

HCPF/Eligibility Site Monthly Touch Base Meeting - 2025/07/31 14:45 MDT - Transcript

Attendees

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Transcript

00:05:00

Shawn Bodiker - HCPF: Good afternoon I'm going to give it some time for us to accept people into the meeting and we will get started for today.

Shawn Bodiker - HCPF: Good afternoon. Just waiting for us to kind of slow down on the invite, seeing if everyone's kind of joining. and then we'll get started very soon here.

Shawn Bodiker - HCPF: Okay, I've got 302. so I think we'll go ahead and get started. Good afternoon everybody. thanks for joining our monthly touch base meeting that we have where we kind of go over different topics on Medicaid eligibility. I'm Sean Bodcker. I'm the eligibility policy manager today that will be facilitating the meeting. Rebecca, can you go to the next slide? so today our agenda is we're going to go over the June renewal project 10595 and then we're going to a lot times for questions. so the team is on I believe to go into our agenda topic which is the June renewal project.

00:10:00

Shawn Bodiker - HCPF: So, I think I'm turning it over to Anna Bordio and...

Shawn Bodiker - HCPF: Tracy Pas.

Ana Bordallo - HCPF: Yes, thank you Sean.

Ana Bordallo - HCPF: Hello again my name is Anna Bortio and I am the eligibility policy lead and with me I will be presenting today assisted by Tracy Bas, our eligibility system Next slide So, we would like to begin by providing an overview of the timeline for the MA renewal process. So, starting with the first box here, July 12th, XRT runs for September renewals.

Ana Bordallo - HCPF: So the system will now apply the new income counting rules and approve approval letters will be sent out for our eligible members. Then moving on to the next box, July 16th, renewal packets will be sent out with a due date of September 15th, excuse me. And then moving on, July 16th, members that opted for electronic notifications will receive the renewal packets. Moving down, July 21st, members will begin to receive their renewal packets by mail. And then around August 20th through September 5th, counties will start seeing an increase in members returning their renewal packets.

Ana Bordallo - HCPF: And this is where we do encourage our counties to start completing the program action page in order to mitigate closure. And then September 15th, CBMS triggers cases for non-compliance with a termination date of September 30th, 2025. Meaning if this will apply to members who still haven't provided any renewal documentation or if the member did provide their renewal documentation early but the program action page still has not been completed, CBMS will trigger a termination notice.

Ana Bordallo - HCPF: Then moving on to September 30th, CBMS triggers cases for non-compliance again with a termination date of September 30th. What this means is that for members who still haven't provided any documentation, their case will be terminated as of September 30th. But for those members

who did provide documentations timely and the caseworker does complete that program action page screen before September 30th, CBMS will automatically reinstate coverage for that member.

Ana Bordallo - HCPF: And then October 31st is the last day to enter the renewal paperwork receive date in the program action page and have CBMS automatically reinstate coverage for the member. Lastly, the 90-day reconsideration period, excuse me, to reopen a case will start as of October 1st through December 31st. And just as a reminder, this 90-day reconsideration period only applies to those members who have not provided any documentation at All right, moving on to the next slide, please. So, here's an overview the functionality for the MA renewal exparte income calculation updates.

Ana Bordallo - HCPF: CBMS will first check the self attested earned income screen to see if there is verified earned income interface income found within the last 6 months. If there are multiple open selfattested earned income records, CBMS will use the records with the latest dates verified in the paycheck summary screen the dates verified for the interface income.

Ana Bordallo - HCPF: So for example, if the member has job one target and then job two king supers and both verified in the month of May with different date verified dates. CBMS will only count job two, which is King Supers, based on the latest date verified in the paycheck summary screen. If both self-attested earned income and in interface earned income records have the same posting date. So meaning they have the same deed verified then only the interface income records will be used along with any other type of countable under an self-employment income on the case.

00:15:00

Ana Bordallo - HCPF: Lastly, if there are any existing interface records within that six-month look back period, but no self tested earned income records, CBMS will use the most recent interface income records for the exparte process. Okay, next screen, please. just a second. can you go back to the following screen, Rebecca? Im And I'm sorry I'm working off of two screens, but I believe multiple.

Ana Bordallo - HCPF: Okay, it looks like Rebecca, we're working off of two different presentations. Are you okay if One second. Cuz I see Tracy's in here as well One second. Let me just Okay, let me present. And I'm just navigating my screens here.

Ana Bordallo - HCPF: I have so many things open. Unless Rebecca, I just sent you the presentation. Can you present that please?

Shawn Bodiker - HCPF: Thanks everyone for bearing with us so we can get the correct presentation up.

Ana Bordallo - HCPF: Yeah, I apologize for Yeah.

Shawn Bodiker - HCPF: No worries team, these things can happen. But thank you all for being patient while we gather the right presentation.

Ana Bordallo - HCPF: So, yes, I just went over this specific slide and then if we can move on to the next slide, Rebecca, please. Okay.

Ana Bordallo - HCPF: if there are no earned income records found on the self attested earned income screen and no existing interface income within the six-month look back period, CBMS will call the interfaces in this specific order. If a response is received on the first call, further calls will be made and

the newly interfaced income will be used for the exparte. So if we do call FISH first, we'll call Fdish first and then if we don't get a response from Fish, we will call Equifax. But if we do receive a response from Fdish, we'll just stop there. And then just to note, any records with an open-ended date that does not fall within the six-month look back period will not be used for exparte. All right, next screen.

Ana Bordallo - HCPF: Thank you. The department did send out a CBMS communication on July 2nd to CBMS endusers, county directors, program areas, and CDHS, OIT, Deote team members regarding access to the program action screen. Many of the CSS CSAs are on the CBMS communication distribution list.

Ana Bordallo - HCPF: So the majority should have received this initial communication and the department did identify the need for a more direct communication to county security administrators and a second communication was sent out on Friday, July 18th to the CSA distribution list. Next slide, please. and then I will hand it off to Tracy.

00:20:00

Shawn Bodiker - HCPF: And maybe before we hand it off to Tracy, Anna, there is a question from Amber. I'm not sure if Amber can tell us which thing you want to go back to.

Shawn Bodiker - HCPF: Yeah,...

Ana Bordallo - HCPF: Yeah, sure.

Amber Cuzick- Pueblo County DHS: Sorry. Can you hear me?

Ana Bordallo - HCPF: Yeah. Is it the MA timeline?

Shawn Bodiker - HCPF: go ahead, Amber.

Amber Cuzick- Pueblo County DHS: Can you go back to the one basically the first one that you had jumped on when you started sharing your screen? It was right before No, it's the one right after. So, you had the income counting guidance talking about multiple open self-turned selfattested earned income records that had the first example of has two jobs, Target and King Supers. but the date verified are different dates.

Amber Cuzick- Pueblo County DHS: The one right after that that talks about when they're the same dates and they have different go back one more check.

Ana Bordallo - HCPF: I think it might be the last bullet. Or maybe and...

Amber Cuzick- Pueblo County DHS: There are multiple students will use records of the latest dates verified. Can you go back one more? I'm so sorry.

Ana Bordallo - HCPF: it might be off of what Rebecca was presenting. So Yeah,...

Amber Cuzick- Pueblo County DHS: Yeah, I think it was off of that one.

Amber Cuzick- Pueblo County DHS: So I guess just as long as the slide comes out the one with the scenarios about how the system will react when you have the same dates in different scenarios.

Ana Bordallo - HCPF: it's Rebecca, go back. I believe you're referring to Keep going. One more. It might be this first bullet point. If there are multiple open self attested earned income records,...

Ana Bordallo - HCPF: CBMS will use the records with the latest date verified in the paycheck summary screen dates verified for the interface income.

Amber Cuzick- Pueblo County DHS: Yes, thank you.

Amber Cuzick- Pueblo County DHS: That is the Give me one sec. I just want to make sure. I know you're going to send this out, but it helps me.

Ana Bordallo - HCPF: Yeah, no problem. Yeah.

Amber Cuzick- Pueblo County DHS: Okay, I'm good to go. Thank you, Anna. Yes.

Shawn Bodiker - HCPF: Okay. Thanks,...

Shawn Bodiker - HCPF: Amber and Stacy. yeah, I believe we will email this out. Usually, we do a follow-up once we complete these meetings to get the information So to answer Stacy really quickly, Bernardet, a challenge with MA site staff. we could discuss that offline if you'd and then just before we move on, guys, because I just want to see if we can take questions as we move along to before the next one. Natalie, you raised your hand.

Natalie Sackett: Yes, thank you.

Natalie Sackett: I just want to verify that if somebody is employed with in two jobs and it's only counting one income, would that still be an accurate eligibility even if the addition of the other income would maybe put them in a different category or over income altogether?

Ana Bordallo - HCPF: Yes,...

Ana Bordallo - HCPF: so that would be a correct eligibility determination...

Ana Bordallo - HCPF: because we are using the latest verified income record based on that date verified.

Natalie Sackett: Even though the other income is still open ongoing and...

Natalie Sackett: it is valid and they do receive that money.

Ana Bordallo - HCPF: So in that scenario,...

Ana Bordallo - HCPF: if the member is over income based on that latest income verified, then we will send out the renewal packet. And in that moment, if the member is still attesting to having that other job that we are not using towards the eligibility determination,...

Ana Bordallo - HCPF: then we will start moving forward. But for the exparte process, we're only going to count the latest income records.

Natalie Sackett: So that information on the two jobs is only interfaced records.

Natalie Sackett: It's not manual data entry. If we had a textub submitted on 531 and another one submitted on 61, it would count them both.

Ana Bordallo - HCPF: No, it would only depending on the exparte when the exparte process is being used. But it would only count that 61 income record...

Natalie Sackett: Okay.

Ana Bordallo - HCPF: again if we're in that exparte process and it would exclude that May date.

Natalie Sackett: Okay.

Ana Bordallo - HCPF: Yeah, that is correct.

Natalie Sackett: And that would be accurate.

Ana Bordallo - HCPF: Based on policy, that is correct. and the CMS guidance that we received, states do have the flexibility to determine...

Ana Bordallo - HCPF: what is considered of the most recent verified income record. So that yes,...

Natalie Sackett: Okay.

Ana Bordallo - HCPF: so that would be accurate.

Natalie Sackett:

Natalie Sackett: That's what I wanted to make sure Thank you so much for your help.

00:25:00

Shawn Bodiker - HCPF: And we still have more to go through.

Shawn Bodiker - HCPF: I see people raising their hands. are your questions on this topic or can we move on? Karen, you're first and then we'll jump to Amber and then Stacy and then I'll ask everyone to hold off for questions so that we can get through the presentation today. So go ahead Karen

Karen Thomas: Mine is on this topic.

Karen Thomas: I just wanted to go back to the MA renewal timeline and just ask how will this work for the long-term care program? will we just because the long-term care cases are in the extensions right

Shawn Bodiker - HCPF: Let me see if I can kind of help with this one. Let me come on camera. so renewals are still happening on long-term care even though we have the extensions. And so, when we have somebody who goes through the renewal process, we're going to kick it off to see if we can do exparte. Most of with long-term care, we usually don't pass people through exparte because we need other information. and we need resource information, So, in most instances, those cases are going to get a packet sent out, right? So, a packet's going to go out. a member is going to need to supply the information that we need to verify long-term care eligibility, and you would work that process as normal.

Shawn Bodiker - HCPF: If they don't supply the information or they're not eligible from a certain standpoint, the way I understand with the 60-day extension, they get an extension to either supply any information before we terminate them in that month. we are giving them that 60-day extension. That is all going to come to an end in December. We have another project that we're working towards that we'll be

going over with you all on how that works but the renewal process still is happening where they are going through the exparte process usually can't do an exparte on them and then a packet goes out for you all to work and then the 60 days comes into...

Shawn Bodiker - HCPF: if they don't supply something or giving them additional time to correct any information. Does that help Karen?

Karen Thomas: I think so.

Karen Thomas: I was just thinking if they provided something within the 60-day extension period, would we mark that in the program action screen and hold that open? Will we re reviewed or I guess

Ana Bordallo - HCPF: That case is going to remain open, right Sean? Because of the So...

Shawn Bodiker - HCPF: Yes, that case is going to remain open...

Shawn Bodiker - HCPF: because we aren't closing down those technically in a sense, we're sending them that letter, right? Saying, "Hey, we didn't get something.

Ana Bordallo - HCPF: then they would still need to complete that program action screen if they received any renewal documentation during that 60-day extension in order for that case to remain open...

Ana Bordallo - HCPF: until that final determination is made. Is that the question I guess?

Karen Thomas: Yes, that's the question...

Karen Thomas: because what we're seeing in long-term care is people waiting until that last week before the 60-day extension is up and then providing something. and so just trying to think through how that's going to look for us. But, I think that you answered the question.

Shawn Bodiker - HCPF: And I see Mitchell raised his hand. He's been working more on the long-term care. Do you want to speak to that a little bit more, Mitchell?

Mitchell Scott - HCPF: So, I do think we should probably take this back for more internal discussion on how that 60-day extension comes into play with the updated program action screen. However, my expectation would be that for members who are in the 60-day extension because if they go through that 60-day extension and they haven't provided what's needed, they'll terminate at the end and members still have that 90-day reconsideration period after this end of the 60-day extension. So, at that point, if they're returning what is needed during that 90-day reconsideration period, that is when I would expect to take action on the case through the program action screen to reopen the member.

Shawn Bodiker - HCPF: Sure, that's great.

Mitchell Scott - HCPF: But I think we should probably take that back for more internal discussion just to make sure that that's accurate.

Shawn Bodiker - HCPF: We'll mark that down. Thank you, Karen, for the question, Amber.

Amber Cuzick- Pueblo County DHS: So I just had a question regarding going back to the income. So let's say at exparte system reads that okay so client has a self attested earned income record in there meaning there's a manual entry in there. It reads that the income that's being verified within the six-month

look back period is going to place client in a lower Medicaid category. So, it spits out a renewal packet. Client turns that back in. Tech works the renewal packet and at that time when the tech is working the renewal packet, client turns in two different check stubs from two different jobs, one being more current than the other.

00:30:00

Amber Cuzick- Pueblo County DHS: Will the system still read how you guys were saying where it's only going to read the most current income even though we're essentially past the exparte process the automatic exparte process before and now the tech's actually working the RR are

Ana Bordallo - HCPF: So my understanding and systems feel free to jump in. So if you're manually enter entering those income records based on what the member is self attesting if they submitted two paycheck stubs CBMS will use and you enter that same date verified based on those two manual records that you're now entering. CBMS will use those two manual records to determine eligibility.

Amber Cuzick- Pueblo County DHS: Okay.

Shawn Bodiker - HCPF: And I'll just add that that's...

Shawn Bodiker - HCPF: because we couldn't exparte, right, Anna? I guess that's the key thing for you guys to understand. When we can't exparte, meaning they're going to go down to a lower benefit category or we don't have enough information to make a determination and we go past exparte and send out a packet. At that point in time, you should be able to data enter the verifications you receive for what they report back as being their income. Does that help, Anna? Did I get that right, right?

Ana Bordallo - HCPF: Yeah, that's correct. Yeah, thanks for that, Sean. Yeah,...

Amber Cuzick- Pueblo County DHS: Okay,...

Ana Bordallo - HCPF: so that is Go ahead.

Amber Cuzick- Pueblo County DHS: that makes me feel sorry for lack of a better that makes feel a little bit more

Ana Bordallo - HCPF: Yes. Yes.

Shawn Bodiker - HCPF: I think the main thing before we switch back to the presentation is just understand that for the exparte process that we have to kick off per CMS guidelines, we have to check what the most current income is date verified by our interfaces before we have to send a packet and that's where we're using the one income that is the most recent verified. So hopefully that helps you guys with that one. So, with that,...

Ana Bordallo - HCPF: Yes. Yeah.

Shawn Bodiker - HCPF: I'll Is it still you, Anna? Are we moving on to Tracy?

Ana Bordallo - HCPF: We're moving on to Tracy. Thank you.

Shawn Bodiker - HCPF: Perfect. Tracy, you want to come on?

Stacy Vigil: I think you met me, but I'm good now. Those two questions answered your question.

Shawn Bodiker - HCPF: Yeah. I didn't see your hand.

Tracy Pasillas - HCPF: Hi everyone.

Shawn Bodiker - HCPF: Stacy, are you good?

Stacy Vigil: I took it back down.

Shawn Bodiker - HCPF: Okay, thank you. Okay, go ahead, Tracy.

Tracy Pasillas - HCPF: If you can go to slide four, please Rebecca. so as Anna Bello has mentioned on the timeline of the renewal there was a communication that was sent out on 72 to the end users the county directors program areas and CDHS and deo deote regarding the access to the

Tracy Pasillas - HCPF: program action screen. many of the CSAs are on the CBMS communication distribution list. So, the majority should have received this initial email that was sent out on 72, but we did identify that there was a need for a more direct communication that needed to be sent out to the county security administrators. So, we did send out a second communication on July 18 to the CSA distribution list around how to gain access to slide, please. The program action screen has two new fields in order to track the renewal paperwork that is received.

Tracy Pasillas - HCPF: The first field is the renewal paperwork receive date. A user must enter the date the member provided the documentation. The second field is a renewal paperwork data entry date which will be defaulted by CVMS after the data entry has been completed by What the eligibility sites need to know. Completing the data entry for these fields will help the case from automatically closing when the renewal paperwork has been received but the renewal has not been started in CBMS. The fields do not need to be completed immediately but they would need to follow the processing timelines for the CBMS. The renewal paperwork would need to be received on or before the end of the renewal due month.

00:35:00

Tracy Pasillas - HCPF: The data entry needs to be entered by the end of the month following the renewal due month. Eligibility sites have 30 days to process returned renewal paperwork. If the case closes, CBMS may automatically reinstate members coverage as long as the renewal paperwork was received and data was entered on time. Next slide, please. A user will need to determine if the paperwork was received by the 15th of the month. If received by the 15th of the renewal due month, the eligibility site must enter the renewal paperwork received date on the program action screen. And then the user must enter the renewal receive date on the edit RR screen.

Tracy Pasillas - HCPF: And the workbook does explain in detail the program action screen the best as when it's automatically reinstatement or a manual reinstatement process has to be completed. Next slide please. Peak in peak the department will be implementing a project in March of 2026. It will be the renewal phase 1.5. if a member submits anything related to the renewal, it will have a similar automation process. This will be communicated when we are closer to the implementation date around more details with Next slide, please.

Tracy Pasillas - HCPF: Okay, here are the resources and that the department has posted for the following resources to our HIPPA website for the medical assistance renewal requirements. There's the 626 webinar slides with the questions and answers which was posted on July 9th. We have the operation memo around the renewal guidance for medical assistant programs that was posted on June 27th. We have the workbook. We posted that on July 21st of 2025. And the MAP webinar July 15th of 2025. We did email that to all the attendees and are also on the MAP research page. And there's the medical assistance renewal updates FAQ to be posted. Is there any questions?

Shawn Bodiker - HCPF: I'll come out and help. we've got one in the chat that I'll start with before we go to the hand raise. can you please go over what the negative implications are to the county if the program action field does not get completed in time and the case closes incorrectly

Ana Bordallo - HCPF: I could take that one. So if the program action page isn't completed timely, then it will impact the member will be terminated. but again case counties do have that extra month to be able to complete that program action page in order for CBMS to automatically reinstate the member's coverage.

Ana Bordallo - HCPF: If the counties aren't able to get to that program action page, as I showed in that timeline, after October 31st, then at that point, counties are going to have to manually resend or use the reapply function in order to have the members coverage reinstated.

Ana Bordallo - HCPF: I hope that answers the questions.

Shawn Bodiker - HCPF: Thanks, Anna.

Shawn Bodiker - HCPF: Amber, you want to come off mute?

Amber Cuzick- Pueblo County DHS: Yes, thank you. Kind of going over the map webinar that Arturo presented about. from my understanding obviously it's being implemented and in action now but as far as pickpuff and policy reviewing if the action was taken correctly by the county that's not starting until January 2026 All right.

Shawn Bodiker - HCPF: Casey,...

Shawn Bodiker - HCPF: I think you're on the line. Can you come off and address that question? Thanks.

Kacy Born - HCPF: I sure am.

Kacy Born - HCPF: So basically what you're referring to is that we're not holding you accountable based on the timelines that are on that MAP webinar. There's a couple of scenarios on there. we're not changing the way that we do our timelines for when we count things as timely and not timely until January of 2026. However, I'm not 100% certain if the EQA team will or will not be reviewing this. So, that's something to think about as far as whether or not something gets sampled by EQA. That might be a takeaway we'd want to look at as far as whether or not we're holding you accountable in any way for using the program action screen.

00:40:00

Kacy Born - HCPF: And just to be clear, we're not changing our logic to hold folks accountable until January 1st, but we need folks to start using it now so that we can test all that logic and make sure that we've got the best possible logic in place in January. So, did that answer the question? Absolutely.

Amber Cuzick- Pueblo County DHS: Yes, that did.

Amber Cuzick- Pueblo County DHS: Thank you, Casey.

Ana Bordallo - HCPF: Yeah, and...

Ana Bordallo - HCPF: just to add the purpose of the program action page is to ensure that our members are not being terminated. So if they provided documentation timely, we need to make sure that their coverage remains open until counties are made able to make that final determination. So, I understand that you guys will also it's connected to timeliness, but again, I just want to remind counties that this is also for members coverage not to be closed. That's Go ahead, Sean. Turn it back over to you.

Shawn Bodiker - HCPF: No, Thank you both for answering that question. I'm actually not seeing any other questions in the chat. I'll open it up. I don't see anybody's hand raised. Any questions? Rebecca, is this the last slide for today? Tiffany, go ahead.

Tiffany Watson - CDHS-CTY: I'm just wondering if there in the future I know you had to do this pretty quickly, but in the future is there a way not to have to do the duplicate data entry on both the beginning the RR and doing the program action or is this always going to be our process?

Ana Bordallo - HCPF: Smile.

Tracy Pasillas - HCPF: Go ahead, Anna. So, yes, if you completed the program action page, this will not start the RR. So, you do need to complete the edit RR as well.

Tiffany Watson - CDHS-CTY: I just...

Tiffany Watson - CDHS-CTY: because starting the RR it seems like it would keep things from closing.

Tiffany Watson - CDHS-CTY: So, I guess this is duplicate entry for workers and I just didn't know if in the future there's a way to keep if the RR is started to not have it closed.

Shawn Bodiker - HCPF: How about we take that down,...

Shawn Bodiker - HCPF: Tiffany, and we'll have an internal discussion. there are future changes coming to the renewal process that are still in play.

Shawn Bodiker - HCPF: So we can write this down as a team and take it back and have a conversation. obviously we had to work with our vendor in regards to how we got this project implemented but something we can take back thank you for that feedback.

Tiffany Watson - CDHS-CTY: Yeah, I appreciate you. Thanks.

Shawn Bodiker - HCPF: Sure not a problem. I am going to go to the chat before the hand raised.

Shawn Bodiker - HCPF: So, in the chat we have, "Does the program action screen need to be filled out for any document the client submits or is it only filled out when we receive specific documents such as income Okay,...

Tracy Pasillas - HCPF: again with the program action page.

Ana Bordallo - HCPF: Yes.

Tracy Pasillas - HCPF: Sorry, it's okay.

Ana Bordallo - HCPF: Sorry, Go ahead, Tracy.

Tracy Pasillas - HCPF: With the program action page, this would need to be completed or filled out only when it has to do with any of the paperwork received due to the renewal.

Shawn Bodiker - HCPF: thank you Kathy, go ahead. Come off mute.

Kathy Cordova - CDHS-CTY: So, I have two questions. The first one is Okay.

Shawn Bodiker - HCPF: Kathy, can you speak up a little bit? I am having a hard time hearing you. Team, can you hear Kathy? Barely.

Ana Bordallo - HCPF: Yeah, I could barely hear her.

Kathy Cordova - CDHS-CTY: Can you hear me now?

Ana Bordallo - HCPF: It's a little better.

Kathy Cordova - CDHS-CTY: Maybe I'll just pat it in then.

Ana Bordallo - HCPF: Go ahead. I can hear you, y. This is only for September renewals,...

Kathy Cordova - CDHS-CTY: So, when can we start using the program action? I had a July 31st renewal that closed because we didn't get the packet. I got it on the 30th, but I couldn't use the program action.

Ana Bordallo - HCPF: Kathy. If it's a July,...

Kathy Cordova - CDHS-CTY: ...

Ana Bordallo - HCPF: if it's a July renewal, it won't work yet.

Kathy Cordova - CDHS-CTY: do you mean due September 30th? Okay.

Ana Bordallo - HCPF: September 30th, that is the due date for the September renewals.

Kathy Cordova - CDHS-CTY: And then if we get a ver so there was an RRVCL asking for a bank statement and all we got was the bank statement. We do the program action. What's your guidance on trying to get the renewal...

00:45:00

Kathy Cordova - CDHS-CTY: if we can't get a hold of the member other than mailing a renewal? I mean what's the guidance there?

Ana Bordallo - HCPF: So if the member did submit the bank statement and...

Ana Bordallo - HCPF: still hasn't submitted the signature page for that is part of the renewal packet then as we stated before from the policy is that case workers do have 30 days to complete this renewal. So, if it's already within that 30-day window, we do ask you to make that final determination and CBMS would terminate the member for failure to complete the renewal process, but we've already sent the renewal packet to the member. they just now need to return that. Does that help, Kathy?

Kathy Cordova - CDHS-CTY: So if they don't ever send it,...

Kathy Cordova - CDHS-CTY: will it automatically close then after we use a program action or is that something have how are we going to deny it then?

Ana Bordallo - HCPF: So case workers are still responsible to go.

Ana Bordallo - HCPF: So once the program action page is completed timely, CBMS will switch the case complete from yes to no. And then case workers are still responsible to go in there and make that final determination and switch that case complete in order for the member to meet tonight properly. Does that help?

Kathy Cordova - CDHS-CTY: I guess I'm wondering what's going to be the denial no signed renewal.

Ana Bordallo - HCPF: And that's what counties do today in order to complete a renewal once it's started. They do have to flip that case complete to make that final determinations. I don't know. Systems, do you have anything to add?

Kathy Cordova - CDHS-CTY: We just run it and it'll automatically say I mean We'll change it to case run EDBC and then did not discontinue because you didn't sign your renewal basically.

Ana Bordallo - HCPF: Yeah. ...

Kathy Cordova - CDHS-CTY: Okay.

Ana Bordallo - HCPF: yes, it would be failure to complete the renewal process. Yes.

Kathy Cordova - CDHS-CTY: Thank you.

Shawn Bodiker - HCPF: We'll go to a couple. I think Lindsay had her hand up. and then I'll go back to Tracy so she can maybe address something in the chat. But let's go to Lindsay first.

Lindsey Noyes - CDHS-CTY: With the followup to because Kathy kind of asked my question, but with the followup to that, let's say they provide their verification of their bank statement, right? So, we program action it and res reinstate it, but we don't fill out that we received the RR packet because we haven't received that yet. Then it gets denied again for not providing the signature page. Then follow up before the timeline. We get the signature page. We go back into program action and redo it all over again and then start the RR. can we fill out that program actions page more?

Lindsey Noyes - CDHS-CTY: Will it reset so we can duplicate it? am I making sense?

Ana Bordallo - HCPF: No, that does make sense and...

Ana Bordallo - HCPF: I had that same question for our systems team. So, they are following up on that piece where once that program action page is completed for the first time that is going to reinstate the member automatically. But you go back and you make that final determination and the members now close. then they now submit that renewal paperwork before the renewal ends your question is can you complete that program action page again right that second time.

Ana Bordallo - HCPF: So yeah, so we are going to follow up on that question unless our systems team has a response to that now. So yeah, it looks like we'll follow up on that question, Lindsay, but that's a great question.

Lindsey Noyes - CDHS-CTY: Thank you.

Shawn Bodiker - HCPF: Okay. Yeah.

Ana Bordallo - HCPF: Thank you.

Shawn Bodiker - HCPF: Can we go to Tracy, did you want to go over...

Shawn Bodiker - HCPF: what you put in the chat?

Tracy Pasillas - HCPF: Yeah. Yes,...

Tracy Pasillas - HCPF: Sean. Thank you.

Shawn Bodiker - HCPF: Thank you.

Tracy Pasillas - HCPF: So, I'm sorry. I completely missed this piece or forgot about the piece around the program So, if the RR is started, the case complete will be set to no and you do not need to enter the program action as well. So once it's started, you won't have to complete that program action page. However, if you have entered the program action page but have not started the case, then you will need to start the RR. So I hope that does clarify whoever had that question.

00:50:00

Shawn Bodiker - HCPF: Okay, I'm going to go to the hand raised Amber.

Amber Cuzick- Pueblo County DHS: Kind of going back to what Kathy was talking about with the program action. So, let's say if client I'm just trying to think about it from a business process standpoint for the text. So if client turns in a bank statement but not the renewal packet and it's within the time frame that they can do it, we do the enter in the program action date to keep the case open and it changes case wrap up to no that tech.

Amber Cuzick- Pueblo County DHS: Our best practice would probably be to keep that specific case, even though it's just a verification, in your name through I guess it would be the end of the reert period to ensure that the actual med denies because you have to manually now switch it to case wrap-up, run it to

get it to deny after the specific time frame. They don't turn in their RR. Am I understanding that correctly? that's a manual thing that they have to do.

Ana Bordallo - HCPF: That's correct, Amber.

Amber Cuzick- Pueblo County DHS: All right. Thank you.

Shawn Bodiker - HCPF: Thanks everybody. I kind of want to switch us to getting a little bit of feedback. I do see that we had a question come in through the chat. I will get back to that. But I wanted to kind of transition us because we have about 15 minutes left today. We kind of wanted to transition to all of you to kind of let us know, have you seen anything from the June renewal project in regards to the system? We kind of wanted to get some feedback not just about the project, but what are you seeing on the ground at your offices in regards to the renewal process? has anything I think we talked about how this shouldn't really be affecting until September renewals, but we wanted to kind of get some feedback from all of you if you've seen any issues or changes before the logic's really supposed to kick in for those September renewals.

Shawn Bodiker - HCPF: Stacy, go ahead.

Stacy Vigil: Yeah, I just had a text the other day and...

Stacy Vigil: it was a August 1 September research in wrapup. So the client has earned income and social security income. the case. It's weird. Even though it's showing it when you look in wrap up MA financial under the MBU, it's showing all the income, but on the top where it's determining eligibility, it is not adding the income together and it's passing them incorrectly. And she did submit a help desk ticket because we can't figure out why.

Stacy Vigil: It seems to be counting part of the income that was in the reasonable compatibility which somehow the client filled out.

Ana Bordallo - HCPF: Did they happen to receive an income discrepancy before the renewal before the experte process started? Okay.

Stacy Vigil: Nope. Nope. It was just a regular. And it's weird in wrapup. If you do the math, it's not adding it right. But when you look under the MBU right below that, both incomes are there and it's calculating it right, but it's not doing it on the top part where it should be determining eligibility based on their income and it's only counting partial of their social security, only half of their earned income. And there's no reason for it and they're just supposed to be on an MSP, not a buy in.

Tracy Pasillas - HCPF: Can you provide us with that ticket number, Stacy?

Stacy Vigil: Yeah, I'll let me ask her because she did submit it. I told her to make sure to send in screenshots...

Stacy Vigil: because we could not figure out what was going on.

Shawn Bodiker - HCPF: Perfect. Thank you,...

Shawn Bodiker - HCPF: Stacy. ...

Stacy Vigil: You bet.

Shawn Bodiker - HCPF: we look forward to getting that Anybody else seeing anything from the June bill for the renewal project? all With that, then I'll go to the couple of questions that I did see come up into chat. so team, will there be a report available in the dashboard that will help quickly identify which of these cases Whoops. were set to This way we can track which cases may not close incorrectly since it was switched to no.

00:55:00

Kacy Born - HCPF: I can take that one, Sean. ...

Shawn Bodiker - HCPF: Thanks, Casey.

Kacy Born - HCPF: So, there on the Hickpuff pending RR dashboard and the county dashboards, there is now a filter and a column that identifies whether or not the program action screen pushed the due date for the renewal. So, there's that. And then in addition, I believe something's already been submitted to user IP to add some information. I do not know the details of that one, but maybe watch for those user IP emails and they'll have more information about what they're planning to do as well. They're planning to add some monitoring. If you have an idea for something that you'd like to see and where you'd like to see it, I'd really encourage you to submit it to user IP so they can include it in that project.

Shawn Bodiker - HCPF: Thank you, next question. For members who are terminated due to procedural reasons when requesting retro within the 90day reconsideration as they now have to provide proof of medical expenses, will CBMS issue VCL's for medical expenses when using client statement? If not, what is the guidance for this?

Ana Bordallo - HCPF: I can take that one Sean.

Shawn Bodiker - HCPF: Yeah, thank Anna. Thank you.

Ana Bordallo - HCPF: So for retro eligibility, the policy is that we do accept client statement for those when the member indicates that they have medical expenses. So I guess I'm not sure why CBMS would pen to verify those medical expenses...

Krystine Anderson - CDHS-CTY: All right.

Ana Bordallo - HCPF: unless something Go ahead.

Krystine Anderson - CDHS-CTY: So, I'm sorry. we sent an email to Medicaid policy concerning on CPPM10852. It says members will need to request retro coverage along with providing medical statements for the months with gaps in coverage. So, we had about four separate questions we sent off and the answers were that...

Krystine Anderson - CDHS-CTY: if it's within the 90-day consideration period, they have to provide verification of the medical expense. Excuse me.

Ana Bordallo - HCPF: and that's based off project 10852.

Krystine Anderson - CDHS-CTY: Yes, ma'am.

Ana Bordallo - HCPF: Sean, are you aware of that project?

Ana Bordallo - HCPF: Trying to think. Mitchell.

Shawn Bodiker - HCPF: Mitchell, you want to go ahead?

Mitchell Scott - HCPF: Yeah, so 10582 that was suns setting an E14 waiver that we had during the public health emergency which would automatically fill in those gap months without a member having to request retro. So all that project should have been to put it to the previous logic where those gap months would be created if a member came in at the end of the 90-day reconsideration period. Members should not have to provide verification of medical expenses A medical expense would need to be input into CBMS, but client statement should be acceptable. So, if we're seeing that that's not the case, that it's being held up, I would really recommend submitting a help desk ticket because that should have simply been going back to previous logic before that E14 waiver took effect.

Krystine Anderson - CDHS-CTY: Thank you.

Krystine Anderson - CDHS-CTY: So, do we just ignore all the answers we received on that email then stating that we have to have actual bills? This came from Hickpuff policy. I wish that someone would have signed it, but it just says medical assistance policy or something like that.

Shawn Bodiker - HCPF: Are you referring to a CBMS communication?

Shawn Bodiker - HCPF: Can you elaborate what you're seeing that you got from us or...

Krystine Anderson - CDHS-CTY: Yeah. ...

Krystine Anderson - CDHS-CTY: your four o'clock is here.

Shawn Bodiker - HCPF: was it from the med inbox?

Krystine Anderson - CDHS-CTY: It was from the med inbox because we had questions about that.

Shawn Bodiker - HCPF: Okay, that helps a little bit. Christine, we'll take note of this and we will go back and...

Shawn Bodiker - HCPF: internally have a discussion but what I hear my team saying is that they self attest right medical expenses then you should be able to accept that for there to not be a gap.

Ana Bordallo - HCPF: That's correct.

Ana Bordallo - HCPF: It shouldn't be pending for verifications.

Shawn Bodiker - HCPF: Yeah. ...

Tracy Pasillas - HCPF: And CBMS does not send out a VCL for medical expenses.

Shawn Bodiker - HCPF: we'll take that back and try to work with our med inbox staff, to look at your inquiry. So, thank you for that. I'm going to jump to the hand raised Maryanne, are you talking because we can't hear you?

01:00:00

Maryanne McCoy - CDHS-County: I'm talking to Jesus instead of unmuting my mic every time.

Shawn Bodiker - HCPF: No worries. It's that nice mute button that always gets us hung up.

Maryanne McCoy - CDHS-County: So, my question is, and I know this is really far out since hopefully we have time, but everything's getting pushed through, is now that we have to do med renewals every six months,...

Maryanne McCoy - CDHS-County: are we going to get rid of the med continuous eligibility radio button under case individual programs?

Shawn Bodiker - HCPF: I'll take that on.

Shawn Bodiker - HCPF: So, the six-month renewals, that is part of the new, HR1 bill that passed on July 4th from the federal administration. we are still working towards the six-month renewal. it only will apply to our MAGI adult population. so it's a future project. it's not something that we'll begin working on that very soon. We're still waiting for CMS to give us guidance in regards to this change that was just part of this bill. so more to come in regards to that. But when it comes to continuous eligibility, it's kind of separate from having to do a six-month renewal.

Shawn Bodiker - HCPF: continuous eligibility is for our kiddos under 19 and the six-month renewals is for our magi adult population.

Maryanne McCoy - CDHS-County: Yes.

Shawn Bodiker - HCPF: So there's a difference there in regards to the policy. more to come on the six-month renewals, but as far as continuous eligibility, that is not changing at this point in time. Does that help Maryanne? And then the one thing I saw in the chat that I will go back to from Rosemary, is there any more info about CFC as it relates to difficulty of care magi program? so we are still working on that Rosemary internally. We've had some discussions internally right now the way it is working is appropriate when it comes to those difficulty of care payments.

Shawn Bodiker - HCPF: the department is seeking some exemptions around that but we have not received an approval on the exemption. So more to come on that we don't have that kind of flushed out quite yet Rosemary. So more to come on that Thank all right I think I got all the questions in the chat. I think we answered all the questions that were raised. again, thank you for giving some feedback in regards to the June project. and if nothing I see nothing else, we'll end a little bit 5 minutes early. And we really appreciate you all taking the time to be with us today. And have a good rest of your evening and thank you for you do. All right. Thank you.

Meeting ended after 01:03:27 🙌

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