corrective Action
CPPM-9348 - MA LTC Enhancements – Eligibility and Data Entry	DECEMBER 2024 - HLBRs due 4/22/24	ARPA LTC Updates Audit Corrective Action
CPPM-9761 - MA MBU Updates for Tax Dependent Rules	DECEMBER 2024 - HLBRs due 4/22/24	Audit Corrective Action
CPPM-7958 - County Dashboard Timeliness Alignment with MAP Dashboard	DECEMBER 2024 - HLBRs due 4/22/24	County Positive Impact
CPPM-10044 - Notification of Buy-In Premiums Reinstatement	DECEMBER 2024 - HLBRs due 4/22/24	Member Positive Impact COVID Unwind
CPPM-9699 - BHC&E PEAK Benefit Overview Updates	DECEMBER 2024 - HLBRs due 4/22/24	.
CPPM-9809 - BHC&E PEAK Update AFB	DECEMBER 2024 - HLBRs due 4/22/24	.
CPPM-10213 - PEAK Changes Generating New Applications in CBMS within the 90-Day R	DECEMBER 2024 - HLBRs due 4/22/24	County Positive Impact

# March 2025

Approximately 13,000 hours

CPPM-10089 - MA Criminal Justice Reentry Program	MARCH 2025 - HLBRs due 6/17/24	Legislation - State
CPPM-9374 - MA Continuous Eligibility (CE) Updates	MARCH 2025 - HLBRs due 6/17/24	Legislation - ... Member Positiv... COVID U...
CPPM-9790 - MA LTC Enhancements - Level of Care and Reporting	MARCH 2025 - HLBRs due 6/17/24	ARPA LTC Updates
CPPM-9491 - MA LTC Automate NF 5615 Form	MARCH 2025 - HLBRs due 6/17/24	ARPA LTC Updates
CPPM-8541 - Reinstatement of Buy-In Premiums	MARCH 2025 - HLBRs due 6/17/24	COVID Unwind
CPPM-9930 - BHC&E Modernize BHA Express Application in PEAK	MARCH 2025 - HLBRs due 6/17/24	.

# June 2025

## Approximately 16,000 hours

#2 CMS Renewal Requirements (#1, <del>#9</del> , #10, #6, #8)	<b>*Estimate 10,000 hours</b>	JUNE 2025 - HLBRs due 9/16/24	<span>Legislat...</span> <span>County P...</span> <span>Member ...</span> <span>COVI...</span>
TBD- End Ex parte renewals w/ verified attestation of zero income & 1-100 dollar income	JUNE 2025 - HLBRs due 9/16/24	<span>COVID Unwind</span>	
#7 CMS Renewal Requirement: Advance notice with fair hearing rights prior to terminatin	JUNE 2025 - HLBRs due 9/16/24	<span>Legislation - Federal</span>	
<del>#2 CMS Renewal Requirement: Do not terminate Medicaid coverage without first determini</del>	<del>JUNE 2025 - HLBRs due 9/16/24</del>	<del><span>Legislation - Federal</span> <span>Member Positive Impact</span></del>	
TBD- Sunset the 60 day Extension for LTSS Stabilization	JUNE 2025 - HLBRs due 9/16/24	<span>LTC Updates</span>	
TBD - Remove LTC LOC End Date Extension	JUNE 2025 - HLBRs due 9/16/24	<span>LTC Updates</span>	
TBD - WAWd with added HCBS Auto Enrollment Undo **TBD Title**	JUNE 2025 - HLBRs due 9/16/24		

# September 2025

Approximately 8,000 hours

Streamlining Medicaid App & Renewal Processes-Return Mail

SEPTEMBER 2025 - HLBRs due 12/16/2024

Legislation - Federal

TBD - Trans Med Noticing

SEPTEMBER 2025 - HLBRs due 12/16/2024

Legislation - Federal

COVID Unwind

TBD - Appeals Noticing Issues

SEPTEMBER 2025 - HLBRs due 12/16/2024

Enhancement Change O...

Audit Corrective Ac...

Streamlining Medicaid App & Renewal Processes Elec Verifications & Reasonable Compta

SEPTEMBER 2025 - HLBRs due 12/16/2024

Legislation - Federal



# December 2025

Approximately 10,000 hours

TBD - MA LTC Presumptive Eligibility

DECEMBER 2025 - HLBS Due 03/15/2025

Legislation - ...

LTC Up...

Member Positive ...

TBD - Death Verification Updates

DECEMBER 2025 - HLBS Due 03/15/2025

Legislation - Federal

Audit Corrective Action

TBD - SB24-116 - Hospital PE

DECEMBER 2025 - HLBS Due 03/15/2025

Legislation - State

Member Positive Impact

# March 2026 and TBD 2027

TBD - MSP Eligibility and Leads File Updates

MARCH 2026 - HLBRs Due 06/2025

Legislation - Federal

Member Positive Impact

Establish timeliness requirements for determinations and redeterminations of eligibility (§

TBD 2027 - HLBRs Due 09/2025

Legislation - Federal

Establish specific requirements for acting on changes in circumstances (§§ 435.916, 435.91

TBD 2027 - HLBRs Due 09/2025

Legislation - Federal

Align non MAGI enrollment and renewal requirements w MAGI policies

TBD 2027 - HLBRs Due 09/2025

Legislation - Federal



# HCPF CBMS Prioritization Guiding Principles

There are two guiding principles for prioritization:  
*Minimizing Risk to the State while Protecting Member Coverage*

Therefore, CBMS projects are prioritized by:

- Federal or state legislation/regulations (compliance)
  - Josh to add clawback
- Audits and corrective actions
- Projects that protect member coverage

With limited CBMS pool hours, projects that are “nice to have” are rarely prioritized, due to lack of resources

# CBMS Prioritization Decision Making

To comply with federal regulations at 42 CFR Part 431.10(e), HCPF does not delegate decision-making on CBMS prioritization to any external agency or committee

Prioritization is determined by a hierarchical structure with multiple layers of HCPF approval:

1. Eligibility Division leadership (considering input from the user IPT, where applicable)
2. Chief Operations Officer
3. HCPF's Executive Leadership Team (ELT)
4. HCPF's Executive Director

Once prioritization is approved, county engagement through the governance structure can begin

# County Engagement in CBMS Projects

Once prioritization is determined, county engagement should occur through the CBMS Governance process

- Executive Steering Committee
- Work Plan Sub-Committee
- User/PEAK Integrated Project Teams (IPTs)

CDHS/HCPF are committed to partnering with the CBMS ESC County Reps to review and update the governance structure to ensure county engagement is part of the process once prioritization is determined

HCPF also leverages the monthly Directors/Front-Line Staff calls, as well as the Eligibility/County Workgroup



# CDHS CBMS Prioritization

# CDHS CBMS Prioritization Guiding Principles

CDHS's guiding principles for prioritization are to *Minimize Risk to the State* and issue benefits as expeditiously as possible.

Projects are prioritized by:

- Federal or state legislation/regulations (compliance)
- Audits and corrective actions
- Policy changes (TWN)
- Projects that enhance the user experience

With limited CBMS pool hours, projects that are “nice to have” are rarely prioritized, due to lack of resources

# CDHS/CBMS Prioritization Decision Making

Prioritization is determined by a collaborative structure with several layers of CDHS approval:

1. Division CBMS Product Owner
2. Deputy Division Director
3. Division Director
4. OES Deputy Director (after OOM; Order of Magnitude)

Once prioritization is approved, county engagement through the governance structure can begin

# CDHS CBMS Projects: August 2024

FEAD (9) Hours= 9,000

- CBMS SNAP Appeals and Hearings
- CBMS SNAP CC Updates to Prior Month Failures
- CBMS SNAP COLA 2024-2025
- CDHS IVR FAQ Updates
- CBMS Change Reporting through IVR
- CBMS SNAP August 2024 Fast Track
- CBMS SNAP Resources and Expenses Update
- CBMS LEAP Interface Modification
- CBMS SNAP Update Case Data Change Exceptions for No Change SNAP RRRs

DEWS (8) Hours= 6,700

- CBMS October 2024 AF MOE
- CBMS CHATS CCAP Interface Changes Phase III
- CBMS CW 22-1259 Cost Data
- CBMS Fix AF Intake Proration
- CBMS ACF-199 Coding Changes
- DEWS Fast Track CW Refer Mandatory and Stop Pending SSI/HCA Minor
- CBMS EF Client Request
- CBMS Completing the implementation of the TRAILS interface file for Bio/Adoptive IDs

# CDHS CBMS Projects: October 2024

## FEAD (6) Hours = 16,100

- CBMS SNAP Only and DEWS Only Noticing Updates
- CBMS SNAP E-EBT Implementation and SUA Adjustments
- CBMS CDHS Transfer of Income
- CBMS CDHS Work Number Technical Cleanup
- CBMS SNAP Updates to App Timeliness Report in County Dashboard
- CBMS SNAP October 2024 Fast Track

## DEWS (11) Hours = 9,700

- CBMS SNAP Only and DEWS Only Noticing Updates
- CBMS Milestone Tracker and Plan Updates
- CBMS Remove LPA for CW
- CBMS Remove 100% disregard for non-participants (22-1259 related)
- DEWS Fast Track Disaster Rename, CCCAP Condition and COLA Date Worked
- CBMS CCCAP Journey Map
- December 2024 AF MOE
- Automation of additional MA LTC Verifications Documents with ICR
- CBMS CDHS Transfer of Income Updates
- CBMS PEAK Application Status Tracker
- CBMS PEAK Add Program Name to To-Do Cards



# CDHS CBMS Projects: December 2024

FEAD (6) Hours = 5,500

- CBMS RPA Bot Automation for OOS Verification Requests Phase II
- CBMS PEAK Pro SNAP Outreach Modifications
- CBMS EBT Fraud Detection Database
- CBMS SNAP RRR Signature Updates
- CBMS SNAP No Change PRFs
- CBMS HFC and MyCOBenefits UX Enhancements

DEWS (6) Hours = 2,061

- PEAK Mapping Income and Resource Changes to CBMS
- CBMS Increment 1 CW Single Page Eligibility Data Entry Pilot
- CBMS Update AF HCA in Response to LOC Extension Project
- Lock Down EF functionality for Non-operating counties
- CBMS CDHS Work Number Technical Cleanup
- PEAK To Remove Program on Program Overview Page

# CDHS CBMS Projects: March 2025

## FEAD (3) Hours = 2,500

- CBMS CDHS Draw Income Updates
- CBMS SNAP IPVs and TOP/Federal Report Updates
- CBMS SNAP Batch Authorization

*Note: As a result of the FNS Integrity Audit coming up, it is anticipated that more projects will be added.*

## DEWS (5) Hours = 2,807

- Capture Spouse Signature for AF Application
- CBMS Med-9 Optometrist Language Add
- CBMS CDHS Draw Income Updates
- CBMS One Active WD Work Registration Per Client
- CBMS HFC and MyCOBenefits UX Enhancements 2024

# Break

How can we all be better partners  
to achieve shared objectives and  
support each other?

# Joint CDHS/HCPF SB 22-235/CBMS Update

# SB 22-235 Final Report

CDHS/HCPF have drafted the preliminary timeline for the completion of the Year 2 Final Report:

End of July: Outline shared with County 235 representatives

July - August: CDHS/HCPF *DRAFTING* of narrative from outline

Aug. 22: Share draft with counties (include themes from messaging session)

Aug. 22-Sept 6: Counties review/comment

Sept. 6-16: CDHS & HCPF finalize draft and layout of the report

Sept. 16-30: Review/clearance & accessibility reviews

Oct. 21: Embargoed copy to counties (pending Governor Office/OSPB review timelines)



# Major CDHS/HCPF/Counties Initiatives Addressing County Needs

## **SB22-235 to support Counties: Nov Report Due to Legislature**

- Model minimum standards, targeting salaries to hire/retain current, plus add'l FTE
- Expansion of Intelligent Character Recognition & Interactive Voice Response
- Policy guidance support through Program Area Natural Dialogue Assistant
- Service Delivery Standards and Aligning Administrative Requirements
- More Deloitte HCPF pool hours; Training and Support to Counties on Complex Cases

## **Reducing County Workload and Improving Accuracy**

- Improving automation and PEAK and PEAK Pro (Governor's Wildly Important Goal)
- Improving member eligibility correspondence

## **Joint Agency Interoperability (JAI) implementation**

- Unified work management system across counties
- Unified document retention system across counties

## **CBMS Strategy & Vision (county voice at the beginning of dialogue)**

- Creates shared vision and strategy for CBMS to be executed
- Improves CBMS support system for users and members

# CBMS Reprocurrencyment and Visioning Update

# CBMS Procurement Status

## Accomplishments

### Procurement Activities

- Stakeholder Interviews Complete – 08/2022
- Environmental Scan Complete - 12/2022
- Alternatives Analysis Complete – 03/2023
- CBMS Roadmap Complete – 09/2023
- Sole Source Contract Extension thru 6/2029 - Complete

### Correspondence Module

- Kickoff Completed - 01/2024
- Requirements Breakdown Structure – Complete 06/2024
- Requirements Drafting Complete - 06/2024
- Tentative date for posting ITN – 06/2025

### Core Takeover Module

- Kickoff Completed - 05/2024
- Requirements Breakdown Structure – Complete 06/2024

## Next Steps – Timeline

### Correspondence Module

- Draft ITN 6/2024 – 12/2024
- Internal Review – 12/2024 – 01/2025
- Federal Partner Review – 02/2025-06/2025 (Allowing for FNS timelines)
- Tentative date for posting ITN – 06/2025

### Core Takeover Module

- Draft Requirements – 07/2024 – 11/2024
- Draft ITN - 11/2024 – 02/2025
- Internal Review – 2/2025 – 03/2025
- Federal Partner Review – 03/2025 – 08/2025 (Allowing for FNS timelines)
- Tentative date for posting ITN – 08/2025

### Consumer Application Module

- Kickoff Scheduled for 8/2024

## Risks

### Resources

- Resources continue to be a challenge both in scheduling and turnover. The PM, PC, Sponsor and Product Owner's continue to monitor the risk.



# CBMS Reprourement and Visioning Update

1. The Alternatives Analysis research and report was facilitated and written by Public Knowledge (PK). They were instructed to research and document the various options the Department could exercise to complete the procurement.
2. The procurement currently has four county representatives assigned, Jodi Gully (Arapahoe Co), Jason Summers (Morgan Co), Carmen McKay (Rio Blanco Co) and Andrea (Andi) Vendegna (Larimer Co).

# CBMS Reprourement and Visioning Update

1. With the transition of CBMS oversight from OIT to CDHS and HCPF, the CBMS team has taken this opportunity to develop Vision and Strategic framework for the future of CBMS
2. What was done so far:
  - a. Executive leadership high level direction - last year
  - b. Stakeholder Engagement sessions, including county reps designated from CHSDA
    - i. 3/15/2024 developed the CBMS Vision Pillars
    - ii. 4/26/2024 developed CBMS Strategy Framework
3. Next Steps:
  - a. Gain Executive Director approval of Strategic Framework
  - b. Communicate Strategic Framework to external Stakeholders
  - c. Outline action plans to execute the Strategic Framework



# Summarize and Adjourn

# Thank You.

## Questions?

