

County Incentive Contract Incentive Task Group

Presented by:
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Policy & Financing

Overview

- High level review County Incentive Contract
- As a reminder, the slide deck and the recorded meeting can be found at: [County Incentives Programs | Department of Health Care Policy and Financing.](#)

Performance Compliance Incentive

To earn the full Performance Compliance Incentive Standard Payment, Contractor must meet the targets outlined in both Status Report 1 and Status Report 2 for FY 25-26. Each Status Report achieved will contribute 50% toward the total earnings. If only one Status Report is met, partial earnings will be distributed accordingly. Additionally, the Performance Compliance Incentive Standard Payment will constitute 50% of the total amount available for this Contract.



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FY 25-26

Performance Compliance Incentive

- 50% of Incentive Contract Payment
- Two reporting periods
 - Status Report 1 - .50
 - Status Report 2 - .50
 - Meet both periods - 1.0 (Receive total Eligible Earnings)
- Adding Accuracy Measures to Performance Compliance



Performance Compliance Incentive

Contractor shall be eligible to earn the Performance Compliance Incentive Payment upon meeting the Performance Compliance and Accuracy targets at the conclusion of the First and Second Reporting Periods.



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FY 25-26 Status Report 1

(July-December 2025)

Four of Six to meet Contract Target

1. App 45 Timeliness
 2. EPG 45
 3. App 90 Timeliness
 4. EPG 90
 5. Renewal Non-LTSS Timeliness
 6. Renewal EPG Non-LTSS
- EPG Targets will remain the same as current contract

FY 25-26 Status Report 2

(January - June 2026)

Six of Eight to meet Contract Target

1. App 45 Timeliness
2. EPG 45
3. App 90 Timeliness
4. EPG 90
5. Renewal Non-LTSS Timeliness
6. Renewal EPG Non-LTSS
7. Accuracy: Incorrect Eligibility Determination
8. Accuracy: Errors that did not impact Eligibility

Customer Service Incentive

Contractor may earn one Customer Service Performance Incentive Payment at the end of the Second Reporting Period in which Contractor meets the target and submits the required deliverable(s) as outlined for each Contractor Customer Service Tier relating to improving customer service. These targets demonstrate that Contractor is actively implementing Rule 10 CCR 2505-5 1.020.3.4, which requires the County Director to have a documented policy/process outlining the administrative internal controls that ensure Contractor provides timely, respectful, and culturally appropriate customer service to Medical Assistance applicants and Members.

- 30% of Incentive Contract Payment



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Customer Service Incentive Tier 1

- ASA Goal maximum will be 15 minutes
- 2 Technical Assistance Meetings
- Annual and Monthly Reporting

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Customer Service Incentive Tier 2

- Increase of 3% satisfaction rate within the following measures:
 - During your last experience, did you receive services in a timely manner?
 - During your last experience, were you treated with respect?

OR:

- Have a minimum of 90% satisfaction rate for those measures and a minimum satisfaction score of 3.50



FY 25-26

Customer Service Incentive Tier 2

- Customer Service Plan and Status Report
 - Plan is only required one time (unless changes are made)
 - Status Reports are due each FY
- Customer Service Inbound/Outbound Call Survey
 - Only required one time (unless changes are made)

Questions?



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FY 25-26

Contract Language

County Collaboration Incentive

Resource List

- We'll include the list of nursing facilities in the follow-up email that summarizes everything
- Case Management Agencies: [HCPF CMA Directory](#)



FY 25-26

Contract Language

County Collaboration Incentive

The Contractor shall be eligible to earn the County Collaboration Incentive Payment upon the successful submission of the two County Collaboration Incentive Deliverables involving Nursing Facilities (NFs) and Case Management Agency(ies) during Reporting Period 2. To qualify for the full County Collaboration Incentive Payment, the Contractor must meet all deliverable requirements as outlined below.

FY 25-26

Contract Language

County Collaboration Incentive

To earn the County Collaboration Incentive Payment in Reporting Period 2, the Contractor must:

Establish collaboration with Nursing Facilities (NFs) and Case Management Agency(ies) based on the requirements outlined in the rule 1.020.11 County Department Collaboration with External Entities to Facilitate Eligibility and Enrollment and within section 3 Minimum Requirements for Collaboration Agreements.

Submit the following two deliverables no later than April 30, 2026. The contractor will submit these deliverables using the following link: County Collaboration Incentive Deliverable



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FY 25-26

Contract Language

County Collaboration Incentive

Nursing Facilities Deliverable: A minimum of two (2) meetings shall be held with one or more relevant agencies. These meetings shall include, at a minimum, discussion and documentation of the following information:

- A meeting agenda outlining the topics discussed
- A list of attendees, including the name of each individual and the agency or county they represent, must be provided.
- One county may submit this deliverable on behalf of other counties that attended the meeting. However, all represented counties must be clearly identified in the list of attendees.
- The Contractors that do not have any Nursing Facilities (NFs) within the boundaries of their county are exempt from implementing this deliverable related to Nursing Facilities.

FY 25-26

Contract Language

County Collaboration Incentive

Case Management Agencies Deliverable: A minimum of two (2) meetings shall be held with one or more relevant agencies. These meetings shall include, at a minimum, discussion and documentation of the following information:

- A meeting agenda outlining the topics discussed
- A list of attendees, including the name of each individual and the agency or county they represent, must be provided.
- One county may submit this deliverable on behalf of other counties that attended the meeting. However, all represented counties must be clearly identified in the list of attendees.
- Contractors acting as Case Management Agencies must submit an internal control procedure to substitute for this deliverable requirement.



FY 25-26

Contract Language

County Collaboration Incentive

To receive the full County Collaboration Incentive Payment, the Contractor must successfully submit both County Incentive deliverables as outlined in the sections above. The completion of both deliverables will contribute 100% toward the total County Collaboration Incentive Payment. If only one deliverable is submitted, it will contribute 50% toward the total payment. The County Collaboration Incentive Payment will represent 20% of the total funds available under this County Incentive Contract.



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Incentive Task Group

End-of-Year and Upcoming Timelines Update

- **FY 24-25:** Review the end-of-year timelines.
- **FY 25-26:** Take a moment to go over the contract and memo timelines for the upcoming year.
- **Next ITG Meeting:** Scheduled for **May 30, 2025, at 9:00 AM.**



Incentive Task Group

Our final Incentive Task Group meeting before the summer break will be held on **May 30th**. We will be pausing these meetings over the summer months and plan to resume in **September 2025**.

In the meantime, I'll be cancelling the currently scheduled meetings. As we prepare for our fall restart, we'll also be working to better align the meeting cadence with Directors to ensure more consistent communication. This may result in a change to the current schedule, which we'll share with you later this summer.

Thank you all for your continued participation and contributions!



Incentive Task Group

- For any question please contact:
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