

# County Incentive Contract Incentive Task Group

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# Overview

- Update on CIC website
- Overview FY 25-26 County Incentive Contract



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# CIC Website

- Update on CIC website:

[County Incentives Programs | Department of Health Care Policy and Financing](#)



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# FY 25-26 Incentive Contract

- FY 25-26 County Incentive Contract
  - Performance compliance (50%)
  - Customer Service (30%)
  - County Collaboration Incentive (20%)



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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
- Target scoring remaining the same for all measures



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# FY 25-26 Status Report 1 (July 2025 -December 2025)

Counties will need to meet 4 out 6 measures

1. App 45 Timeliness
2. EPG 45
3. App 90 Timeliness
4. EPG 90
5. Renewal Non-LTSS Timeliness
6. Renewal EPG Non-LTSS



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# FY 25-26 Status Report 2 (January 2026 - June 2026)

Counties will need to meet 7 out 10 measures

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. Renewal LTSS Timeliness
8. Renewal EPG LTSS
9. Accuracy: Incorrect Eligibility Determination
10. Accuracy: Errors that did not impact Eligibility



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# Questions?



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# FY 25-26

## Customer Service Incentive

- 30% of Incentive Contract Payment



# FY 25-26

## Customer Service Incentive Tier 1

- ASA Goal maximum will be 20 minutes
- 2 Technical Assistance Meetings
- Annual and Monthly Reporting



# FY 25-26

## 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)



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# Questions?



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