

# Overflow Processing Center (OPC)

HCPF/County Directors Leadership Monthly Support Call

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January 24, 2023  
2:30 - 2:45 Breakout Room 1

Jesse Trujillo - HCPF OPC Contract/Program Manager



# \*OPC Important Notes

- Training

- 2 Supervisors, 3 leads & 15 techs trained in MAGI, Non-MAGI, LTC
- More staff being hire and trained currently
- HCPF - OPC Certified SDD Trainer on Site

- Quality

- Transaction sampling (sup auth process)
- Quality Assurance process

- OPC Timeliness standard

- 20 Calendar Days from date received (apps, renewals, changes)
- Counties still responsible for hitting timeliness



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# How Can the OPC Help?

- Process Apps, Renewals, Changes MA portion only
  - Cannot process CDHS programs (combo okay but only MA processed)
  - Can process PEAK changes, apps, renewals (OPC does not have PEAK Inbox access)
- Workload
  - Amount of work being sent and frequency is agreed to during initial meeting
- Scanning
  - OPC has capabilities to scan (verifications)
- EDMS/Google used for tracking work
  - Counties will have a dedicated google drive for preparing and sending work
- End of Continuous Coverage
  - Assist with changes, apps, renewals Statewide



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# Overflow Processing Center Process

## Submit OPC Request Form

Site submits form



## Initial Meeting

Review OPC work request & work order log process



## Case Prep

Site AI Apps, Start Renewals, docs



## Work Order Log

Site adds cases, submit email



## Processing

OPC Staff processes case



## Quality Assurance

Internal QA



## Work Order Log

Completed by OPC



## Completion Email

Completion email sent to Site



# OPC Resources

- OPC HCPF Website

- OPC resources housed here
- OPC Request Form
  - Used to submit OPC Request
- HCPF OM 22-048
  - Information for Counties: requesting work, timelines, etc.
- OPC FAQ
  - Provides additional information about the OPC, working with the OPC and helps answer general questions



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# Questions?

# Thank you!

Contact Information:

Jesse Trujillo - HCPF OPC Contract/Program Manager

Email: [Jesse.trujillo@state.co.us](mailto:Jesse.trujillo@state.co.us)

