HCPF/Eligibility Site Monthly Touch Base MeetingJune - Renewal Project 10595 Focus - 2025/06/26 13:39 MDT - Transcript

Attendees

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Marissa, Marissa Gurule, Marivel Klueckman - HCPF, Maryanne McCoy - CDHS-County, Maycee, Mayra Zuniga, MCDSS Sarah Martinez, Megan Crabtree - HCPF, Melinda Vanderkooy - HCPF, Melissa Acosta - CDHS-CTY, Melissa Escamilla - HCPF, Melissa Messick, Melodie Ivory, Michael Lamp, Michaela Estrada - CDHS-CTY, Michelle Vendegna, Miranda, Mirian Mason, Misty Alires, Mitchell Scott - HCPF, Molly Galvez CO-Englewood, Monica Abila- Jefferson County, Monica Owens - HCPF, Moriah Prescott, Nallely Dufresne - CDHS-County, Nancy Brenes - HCPF, Nancy Ortiz - HCPF, Naomi Garcia, Natalie Miller - CDHS-County, Natalie Sackett, Natasha DHS, Nevada Stevenson Jeffco LTC, Nicole Mason - HCPF, Olivia Lance, Patrice Hauser - CDHS-CTY, Patricia Garcia - HCPF, Patrick Weber - CDHS-County, Raven Bath, Raven Stuart, read.ai meeting notes, Rebecca Ornelas - HCPF, Regina Apodaca, Rejan Ricottone, Renee Burch - CDHS-County, Reyna Garcia - Colorado Access, Rosa Luna, Roshawn Fisher, Roxanne Palfy, S Lucero, Sabrina Hickel-GarCo, Sally Beauchamp, Sara Rhoten, Shannon, Shannon Oakman - HCPF, Shannon/ Dina, Sharla Williams - HCPF, Sharon Eddy, Shawn Bodiker - HCPF, Sherry McCary, Sherryl Slane - CDHS-CTY, Sonia Rubio Gandarilla, Sophia Feavel, Stacia Lippert, Stacy Vigil, Stefany Sawade - HCPF She Her, Taylor Brannan, Taylor Oliver, Teresa Traxler - CDHS-CTY, Thia Garcia - CDHS-CTY, Tiffany Shores-Montezuma County, Tiffany Spottke - CDHS, Tiffany Watson - CDHS-CTY, Tracy Pasillas - HCPF, Tresa, Valerie Gallegos - HCPF She Her

Transcript

Marivel Klueckman - HCPF: Good afternoon, early birdies. I was thinking as everyone's popping up, all the color squares, I'm like, "Oh, we got some blue jays, we got some cardinals, we got lots of birdies here." Thank you so much for joining. Obviously, we're a little early, so we'll get started here in a few

Marivel Klueckman - HCPF: Good afternoon everyone. thank you so much for joining. We're really excited about this session today to go over the renewal project and some of the major changes that are occurring and happy to share with you all from the ins and outs. So we're a few minutes early so I'll just let people gather and we'll kick off maybe a minute after two and see how the attendees are popping up. So, good time to grab some popcorn for the show, anything you may

Marivel Klueckman - HCPF: For those of you that are joining since the last time I said good afternoon, thank you so much for joining. this is our renewal project webinar today that we've been promoting for quite a while. Really excited to have you all here. I'm going to give it maybe a couple minutes and then we will officially kick off. So, thank you so much for being

00:05:00

Marivel Klueckman - HCPF: Good afternoon everyone. Thank you for being here. I still see the numbers ticking for attendees. So I am doing a soft start. We'll get started here in a few seconds. so if you need to go get water or get anything to drink or a snack we'll get started here. I'm just going to wait a few more seconds.

Marivel Klueckman - HCPF: Okay, let's go ahead and kick off. We got the ticker going on just a little bit more, but we got the recording So, good afternoon everyone. Thank you so much for joining us. Really excited for you guys to be here with us. And I'm going to call our special edition monthly Hickpuff County eligibility site touch base. as we've been promoting, we extended this June's invite for two hours. because we are solely focusing on our June renewal project 10595. so we are going to jump into all the details and everything that goes along with this project to give you the insights of what to expect, what we've done and everything that goes along with it. before I hand it over, let's see, next slide. So welcome.

Marivel Klueckman - HCPF: and we're doing it and like I said we're going to be focused on the June renewal project. so there are gonna Anna and Tracy will be leading the conversation but before we kick off I'd love to just do a kudos and shout out to this entire renewal project. Anna and Tracy have been the leads but this project has been huge. It's hercal. So thank Lots of celebration and kudos you guys. this project. We initiated the kickoff and I should have looked at the exact precise date, but we initiated this project in July of 2024. So, it's a full year. so really am we are really grateful for everyone that's been supportive. with this project, we actually had the honor of having some county eligibility workers being at the hip with us from the very beginning.

Marivel Klueckman - HCPF: giving us their insights and their perspective and really partnering with us on this. So really kudos thank you to everyone for this and making this work for us even though it's a CMS mandate but making it the best process and the best thing that for all of us. thank you all. I think I will hand it over to Anna. Am I handing it over to you as far as the logistics and…

Ana Bordallo - HCPF: Yes. Yeah.

Marivel Klueckman - HCPF: the kickoff? Thank you for everyone Kelsey just posted in we were able to post the slide deck on our website. So Kelsey posted in the chat and pinned it. So if you all would love to follow us along the slide deck is in the chat and we will be going through it. So go ahead Anna. Thank you.

00:10:00

Ana Bordallo - HCPF: Yes, thanks everyone for joining us today. just an FYI, I am working off two monitors. So if I'm looking this way, I'm just looking at other documents related to the project. Let's see. Okay, let's get started. welcome to the CMS medical assistance renewal requirements. understanding the changes and the new functionality for project 10595. Next slide, please. Okay, my name is Anna Gorayo and I am the eligibility policy lead. I will be presenting today as Maraveal mentioned assisted by Tracy Pas, our eligibility systems analyst. during the presentation, we will include a fivem minute break for questions. This time will allow us to address questions from the chat, provide clarification, and answer additional questions.

Ana Bordallo - HCPF: As questions come in through the chat, our team will gather them and answer as many questions as possible during the presentation. If we cannot address your question today, don't worry. We'll include it in the FAQ document that will be available on our website as soon as it's finalized. This way everyone can enjoy the presentations without distractions and we appreciate your participation in advance. Also, please note that this session is being recorded and will be posted on our HIPPO website. This will allow you to review any contact you may have missed.

Ana Bordallo - HCPF: The link to where you will find this presentation will be shared in the chat and at the end of the presentation we will provide contact information for any additional questions that you guys may have and details about our office hours will be provided at the end of the presentation. And then lastly, our team has worked hard to update the medical assistance renewal workbook. We are excited to announce that the workbook will be available on our website before the end of the month. next slide.

Ana Bordallo - HCPF: The key objectives of project 10595 are ensuring continued medical assistance coverage upon timely renewal information submission, aligning system processes with federal requirements, and enhancing client notification and correspondence. The following topics will be discussed during this presentation. the MA renewal exparte process, new functionality, the peak inbox

update, client correspondence and notifications, processing guidelines and reporting and monitoring enhancements. Next slide.

Ana Bordallo - HCPF: Okay, let's jump into MA renewal exparte process Next slide. The following is a quick overview of the previous functionality of the exparte CBMS determined if we had verified income within the six-month look back period.

Ana Bordallo - HCPF: a verified income by an electronic interface such as the federal data service hub fjish Equifax or the Colorado Department of Labor employment seed or any payubs or employer statement when earned income was verified by an electronic interface reasonable compatibility check with a 20% buff income buffer was applied Approvals were granted when there was an income discrepancy letter sent and no other income or resource verification checklist were Cases and members with verified income automatically renewed and cases that required income and resource verifications were sent and a renewal packet and a verification checklist.

Ana Bordallo - HCPF: The signature page was required to complete part of the renewal process. All right. MA renewal exparte process new functionality. Next slide, please. So, here's a quick glance at what we will be reviewing in the following exparte and system renewal removal of the reasonable compatibility check at exparte the new six-month look back period income calculation. peak inbox update MA reinstatement process CBMS screen updates. We also made updates to client correspondence. We created a new MA reinstatement speed letter.

00:15:00

Ana Bordallo - HCPF: updated the MA ver renewal verification checklist cover letter and we made update reporting and monitoring enhancements. We updated the dashboards. And then just a quick note here, new logic will begin at exparte in July of 2025, which will affect our September 2025 renewals. next slide.

Ana Bordallo - HCPF: The reasonable compatibility check including the 20% buffer was removed during the renewal exparte process due to guidance received from Centers for Medicare and Medicaid Services CMS. just a quick note here, reasonable compatibility still applies both at intake and ongoing. So this will still apply to our new applications received. We still need to verify income. And if we do verify that income electronically, we will apply the reasonable compatibility check. And if the member is found to be not reasonable compatible, we will still send out the income discrepancy notice as well as for ongoing changes. If the member reports ongoing change reports a new income change in ongoing, we will verify that and then apply the reasonable compatibility check.

Ana Bordallo - HCPF: Next slide please. Okay, as a reminder before the removal of the RC at the exparte during the experte process, we would automatic automatically call the electronic data sources in CBMS to verify earned income. The system conducted an RC check and determined that the household exceeded the 20% buffer at X part. If they did, the household would receive an approval Noah and an income di and the household had to respond to the income discrepancy notice. Next slide, please.

Ana Bordallo - HCPF: After removal of the RC check at exparte as stated before, the RC check will no longer apply at exparte. Instead, eligibility will review a given member's earned income records during the MAX exparte renewal process. The household will be sent a renewal packet and a VCL if the earned income is not verified within the six-month look back period. And lastly, if the earned income record does

not meet eligibility income requirements, a renewal packet will be generated no longer sending an income discrepancy notice along with an approval notice. Next slide, please.

Ana Bordallo - HCPF: Okay, updates to the MAX part screen have been made. the RC field was renamed to unverified earned income and we did provide a screenshot of the new name. It's in the green box. This field will assist eligibility workers in reviewing the results from the cases exparte Next slide please. Okay. The functionality for the MA renewal exparte income calculation has been updated as follows. CBMS will first check the self attested earned income screen to see if there is verified earned income interface income found within the last six months. Excuse me.

00:20:00

Ana Bordallo - HCPF: If there are multiple open self selfattested earned income records, CBMS will use the records with the latest date verified in the paycheck summary screen dates verified for the interface income. for example, if the member has two jobs listed and we have verified income for both jobs within that six-month look back period, we will consider the latest verification date if job one was verified in April and then job two was verified in May. The system will only use job two as it is as it has the most recent verification date in the paycheck summary screen.

Ana Bordallo - HCPF: Next is if both self-attested earned income and interface rec and interface earned income records have the same posting date within that date verified field then only the interface income records will be used along with any other type of countable under an income or self-employment income on the case. Just a second. So what this means is that if we have both self attested income and earn income from the interfaces that have the same verified date in the paycheck summary screen, only the income record from the interface will be included in the income calculation.

Ana Bordallo - HCPF: Lastly, if there are any existing interface records within the six-month look back period, but no self attested earned in earned income records, CBMS will use the most recent interface income records for Next slide, please. Okay, continuing with our updates on income calculations at exparte. If there are no earned income records found on the self attested earned income screen and no existing interface income records within that six-month look back period, CBMS will call the interface in this specific order. It will call Fdish first and if we don't get a response from Fdish, it will then call Equifax.

Ana Bordallo - HCPF: If a response is received on the first call, further calls will be made and the newly interface income will be used for exparte. please note any records with an openended date that does not fall within that six-month lookback period will not be used as part of the income calculation at last slide on income calculations at exparte. If CBMS does not identify a self attested earned income or interface record on the file during that six-month look back period and after making the interface calls, there is still no response.

Ana Bordallo - HCPF: Then the members will pass exparte based on the member having zero income on file. and then from there we will send out an approval notice to the member. U just to kind of summarize that. So the MA packet will no longer be triggered for that member. Instead as I mentioned that approval notice it will be assumed that the member Therefore, no earned income will be counted for the member. This guidance was provided by our federal partners u CMS and it's based on the understanding that the existing data is outdated and shall no longer be considered. Okay.

Ana Bordallo - HCPF: And lastly, if the member's verified countable income is below 100% of the FPL below the member's aid code evaluated income threshold and the member is otherwise eligible based on all other eligibility criteria, the member will be approved and an approval NOA will be sent to the member. Next slide. Questions. So, we will take five minutes for questions and I will now hand it over to Jennifer Garcia, our eligibility systems analyst, and Nicole Mason, our general policy specialist, to answer the questions received in our chat. After that, we will open the floor for a few follow-up questions from the group.

00:25:00

Ana Bordallo - HCPF: Jennifer or Nicole. Okay.

Nicole Mason - HCPF: Hi, this is Nicole and don't look like we have any questions currently in the chat. So, I guess we can open it to the floor.

Ana Bordallo - HCPF: Yes,…

David Troy - CDHS-CTY: Can you repeat the part about if they have two jobs, it's only going to look at one? I don't think I understood that correctly.

Ana Bordallo - HCPF:

Ana Bordallo - HCPF: that's So CBMS will now start looking at that latest date verified to determine what income we're going to start counting. So even if it falls within that six-month look back period, we are only going to consider the latest verified income record. So, for example, for that if they do have two jobs and we were able to verify both jobs within that six-month look back period and…

David Troy - CDHS-CTY: Yeah, thanks.

Ana Bordallo - HCPF: we received it for April and we will only count May's income for that member. Did I miss anything? Systems, does that help,…

Jennifer Garcia - HCPF: That's correct.

Ana Bordallo - HCPF: David? Yeah. Any other Okay, Karen.

Karen Asato-Chrysler - CDHS-County: And I just happened to post the same question in the chat that David just asked. So the other half of my question was so does that mean that CBMS will be determining eligibility based on part of the household's income and not the entire income if it's only looking at one of the jobs that has the most recent update? Okay. So I guess you are saying that…

Ana Bordallo - HCPF: Repeat that last part unless Jennifer you got that.

Jennifer Garcia - HCPF: Go ahead and repeat that last part just to make sure we're on the same

Ana Bordallo - HCPF: Yes. Yes,…

Karen Asato-Chrysler - CDHS-County: if there are two different jobs and one of the jobs has a more recent income record then CMS is only going to look at that job with the most recent. Right? It's not going to look at all at the other job and…

Ana Bordallo - HCPF: that's Correct. Because that'll be considered based on CMS's g outdated information.

Karen Asato-Chrysler - CDHS-County: the other income.

Ana Bordallo - HCPF: So we always have to go with the latest income record.

Karen Asato-Chrysler - CDHS-County: So if the client still has those two jobs, but is the other job record didn't have a very current interface, then we're only going to count have the income potentially is that's…

Ana Bordallo - HCPF: the most.

Karen Asato-Chrysler - CDHS-County: what is going to happen. Yeah.

Ana Bordallo - HCPF: I'm sorry for interrupting. What was that last part?

Karen Asato-Chrysler - CDHS-County: So if the client still has those two jobs, but the system is being designed to only look at one of the jobs, then eligibility is going to be based on half the income potentially, right?

Ana Bordallo - HCPF:

Ana Bordallo - HCPF: So that's correct. the system will only look at the latest income record which would be for that one specific job. Again, based on CMS's guidance, our understanding is although that other job, it would be considered outdated information. So, at that point,…

Karen Asato-Chrysler - CDHS-County: Okay, thank you.

Ana Bordallo - HCPF: we're not going to be using it. Instead, we're just going to be using that one job that we verified that has the most recent verified date. But your understanding's correct, Yeah, it looks like we do we are getting a few questions in the chat. I don't know if

Ana Bordallo - HCPF: Andy, if they're verified in different months within the six-month look back period,…

Andie Garnand: Hi. I think one of the things I'm seeing in the chat is if the client has two active jobs, will both jobs count.

Ana Bordallo - HCPF: we're only going to count that one job that has

Ana Bordallo - HCPF: The most recent verified date.

Andie Garnand: So, if I'm working at both McDonald's and the movie theater at the same time, the month before, I consistently have two sources of income. We're only going to count the last source of income that was entered and…

00:30:00

Ana Bordallo - HCPF: That was verified.

Andie Garnand: not both sources of income. Verified. But we're only counting the one even…

Ana Bordallo - HCPF: That was Correct.

Andie Garnand: though I have two sources of income.

Ana Bordallo - HCPF: Does that help, Andy? Sorry.

Andie Garnand: I understand what you're saying. I think it's just confusing and it might also be what's confusing some other folks as well.

Ana Bordallo - HCPF: It is. And this is new. Yes.

Ana Bordallo - HCPF: And I completely understand this is new guidance that was received from CMS and I believe as policy did have that same reaction in the beginning but that is the guidance that we received from CMS.

Ana Bordallo - HCPF: So that is something that we are implementing with this project is say that again I'm sorry yes and…

Andie Garnand: Yeah. Anna,…

Andie Garnand: is that guidance you can share with counties? Is that something you could share with us? Is that guidance that you could share with us?

Ana Bordallo - HCPF: then Sean I don't think

Shawn Bodiker - HCPF: Yeah, I came on camera so I can help out with you all.

Shawn Bodiker - HCPF: Andy, that guidance is out they have information bulletin around the renewal process and what is expected states to follow in regards to the exparte process and looking at this income. what I think you guys need to keep in mind is what that says is that we need to take the latest income for that month. So, if they have two jobs we have a record of both jobs for that month that we're looking at, then we will look at it. But we can't presume that a month even previous to the last month that if we don't have it in that month that we're looking at that they technically have that job any longer. And so there's a presumption that if you're not getting a record for the most current month that we're looking at, then you can't presume necessarily that they have that job.

Shawn Bodiker - HCPF: In most of these instances, you guys are talking about, McDonald's, Walmart, we're going to be getting those records. Those will be counting because we get those in the interface and we'll have that monthly income in that same month. but if they have a job that maybe, it showed up last 3 months prior, but we have a new job that's more current, it's presumed that maybe they don't have that other job anymore, and we need to take the most current record that we have on file as far as their income. So, I'm hoping that kind of helps you guys. That's the guidance that they have. But it's out on medicaid.gov. feel free to look at their slide deck and the most depth bulletin is from November of 2024. it goes into exparte and how we have to look at these interfaces and utilize them before sending any kind of packet to a member and making that exparte determination.

Shawn Bodiker - HCPF: So, I hope that helps with…

Shawn Bodiker - HCPF: because I think all of the questions in the chat are kind of very similar to that discussion.

Ana Bordallo - HCPF: Thank you,…

Ana Bordallo - HCPF: We will take one more question. and I'm not sure That's the name I see on my screen. So, Kathy, your question.

Kathy Cordova - CDHS-CTY: I just have one quick question. You mentioned if it's verified. So if you started off with self attestation and no fish, no records, then it'll generate the packet because it wasn't verified initially. Is that what I heard?

Ana Bordallo - HCPF: Is I just want to make sure I understand your question.

Ana Bordallo - HCPF: Are you say if it is verified?

Kathy Cordova - CDHS-CTY: No, if it isn't.

Kathy Cordova - CDHS-CTY: So, let's say we have a magi and it was self attested that they were working somewhere where we don't have any seed, any fish. It's client statement. So, that means it's not verified. So, they would get the renewal packet that would an auto expartate.

Ana Bordallo - HCPF: So, if we only have self attested income within that six-month look back period,…

Kathy Cordova - CDHS-CTY: Mhm.

Ana Bordallo - HCPF: we will still call the interfaces to see if we can verify income and then if there is no response at that point. correct me if I'm wrong, Jen, that's when we would apply that the member has no income on file.

Jennifer Garcia - HCPF: And then it will eventually pick up on a RR in the future or…

Jennifer Garcia - HCPF: a renewal.

Ana Bordallo - HCPF: So yeah,…

Ana Bordallo - HCPF: so we're still attempting to verify that self attested income and if we don't get a response, we do have to presume that the member has zero income and move forward with that to determine that final determination at exparte. I think that is it unless Jennifer and Nicole. so it looks like we are at five minutes. I will then now pass it on to Tracy Basillas…

00:35:00

Ana Bordallo - HCPF: who will be our next presenter.

Tracy Pasillas - HCPF: Good afternoon everybody.

Tracy Pasillas - HCPF: We will be speaking around the peak inbox update at Next slide during the member's renewal period and during this time if it started status in peak and they report a change via peak or through the health first Colorado app the case will be sent to the peak inbox to be processed by a user. So as you see around the green box there's the peak inbox search.

Tracy Pasillas - HCPF: So any documents submitted through there it will be sent to the inbox for a user to work. we'll be speaking around the MA renewals and the Next slide please. the reinstatement process. It

will be applied to members who have provided any type of documentation that is related to the renewal prior to the end of their renewal month. If they were terminated, their MA must be reinstated or restored until final determination can be made. Next slide.

Tracy Pasillas - HCPF: MA renewals in the new reinstatement process. Then this new reinstatement process will require action from a user in order to keep the member active or to restore members medical assistance benefits. This will enable CBMS to extend or reinstate the member until documentation can be fully reviewed and a final determination is made. There is three newly added fields which you will see. One is the renewal paperwork receive date. Two the renewal paperwork data entry date. Three the program group MA.

Tracy Pasillas - HCPF: any other users needs access to this new functionality, you'll need to be added by the county security team. So, please work with your security team if you don't have access to this new functionality. Next slide, please. on the program action page, the eligibility site user will need to manually enter on the new field the renewal paperwork received date as to when the paperwork was received. Also the ones received through the peak inbox.

Tracy Pasillas - HCPF: Once completed, CBMS will autopop populate the renewal paperwork data entry and program group. the site will still need to complete the edit RR detail screen. Next slide, please. So, here's a screenshot of the program action screen and the new fields are Next slide Outlined in green you will see is the hyperlink that has been created with 10595 and added to it is the MA programs case header. A user can select on this link which will go directly to the program action screen.

Tracy Pasillas - HCPF: So again, if you don't have access to click on this, you may need to work with your security team to get the new s on the program action page. If information has been entered on the new fields, it initiates the MA reinstatement process. A pop-up message will appear with an okay or cancel button. If cancel is clicked, no action will be performed. If okay is selected, CBMS will save and the case will be automatically rescended. at that time, another message will pop up. It reads warning.

00:40:00

Tracy Pasillas - HCPF: By updating this injury, you will be reinstating medical assistance benefits for applicable members and updating the case complete indicator to know this action cannot be undone. The example is below and you'll see the example and you'll see the warning in Next In order for CBMS to automatically resend or use the reapply functionality to reinstate a member's benefits, a user will need to complete the data entry on the program action screen on or before the last day of the month following the renewal month. Below you will see that a MA reapply date will be created which will be set to the first day of the month following MA renewal due month.

Tracy Pasillas - HCPF: In case wrapup, it will automatically be changed to no. Members will be placed in their most recent aid code along with receiving a MA reinstatement speed letter and a system generated comment will generate in CBMS. Prior to running ADBC, a worker must update the case wrapup to after all the data entry has been completed. Next slide, please. Updates to case wrapup screen.

Tracy Pasillas - HCPF: Once the user updates case rack up to yes and the renewal paperwork data entry date has populated a date on the The user will see a message displayed warning changing data entry complete to clear Data entry in the fields is only possible in or up to a month after the MA renewal due Next slide, please. After the last day of the month following the MA renewal month and user completes

the data entry in the program action screen, then the user will need to manually resend or use the reapply function to reinstate members medical assistance benefits. A member will be placed back into their recent aid code.

Tracy Pasillas - HCPF: they will not receive the reinstatement speed letter. The user will need to enter a case comment to explain why The edit R details screen must be completed. And lastly, if the data entry date on the program action window exceeds the last day of the month following MA renewal month, a warning message will be displayed. Once all the data entry has been completed in case wrap-up, it needs to be updated to yes and then run EDBC. Next slide. here is an example of the automatic resend reapply process. Please keep in mind that the date entered will need to be completed on or before the last day of the month following the renewal month.

Tracy Pasillas - HCPF: These are two reminders. One is when the case is completely closed and no active members then rescend process is Second is if the case is still open and there is one or two active members the re pro the reapply process is used. So I'll give you just with the example for the automatic resend. The MA renewal is due September 30th. The member provides the renewal paperwork on September 17th. The eligibility site completes the renewal paperwork received date in the program action screen on October 18th. CBMS will now automatically reapply the case if it is closed and reinstate the member's coverage as of October Next slide, please.

Tracy Pasillas - HCPF: Here is a flow showing the automatic resend reapply process timeline. So the renewal due month is 912025 through 9:30 2025. The ME renewal due date is the printed date 95 On 9:15 2025, CBMS is preparing to discontinue the case of the member. On 9:17 2025, the member returns their paperwork. On 101 2025, the case is discontinued due to no indication that any paperwork has been received.

00:45:00

Tracy Pasillas - HCPF: And on 1018, the user completes the data entry on the program action screen and the member is reinstated back to The 1031 2025 on this flow represents the last day the data entry needs to be completed in order for the automatic resend Next slide, please. Here's an example of the manual resend reapply process. The data entered was not completed after the last day of the month following the MA renewal month. A warning message will display you are past the window to edit this field. Edits can only be made one month after the MA renewal due date.

Tracy Pasillas - HCPF: Example for the manual reinet resend and reapply process. The MA renew renewal is due September 30th. The member provides the renewal paperwork on September 29th. The eligibility worker completes the renewal paperwork receive date in the program action screen on November 17th. The eligibility worker will need to manually resend or use the reapply function for the case to reinstate the member's coverage as of October Next slide. Here is the flow for the manual resend and reapply. The renewal due month is 91 through 9:30 of 2025.

Tracy Pasillas - HCPF: MA renewal due date is On 9:15 2025, CBMS is preparing to discontinue the case. The member on 929 of 2025 returns their paperwork. On 101, the case is discontinued. User has until 10:31 2025 to data enter the paperwork. In this flow, it is showing the data entry being completed on 1117 2025, but the system will not allow the user to complete the data entry on the program action page. Therefore, the user will need to complete the manual resend reapply and user will need to reinstate the member's coverage per current functionality that would be back to October 1st of 2025. Next slide.

Tracy Pasillas - HCPF: Next slide. We will open the floor for five minutes for any questions around these pieces.

Ana Bordallo - HCPF: Let's start with our chat questions. Nicole or Jennifer, if you guys want to, I guess, read some of the questions and respond to those.

Jennifer Garcia - HCPF: There was a lot of question that came afterwards.

Ana Bordallo - HCPF: Yeah, we're getting a lot of good questions, guys. Thank you so much.

Jennifer Garcia - HCPF: So, we haven't had a chance to get to the ones that came in during the second period of time. Marbel

Marivel Klueckman - HCPF: I'm so sorry. So, if I may real quick, just because we had a lot occurring with the income,…

Ana Bordallo - HCPF: Yes. What?

Marivel Klueckman - HCPF: may I go back to the income real quick? Is that I just want to make sure that as Anna said at the very beginning, we have a renewal workbook that we're working on. we also have FAQs. and then we have these webinar slides. So, we'll make sure that we're as clear as possible. within all of that. But just to make sure here in the chat I'm gonna type in some clarification. So I think with the income the one key thing to know is that we're looking at the date verified for the records that we have.

Marivel Klueckman - HCPF: And so this is based again as Anna and Sean mentioned about CMS guidance of using the most current verified income and also as far as our understanding of how income is verified either through combination programs or again we have that six-month window that we're looking at. So any interfaces that come in. So when multiple records are present for different jobs they will be included and counted as part of exparte when the date verified is the same. So even if they have different dates in the same month, we will only include the latest. remember that when interfaces come in, the date verified is The other thing is that when workers are supporting members clients to get income, usually the date verified is the same, right? Because usually I know it's not 100% but more often than not they're reporting income for both employments.

00:50:00

Marivel Klueckman - HCPF: So, the one key thing, so if we have Walmart and Chipotle in the same month, but then the income verified for one is earlier in the month and the other one's later, then we're just going to use the other one later. But if they're both verified in the same date because they both came in at the same time, then we would use them. So again, I really want to make sure that we have time for question to answer questions on the topics that Tracy just processed, but I wanted to post that clarification here and we'll make sure that we're even maybe providing some examples within some of the other stuff that we have going on. apologies team that I jumped in there. I just want to make sure and get that clarification out there.

Ana Bordallo - HCPF: Thanks Marvel for That was helpful. Jennifer or Nicole, do you guys have any questions regarding Gohead?

Jennifer Garcia - HCPF: So I have a question that did come in regarding the program action page. This one was from Ally. This one was regarding about the data entry date on the program action page. If it makes one change, does it update the date to the day we made that change and does it continue to update any time we made additional changes while working in RR? And so for this one, the response is the program action page is actually just to kind of trigger the system to say, "Hey, we received paperwork." And allow the system to determine, do we need to keep these benefits extended and open or do we need to do a reinstatement because somebody had already terminated due to not returning any paperwork back on their renewal timely?

Jennifer Garcia - HCPF: And so the program action page is going to be driven by paperwork So whenever that paperwork is received for the renewal and it's also going to be driven by the action taken by the eligibility worker. And so they need to make sure that they're taking that action timely in order for the program action page to work properly. I hope that answered your question, Ally.

Ana Bordallo - HCPF: All right, Raven. Sorry,…

Raven Stuart: I think that was Mville. are you saying that a worker is going to have to manually go to the program action page and enter a date received for every document that comes in for a Medicaid case?

Ana Bordallo - HCPF: that was Jennifer.

Raven Stuart: Or J, sorry, Jennifer.

Jennifer Garcia - HCPF: No worries.

Jennifer Garcia - HCPF: It's actually going to be for documentation related to the renewal. So, if it was the signature page or any verifications that were requested in the VCL cover letter, etc., that's the kind of information we're looking for that allows us to complete the renewal.

Raven Stuart: So, when we get a document in EDMS, and keep in mind we get literally hundreds and hundreds of documents. So, somebody is going to manually have to look up each one of those documents and determine first is this document for renewal for Medicaid not. That's the first decision point. And keep in mind, we have to do this hundreds and hundreds and hundreds of times, right? And then if we do determine that it's for a Medicaid renewal,…

Raven Stuart: then we have to manually go to the program action screen on that case and then put in a date that we received it so that the system knows. And then later when we are working that case then we will work the case. Am I understanding that right?

Jennifer Garcia - HCPF: Correct. Yes.

Jennifer Garcia - HCPF: You'll have to go in the program action page just to allow the system to know we received something because the system doesn't have a way today to really indicate that we received that renewal paperwork that even if it doesn't it's not complete to finish the renewal but just receiving the renewal paperwork period. And so that's what the program action page will do.

00:55:00

Jennifer Garcia - HCPF: And then you'll still have to go into the RR details screen and…

Jennifer Garcia - HCPF: still enter in the date that you received the signature. And then of course the system will read if it received the verifications and what not.

Raven Stuart: So, I might be pointing out the obvious here,…

Raven Stuart: but did anybody consider the fact that I don't know that any counties would have the capacity to do that and…

Raven Stuart: the workload associated with doing that? Holy cow.

Jennifer Garcia - HCPF: I think we just need a way for the system to…

Jennifer Garcia - HCPF: because this is supposed to help with the workload that might be in place right now. So once you get that paperwork, we need some way to indicate to the system that we received the paperwork. Even if you can't work it at that moment in time, it just allows you to just go in and click that button and allow that process to start.

Jennifer Garcia - HCPF: So that way by the time you do get the chance to go in and start the benefits if we didn't market receive there's a chance that the benefits could have terminated or…

Raven Stuart: I hear you,…

Jennifer Garcia - HCPF: caused some kind of gap coverage to the member. And so this is just to kind of prevent that from happening in the first place.

Raven Stuart: Jennifer, but we are talking about hundreds and hundreds of documents that we're receiving. And so I know in Douglas County for instance that's like a twoperson job to go in and manually look up every one of these cases to see if this document belongs needs to be used for med research and…

Raven Stuart: then go into a screen and take an action. I mean, I get what you're trying to say, and I understand we don't want members to have their cases closed, but this is a major work impact for counties. Major

Ana Bordallo - HCPF: And just to add,…

Ana Bordallo - HCPF: Raven, we understand the workload and I know that if the member returns that document if the renewal is due at the end of September and the member submitted that document September 3rd you guys still have till the following month to be able to complete that program action page.

Ana Bordallo - HCPF: So you guys have at least 30 plus days to be able to complete that action screen so that CBMS can automatically identify that case and the member can be restored if they were to potentially be terminated. and that way CBMS can automatically resend the case for the workers. So yeah,

Raven Stuart: Yeah, I get it. I just don't think you guys factored in the manual work that this is going to con that this is going to result in for counties and…

Marivel Klueckman - HCPF: Yeah, and to be fair, Raven, I so sorry I appreciate that,…

Raven Stuart: and Steve

Marivel Klueckman - HCPF: Raven. Sorry, this is Marabel. so I appreciate your concern on where you're coming from and also acknowledge that this is something that again, it's the CMS mandate that we have to be able to provide two things, right? We have to be able to provide coverage to members while we're waiting for their pro renewal to be processed. And two, we have to be able to give counties that additional 30 days to be able to process the renewal when renewals are submitted late. So, I appreciate that this may not seem like it's the best option, but again, as I mentioned at the very beginning, we kicked this off over a year ago and there was a lot of time and effort. So, this is the best that we could find.

Marivel Klueckman - HCPF: But this doesn't mean that once this is implemented, if we can look and see what the business processes look like, if we can continue to look and find other ways to look at it, our thought process is that regardless this paperwork, you're already touching this paperwork in one way or another. So because when the renewal packet or the documentation for the renewal is received, it has to be processed, So, I think the difference I think you're saying is that it's that new screen that's added that's the only way that we could identify of how do we reinstate or restore or keep their members coverage active. So we hear you for sure. as I said at the very beginning, we also had other individuals join us to be able to be part of this project and there was also concerns that were brought up forward and this is the best that we could identify as we work through all of this.

Marivel Klueckman - HCPF: So, we really do appreciate the feedback and the concerns and I want to make sure that you all know and maybe I didn't say this at the very beginning that we are going to be open as far as any questions, comments, concern that come once we start seeing this come through of how we can partner with you of anything that we see that we could tweak or maybe make differently. the next two eligibility site meetings that we have we plan to leverage those as the open forum to talk about this project and how it's going maybe in the next three meetings.

01:00:00

Marivel Klueckman - HCPF: So, reassurance that it's a big change. and I think Anna said it earlier, someone else said I'll be honest, I'll be transparent. A lot of this once we went through the CMS guidance gave us a lot of heartburn. we had a lot of internal my goodness, how do we do this work? And so there was a lot of partnership and a lot of brain cells used to try and bring this together.

Raven Stuart: Marville, just out of curiosity, since a huge chunk of the documents that we get come in through EDMS, which is a system and tied to the case number, I mean, did you guys look at automating that and automatically populating the EDMS receive date on the program action screen?

Marivel Klueckman - HCPF: You see my smile here? Because Raven, that was my first question. I'm like, why aren't we looking at EDMS? The tricky part is that when we're talking about reinstating or restoring, it's any of the documentation for renewal. EDMS is on the renewal packet. but this is also any verifications and anything else that may come along. So the team said for this we needed to be able to identify that. But that is the next thing that we'd like to look at is if you guys don't know, we received funding for this next fiscal year to be able to really enhance our intelligent character recognition and all the scanning. So that's where we will look at trying to figure out then we needed to get the foundation in place and then how can we leverage the technology to try and simplify this.

Marivel Klueckman - HCPF: So absolutely it's just the scope is so big and then trying to just make sure that we had it processed down. Right.

Raven Stuart: I appreciate that. I just think it's worth pointing out that the scope is so big, but yet you're putting it on a manual process of county workers.

Marivel Klueckman - HCPF: And I think to Anna's point I mean the one thing that we did is instead of saying you only have this small window there's this window. So, we're hoping that with the business processes, we can try and have that bigger window that we provided to be able to help support the policy and the support for members. Thank you, Raven.

Tracy Pasillas - HCPF: And we're currently at time for additional questions. If you don't mind putting those in the chat, we will get to them. we are going to be covering the client correspondence and notifications. I will hand it over to Anna Bordello.

Ana Bordallo - HCPF: Okay. Yes.

Ana Bordallo - HCPF: Thank you, racy. So, we have created a new speed letter called the MA reinstatement speed this letter will automatically be generated when a member is automatically reinstated. It will be sent when the program action screen is completed and it will include the names of all members whose coverage has been ins Updates to renewal verification checklist cover letter have been made as well.

Ana Bordallo - HCPF: we have updated the language and the letter will now list all members whose verification is missing and is being requested. Next slide please. So here is an example of the new MA reinstatement speed the purpose of this letter is to inform members that someone in their household may have had their benefits terminated. However, after sending the termination notice, we receive the renewal paperwork. this letter will list all members whose benefits have been restored. Next slide, Okay, so this is an example of the new MA renewal verification checklist cover letter. please note that the logic has not changed for this.

Ana Bordallo - HCPF: This cover letter will still be included in the MA renewal packet and the MA renewal verification checklist cover letter has been updated with some new language. Addition additionally, we did add a variable has been created to identify all members with missing verifications including those affected by any required BCL items. So their names will now appear on the letter if they are required to provide verifications. Processing guide Next slide please. Okay. Thanks. Sorry I didn't see that. processing guidelines.

Ana Bordallo - HCPF: So, effective July 1st, 2025, volume 8, section 8.100.3.P will be updated to comply with new federal regulations. The policy team has worked hard to make this section clearer by restructuring it and incorporating stakeholder feedback. So, we encourage you to check out the update the updated rule once it's posted. we have added to the rule that eligibility sites have 30 calendar days to determine a member's final eligibility. This update is consistent with federal regulation 435912 C4I. this policy applies to renewals and the 90-day reconsideration period.

01:05:00

Ana Bordallo - HCPF: And lastly, when the worker is pending for additional verification at renewal, the eligibility worker has 15 business days from the date that the documents are received to make that final determination. Next slide, please. And then we have another break for questions. we'll take another five

minutes for questions. I will Jennifer and Nicole would we like to proceed with any questions regarding this topic or anything that stood out for you guys.

Nicole Mason - HCPF: Yeah, this is Nicole. I just want to say we're getting a lot of questions about timelines, confusion, extra support, trainings, things like that. And then as Marty Bell stated earlier, we're going to have this wonderful workbook that's going to have flows, that's going to show processes, that's going to really explain the data entry pieces. we also have the FAQs We're going to have these slides posted. So things are coming out hopefully to help reduce any confusion that we might have here. so Jen, is there any questions that come up? I got a little bit behind here in the presentation.

Tracy Pasillas - HCPF: Natasha had her hand up.

Natasha DHS: as I guess my biggest concern is how is this going to all affect the Medicare savings program and say for instance especially the Q1B since you can't back data it so they're late turning in their information and then we go in for the will that give them a missing month for the Q&B and will we be able to give that back to them with the 30-day reconsideration? So, for instance, someone sends in their paperwork late and they have Q&B and so we don't get to process it. So, now we're looking at the re for backdating,…

Natasha DHS: but we can't. So, I guess I'm kind of confused about how is this going to work as far as long-term care and the Medicare savings programs.

Ana Bordallo - HCPF: I think you're referring to the reconsideration proc the reinstatement process,…

Natasha DHS: Yes. The real statement.

Ana Bordallo - HCPF: correct? Yeah,…

Natasha DHS: Yes. Yes. Okay.

Ana Bordallo - HCPF: the reinstatement process. So, yes. So, if case workers are entering or completing that program action screen, if they didn't complete it in the following month of the renewal when the renewal due month was due and they complete it outside of that month, then they will have to manually resend the case to ensure that the member is covered that there's no gap in coverage.

Ana Bordallo - HCPF: So coverage will start from the date that it was terminated. Again only if the member provided documentations timely during that renewal period. It would be part of the reinstatement process.

Ana Bordallo - HCPF: So yes so we would be able to start the member's coverage from that termination date. correct because we don't want to penalize the member…

Natasha DHS: So if we're not paying attention,…

Natasha DHS: that means that they could have that month missing if we don't go back and start it correctly. So I guess that was my biggest concern. And so it's just basically crossing your tees and making sure that eligibility texts are going back to make sure that it's no breaking coverage because it could now potentially lead to a breaking coverage if you don't go back to that screen. Okay. Thank

Ana Bordallo - HCPF: since they did submit documentations timely. We do have to honor that. do you want to add Jennifer to that? Anything I might have missed?

Jennifer Garcia - HCPF: No, I think at all.

Ana Bordallo - HCPF: Perfect. Thank you. Amber.

Amber Cuzick- Pueblo DHS: Hi, I had two questions. one of them was referencing back to the resources that will be released as far as I guess all the documents that will help us understand this better. do you guys have a time frame of when those will be available?

01:10:00

Ana Bordallo - HCPF: As far as the memo, I know that has been posted to the website. So, you guys can definitely check out the memo for the renewal memo. that has been updated with new policy updates. the renewal workbook, we are trying our best to have that posted by the end of this month. And then for the FAQ, we would like to post that as soon as we can. Once we collect all these questions, we will go over the FAQ and identify what questions we need to add to the FAQ that hasn't been added yet.

Ana Bordallo - HCPF: And then once that's finalized, we'll go ahead and post that. So hopefully soon for the FAQ. But yeah, the memo has been posted.

Amber Cuzick- Pueblo DHS: And…

Amber Cuzick- Pueblo DHS: I apologize. So this starts in two business days July 1st for determination starting in September…

Amber Cuzick- Pueblo DHS: if I understand correctly. Corre And then are you guys going to have …

Ana Bordallo - HCPF: That's correct.

Ana Bordallo - HCPF: So, yes, it was good.

Amber Cuzick- Pueblo DHS: since this kicking off Tuesday.

Amber Cuzick- Pueblo DHS: Are you guys going to have I guess open office hours where it would just be like a call where it would be available an hour daily where any county could jump on and talk to you guys and be like hey this is what we're seeing any kind of guidance on data entry wise what are the actions required that was recently something that SNAP had done for some of the big builds that they had done and they carried it on for about a week and a half every hour every day that was just a open forum if you will to talk about this stuff and is that something that would be available to us?

Ana Bordallo - HCPF: yes and we will be discussing that in the next few slides…

Ana Bordallo - HCPF: but yes we will have office hours July 31st and…

Amber Cuzick- Pueblo DHS: Okay.

Ana Bordallo - HCPF: August 28th but we will definitely review that in our next slides. But yes, office hours are coming.

Amber Cuzick- Pueblo DHS: Thank you.

Ana Bordallo - HCPF: Okay, then I think Are we at five? Okay, I will hand it over to Tracy to finish the presentation.

Tracy Pasillas - HCPF: Okay, next we'll be covering the reporting and monitoring enhancements. So with this, the new filter and column will have either a yes or no response for every case. When the renewal paperwork received date is completed on the program action screen and the renewal paperwork was received within 30 days of the due date, the case will have a yes value on these dashboards. This will allow eligibility sites to see which cases have extended cover coverage until final determination of benefits is able to be Next slide please.

Tracy Pasillas - HCPF: So the conclusion of 10595 next slide please that we implemented in June is during the exparte the reasonable compatibility was removed the household will be required to submit any income verification if they're not verified within the six-month look back period peak updates and the reinstatement of the members when the renewal paperwork received date is within the Next slide we have is for Any other questions around this information? the timelines will have another five minutes. So please raise your hand or enter it into the chat. Money bell.

Marivel Klueckman - HCPF: Thank you, Tracy. So, if I may, can we go back to the previous slide real quick? So, I just want to make sure so I'm giving my flavor on the conclusion and the way that what we've done with this project. with the first bullet the removal of reasonable compatibility checks during exparte. So, a few things I just want to make sure that we emphasize on that. So with removing the renew the reasonable compatibility during exparte again we talked about the income how we're going to calculate the first step is going to look at what income we have verified within those past six months. and then if we don't have verified income then we hit The big thing here is that when we hit that interface or if we use the information that we have on file we no longer have a reasonable compatibility check.

01:15:00

Marivel Klueckman - HCPF: What this means is that we should be seeing a decrease of those income discrepancy letters going out. So I just want to make sure that we're connecting that and this was again a CMS guidance. It also came out of code for America analysis of our renewal process. it streamlined that exparte process for us going forward. So let me pause there. Jesse, did you have something in that?

Jesica Antonucci: Yeah. …

Jesica Antonucci: are you okay if I ask a question about the profiles right now or I can ask that later too if you're in the middle of something just didn't want

Marivel Klueckman - HCPF: Yeah, let's hold on to that one just a little bit…

Marivel Klueckman - HCPF: if you don't mind. thank you. so just want to make sure that I call out that with the removal of that rate compatibility that there will be a decrease in those income discrepancy letters that get sent out when we do the exparte at the renewal point.

Marivel Klueckman - HCPF: the requirement for a household member to submit income verification. Sorry, not that the peak inbox update. the third bullet, the one thing I want to call out is that this one is something that we identified as we were going through this project that we identified was a huge hiccup

that we wanted to make sure and streamline as well. So what we understood is that what was occurring is when members responded to the renewal packet or the renewal information they were sending the renewal package to eligibility eligibility workers would review the renewal and let's say they do data entry complete no if I still have my lingo correctly because there might be something that's pending or something that's missing.

Marivel Klueckman - HCPF: So the case would be pending, but then what we heard is that then the member for one reason or another would come in later through peak and report some kind of change for whatever reason it was. Peak would then all of a sudden run RTE and would override that pending that was that the worker had already spent time on. And so then this was creating this discrepancy because the member had submitted renewal packet but then they came in here and it was creating more work for workers to then have to unravel as far as okay wait a minute here's what they reported here then peak came in here and authorized so now I got to go unravel it.

Marivel Klueckman - HCPF: So what we've done with this project is we are telling CBMS and peak say wait a minute if a worker has already acknowledged the renewal information and it's pending and the members coming in through peak do not run on the peak. Give the worker the opportunity to review what the member submitting through peak and then what's already on their desk to make a proper determination and avoid having to resend and redo and everything like that. So, I just want to make sure and call that out because that's something that we heard very loud and clear that was impactful for workers and we're hoping that that'll help going forward as well. And then the MA reinstatement again as I mentioned earlier it's something that it's a benefit for members as far as they need to continue to have coverage while their renewal is being processed.

Marivel Klueckman - HCPF: So even if they resubmit their packet today 6:26 when they submit their packet or submit verifications they need to continue to have coverage and we also need to give eligibility workers the opportunity to process that information. So with this logic that we've submit that it creates that one function that will then reopen the case for you while the case is being processed and then provide that member coverage. so it mitigates some of the other work that happens today.

Marivel Klueckman - HCPF: So we try to mitigate some of that other work for this process and specifically if we're using that before the 15th then that mitigates the case even closing in the first place and then being able to so we acknowledge there's a lot of changes here and also make sure that we understand that the timing of everything that we presented the webinar all the materials is because this logic goes in with the September renewal which the first process is exparte mid July. and then it'll take a little bit of time to slowly start seeing all these other pieces. So, when the question was asked if we'll have a daily standup, it doesn't really make sense to have a daily standup because you won't see this immediately on a daily until we start heading up closer to the September renewal time frame.

Marivel Klueckman - HCPF: So my conclusion, my summary, apologies team that I just jumped in there, but I just want to make sure and call out some of those things as well. So I think we were at the next slide for questions and Jesse, you put yourself first in line, so I'll pick on you and…

01:20:00

Marivel Klueckman - HCPF: then team whoever can help Jesse with the question. Thank you.

Jesica Antonucci: Thank you.

Jesica Antonucci: So, you might have answered some of that in what you just said, Maravel, but I'm curious about in a large county like Jeffco, we need to give this profile to all of our frontline workers that do not determine eligibility and then try to figure out a process around how they can view these documents and make appropriate choices to utilize the program action page. from my understanding I think we'll start getting in September renewals fairly soon.

Jesica Antonucci: Is this profile changes that need to happen in the next couple of days to ensure that we're doing this process right? I just want to know how much of a runway we have here to implement a huge process change.

Ana Bordallo - HCPF: Jennifer.

Jennifer Garcia - HCPF: So the security profiles of 1110 for RR updating and 111 for RR inquiry were updated to allow the workers that need to have access to the program action page with those two security profiles. and then as far as entering in the program action page, that will take place once the renewal packets are sent out for the September. So anytime that renewal packet is returned from that point forward for that September renewal, the program action page would need utilized.

Jesica Antonucci: So, just to confirm, when did the September renewals go out or when did Okay,…

Jennifer Garcia - HCPF: They will go out, but they will be out by the 15th of July.

Jennifer Garcia - HCPF: Yes.

Jesica Antonucci: so we have a couple of weeks to implement.

Marivel Klueckman - HCPF: Nnir, Just to make sure. I mean, the program action page is for renewal packet and documents that are received back for the September renewal. so yes, the September renewals go out July 15th. I'm looking at my calendar. but the renewal packets and documents won't be sent out back immediately for members and you guys know this better than us, as far as probably I think you see an influx maybe towards the beginning of August and then you start seeing influx towards the maybe end of August, toward the beginning of September. I don't think it's a drop dead. You have to have these profiles set up by mid July.

Marivel Klueckman - HCPF: And you guys tell us, but the way I kind of see it a little bit is you probably have the whole month of July to work on the profiles and…

Marivel Klueckman - HCPF: work on business processes. and we can talk more about this in our July call if there's anything else that you guys need in preparation because really you're going to get hit more in August, September. Does that help, Jesse?

Jesica Antonucci: Okay. Yeah.

Jesica Antonucci: No, and I'll let Andy chime in because she's likely reading my mind at the moment if I had to guess. but I think I'm just struggling a little bit because we don't know that the process guide is going to be out at the same time that we're going to have to do a big process change. So, think, the sooner we can get that, I think the better.

Marivel Klueckman - HCPF: Absolutely. And I know Andy, you're jumping in. they're close. I mean, one of them is open on my desktop right now being transparent for reviews. So, we're definitely trying to get

those out as soon as possible just to make sure that it gives you the tools so that you can start preparing. Go ahead, Andy.

Andie Garnand: Yeah, and I don't know about reading Jesse's mind, but I think we were thinking that the same way with the updated CBMS profiles. Most of us are not managing. We're not the CBMS administrators in our county. How is that being communicated with those folks?

Marivel Klueckman - HCPF: That's a good question. I don't know the immediate answer. Team, do you guys have a communication already on that or do we need to circle back just to make sure with the administrators for those profiles?

Ana Bordallo - HCPF: I know of I did include some information on the memo, but we do need to work on some communication around that, Marvel. Yeah.

Marivel Klueckman - HCPF: Cuz I think we have the tier one and tier two.

Ana Bordallo - HCPF: Yep. Okay.

Raven Stuart: So Jesse, I appreciate your question because I think you are correct that we are going to have to make these changes basically by the middle of July because the minute that those renewal packets start going out is the minute we get them back. and the documents in EDMS are not attached to the renewal packets and are separate. So unless we are going to be expected to do a massive cleanup of researching all this stuff that we have just kind of holding out there, it is all going to have to go live by July 15th.

01:25:00

Ana Bordallo - HCPF: Any other questions? Thanks for that statement, Raven. we will definitely work on a communication around that just to help counties out. Kathy

Kathy Cordova - CDHS-CTY: Quick question.

Kathy Cordova - CDHS-CTY: So just starting the MA packet in how we start them now and it changes it to highle program group. No that alone won't hold it because it holds now.

Ana Bordallo - HCPF: Thank you.

Kathy Cordova - CDHS-CTY: So go ahead.

Ana Bordallo - HCPF: Are you referring to the case complete being switched from to no That's correct.

Kathy Cordova - CDHS-CTY:

Kathy Cordova - CDHS-CTY: Yes yes. after the renewal, it changes it to case complete. No. And that puts a hold on that renewal. It doesn't go anywhere.

Ana Bordallo - HCPF: So, the case will still be on hold until the case worker is able to make that final determination and then switch that back to once they're ready. So, yes, it will hold the renewal until that final determination is made.

Jennifer Garcia - HCPF: Can I add to that a little bit…

Ana Bordallo - HCPF: Yeah. Any other questions?

Jennifer Garcia - HCPF: because I think where you were going with what's the difference between that and the program action and I would just say that the program action is specific to help with the reinstatement process. So the renewal page itself won't allow that automatic resin or reapply to take place if it's not utilized.

Kathy Cordova - CDHS-CTY: Thank you very much. That clarifies everything, but that does help.

Ana Bordallo - HCPF: David. …

David Troy - CDHS-CTY: Okay, somebody else kind of asked this too,…

David Troy - CDHS-CTY: so the 30 days, does that apply to even ones that were received timely? We only have 30 days to work them or do we have till the end of the month as normal.

Ana Bordallo - HCPF: so the 30 days will begin from the time that you guys received your first document to be able to complete and make a final determination. you guys would have…

David Troy - CDHS-CTY: So even if it was a September we determine was received octo August 18th. So we have until September 17th to complete that renewal.

Ana Bordallo - HCPF: until the end of that renewal due month. Yes. Yes.

David Troy - CDHS-CTY: Okay.

Shawn Bodiker - HCPF: Yeah. Yeah.

David Troy - CDHS-CTY: And…

Shawn Bodiker - HCPF: I wanted to come in and kind of clarify. Sorry, Anna.

Ana Bordallo - HCPF: Sorry. thanks for helping but

Shawn Bodiker - HCPF: That's the difference is like if it's still timely, you guys still have until the end of that renewal month to work When it comes in and you don't have the 30 days to work you're getting that additional 30 days to work that renewal.

David Troy - CDHS-CTY: So to help counties track this, especially small and medium counties, because I know the large counties don't use the workload dashboard, but the small and medium counties, a lot of us do. are we going to populate that untimely date kind of like SNAP does when we have a late an untimely SNAP RR, it gives us a 30 days out untimely date. Are we going to populate that on the workload dashboard?

Jennifer Garcia - HCPF: I believe so.

Jennifer Garcia - HCPF: If I remember correctly, team, just jump out there if anything's different, but I believe our operations team is going to, and there's Casey right now. I'll go ahead and let Casey

Shawn Bodiker - HCPF: Yeah. Casey,…

Shawn Bodiker - HCPF: go ahead. Yeah.

Kacy Born - HCPF: Yeah. …

Kacy Born - HCPF: so David, that information would be so we have dynamic due dates on the map hboard. and so each county should have map owners who would be able to access that map a dashboard to get dynamic due dates as far as what would be timely or not. As far as on the county dashboard, we weren't able to get a dynamic due date as part of this project. It was outside of scope, but we are adding I think there was a slide that Tracy went over. They're adding whether or not the renewal was extended onto the HECpuff RR pending and R EPG dashboards on the county dashboards.

01:30:00

Kacy Born - HCPF: And so you'll be able to identify in there that this particular renewal basically that it came in the action function was used making sure that that one was pushed out…

Kacy Born - HCPF: but it will not have a new The renewal due month is still going to show the same throughout CBMS regardless of when the paperwork is returned.

David Troy - CDHS-CTY: Okay. Right.

David Troy - CDHS-CTY: So I'm talking about on that workload dashboard. So it's the one at the top of CDNS when you have to log into CDNs. it's how workers prioritize their daily work.

David Troy - CDHS-CTY: So I mean if Snap can do the functionality, I'm sure we can get it in there from med, but if I have to, I can suggest it through user IP. But that's Yeah.

Kacy Born - HCPF: That was actually…

Kacy Born - HCPF: what I was just going to suggest, David. We did not make any changes to that location. Sounds

David Troy - CDHS-CTY: I'm Okay. I'm one of the co-chairs, so I'll get an idea submitted.

Ana Bordallo - HCPF: Patrice. So any documents that is related to the renewal whether it's the signature the verification or…

Patrice Hauser - CDHS-CTY: Yes,…

Patrice Hauser - CDHS-CTY: Anna, you had just stated a moment ago that the clock starts when the first document is received. Did you mean to say the RR? because there's always ancillary documents, verifications that come in at the same time. which is going to start the clock. Okay.

Ana Bordallo - HCPF: just the renewal packet itself if any of those documents is received that's when the clock would start.

Patrice Hauser - CDHS-CTY: So, a bank statement received 5 days before the RR with the signature page completed,…

Patrice Hauser - CDHS-CTY: the clock started when that bank statement came in. Correct. So, that's potentially could whittle down the 30 days that we have to complete it.

Ana Bordallo - HCPF: Correct. Yeah.

Ana Bordallo - HCPF: And within those 30 days, we are if the member is required to provide additional verifications, as part of their business process in order to be able to complete that final determination within the 30 days. I know that there are times when the member re returns an incomplete packet and you guys are required to request that additional information and we are giving the workers those extra 15 days to that specific verification in order to be able to complete a final determination.

Ana Bordallo - HCPF: But based on CMS's guidelines, it is required at least 30 days to be able to make that final determination. So that's looking at the case, determining if there's any additional documents that is missing. If so, then we are required to pen for that. But yes, the clock would start when we receive that first document. Natasha.

Natasha DHS: Just want to make sure I'm following along correctly. So what you're saying with the export process is that as soon as a bank statement is required and so before the system sends out that or approve it automatically if we go ahead and enter in that income and that's the only thing the system needs to make that determination…

Ana Bordallo - HCPF: Are you referring to the exparte process?

Natasha DHS: then that renewal packet would not have to go out and the case would just move on its own. Yes. So when we're talking about the verification so you said that we're going to send out so the renewal process so we have 30 days so then the expportees happen 60 days before so for instance you get everything you need right and so the system is automatically going to renew it if we have everything we need without having to send out the packet or…

Natasha DHS: will the system still send out the packet I'm just making sure that I'm following on because it was my understanding the reason why the system is doing all these things and so the packet doesn't have to go out. So if the person automatically sends in a bank statement because they know resources are due and if we process the resources then our gap stops right there because we did everything and the system takes care of everything else.

01:35:00

Ana Bordallo - HCPF: I just want to make sure I'm following.

Ana Bordallo - HCPF: Are you saying that so just to be clear so part of the exparte process will identify if we have up-to-date information.

Ana Bordallo - HCPF: So if are you saying that…

Ana Bordallo - HCPF: if you happen to receive a bank statement time before the exparte process and that was entered is that what you're saying? If that was entered okay so if it was entered before then yes at the time of exparte we will look at that six-month look back period to determine if we have up-to-date information. So if we have that up-to-date resource then yes the member would automatically pass if nothing else is required and they see and they still meet eligibility criteria we would correct…

Natasha DHS: So when she was talking earlier about getting the bank statement and…

Natasha DHS: it's producing extra work, but it could eliminate work as well.

Ana Bordallo - HCPF: if it's completed timely before the exparte…

Natasha DHS: Okay, that's Okay.

Ana Bordallo - HCPF: but yeah she was referring to documents received after a packet or verification was already

Ana Bordallo - HCPF: sent out.

Natasha DHS: Okay.

Ana Bordallo - HCPF: You're fine,…

Natasha DHS: All Okay. Thank you.

Ana Bordallo - HCPF: okay. Any other questions? I think all thank you all for joining us today. Maraveal, would you like to are we still Sorry, I might have lost track of the slides. I think Tracy, are you still presenting this information or is

Tracy Pasillas - HCPF: We can present So here's the contact information if you have any other well as she said we asked for you guys to post any questions in the chat and we do have record of those. So we will address those and get those out to you. But you can also have the Medicaid inbox. There's the MA map team as well and there's the emails. The resources that we have out there we have the updated as mentioned before the MA renewal workbook. We have the MAP dashboard timeliness webinar which will be held on July 15th of 2025.

Tracy Pasillas - HCPF: SDDD also has updated their web-based trainings and the office hours as mentioned before is July 31st and August 28th is an eligibility site touch base meeting which we'll have a standing agenda item for any questions for the renewal project. So again, we just want to thank you guys and we thank you for all your questions and for everything that you do do and we just appreciate your partnership as Miguel has stated plenty of times. So again, thank you guys and we hope you have a good day.

Ana Bordallo - HCPF: All thank you all for joining any Marbel, do you have any closing statements before we disconnect?

Marivel Klueckman - HCPF: Thank I think Tracy said it so I agree with a lot of people that this Thank you all so much.

Ana Bordallo - HCPF: Okay, perfect. Wanted to make sure. Thank you.

Marivel Klueckman - HCPF: Have a wonderful rest of your day.

Meeting ended after 01:39:03 👋

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