

County Incentive Contract Incentive Task Group

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Overview

- FY 24-25 Status Report 1
- New Average Lead Time Measure
- Accuracy Measures
- High Level Overview FY 25-26 County Incentive Contract



FY 24-25 Status Report 1

- Status Report 1 will be sent out via email on Monday, January 13th, to all 64 County Directors and Secondary Directors.
- CIC Webpage: [County Incentives Programs | Department of Health Care Policy and Financing](#)



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Average Lead Time

Medical Assistance Performance (MAP) Dashboards

The Medical Assistance Program monitors Eligibility Site performance to ensure compliance with performance expectations. The MAP dashboards provide information regarding actual performance, targets, benchmarks, and accuracy measures. Please note that only staff approved by the Department can open and view MAP Dashboard data. Performance measures are broken down into five categories: accuracy, application, renewal, ongoing (changes), average lead time. Within each category, contract measures are assigned. Data is pulled the 3rd of every month and the dashboard is refreshed the following business day.



Accuracy

Application

Renewal

Average Lead Time

Errors That Do Not Impact Eligibility	Application Timeliness, 45 Days	Renewal Timeliness, NonLTSS	Application Timeliness, 45 Days
	Application Timeliness, 90 Days	Renewal Timeliness, LTSS	Application Timeliness, 90 Days
Incorrect Eligibility Determination	Application Pending, EPG* 45 Days	Renewal Pending, EPG NonLTSS	Renewal Timeliness, NonLTSS
	Application Pending, EPG* 90 Days	Renewal Pending, EPG LTSS	Renewal Timeliness, LTSS

* Exceeding Processing Guidelines (EPG)

Last Updated: 1/6/25



Average Lead Time

- **Application Lead Time**

- Calculates the monthly average number of days to authorize an individual at application by performance measure.
- Calculates from the “Application Date” to the “Authorization Date”.

- **Renewal Lead Time**

- Calculates the monthly average number of days per case to authorize a renewal by performance measure.
- Calculates from the “Packet Received Date” to the “Authorization Date”.



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Accuracy Measures

- Quarterly Eligibility Quality Assurance(EQA) scorecard for Counties
- Leverage MAP Office Hours for a Quarterly focus on EQA
 - First Meeting March 27th @ 2:00 PM



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FY 25-26 Incentive Contract

- FY 25-26 County Incentive Contract
 - Review Performance compliance (50%)
 - Review Customer Service (30%)
 - Review Community Partner Engagement (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-December)

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 - June)

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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Customer Service Incentive

- 30% of Incentive Contract Payment
- More to come in upcoming ITG meetings



FY 25-26

Community Partner Engagement Incentive

Purpose: The purpose of this new incentive is for Counties to build collaborative relationships with new and existing community partners to ensure access to the Medicaid program.

A community partner in the context of this incentive is any organization that directly has access or impacts the Colorado Medicaid population. Examples of community partners - hospitals, nursing facilities, schools, food banks, non-profits working with lower income populations, etc.



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FY 25-26

Community Partner Engagement Incentive

- The next ITG meeting will be devoted to the Status Report Deliverable
 - Community Partner Engagement Status Report Deliverables
- We're asking for ITG's help in creating the deliverables. Please take a look, add any questions you have, and be ready to come up with more questions for the next ITG meeting on February 7, 2025!



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Questions?



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