

R-7 County Administration and CBMS Enhancements Operating Request Joint Technology Committee

February 26, 2025

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Today's Agenda

- **HCPF's R-7 County Administration & CBMS Enhancements Request Overview**
- **CBMS Enhancements Request Includes:**
 - CBMS Pool Hours Increase
 - CBMS System Improvements
 - Program Innovation and Automation
- **Voice of Our County Partners**

R7 | County Administration and CBMS Enhancements

HCPF's R7 County Administration and CBMS Enhancements

Fed match btw 50% - 90%, depending on activity; \$5.1M GF into \$40.3M, includes:

- \$21M in county workforce (higher wages, more eligibility staff, customer service staff)
- Automated solution - Program Area Natural Dialogue Assistant (PANDA) - to help county staff navigate eligibility policies
- Funding add'l, future SB 22-235 Yr 2 model updates that will allow HCPF to set caseload-to-staff ratios for Long Term Services and Supports (LTSS) cases; explores funding needs for dedicated LTSS resources in counties
- Funding HCPF resources to improve communications to counties and provide additional on-site support for counties
- Permanently funds HCPF's county escalation process, so members have recourse outside of costly appeals; 90%+ success rate of getting members approved when they are being denied coverage or can't get through standard processes to secure help

R7 also addresses CBMS improvements, innovations and automation initiatives

CBMS Pool Hours

CBMS Pool Hours Increase - Medical Assistance-only

- 20,000 additional HCPF CBMS Pool Hours (10% increase)
- Focused on Medical Assistance projects that improve member experience and reduce county workload
- Restricted to HCPF projects given enhanced 90/10 federal matching rates

Program Innovation and Automation

Intelligent Character Recognition (iCR) - All Programs

- Reduces manual data entry for applications, change reports/periodic reports, and verification documents for all programs.

Artificial Intelligence-generated Correspondence Page - All Programs

- Generates correspondence summary pages for recipients that explain complex notices in plainer language.

Member Interactive Voice Response System (IVR) - All Programs

- Implements an automated self-service tool for members to get updates on their application/case without the need to speak to a live agent.
- Reduces HCPF and county call center volumes.

CBMS System Improvements

Automated Testing - All Programs

- Improves software quality by enabling greater test coverage and earlier, more frequent, and more consistent regression testing
- Standard capability that reduces the likelihood of defects

Advanced Automated Monitoring and Alerting - All Programs

- Automatically detects issues with system health and calls the responsible party
- Improves response time, reducing likelihood and impact of incidents

Replace Data Synchronization Tool - All Programs

- Current vendor is significantly increasing annual licensing rates
- Replacement needed to avoid millions of dollars in added costs in 2026

CBMS Quarterly Update Coming 3/3/25

Written quarterly update will be provided and will include progress on:

- County engagement and user satisfaction
- System stability
- Colorado State Network pilot
- Reprourement
- Enhancements
- Eligibility performance metrics

County Partners

We have held the remaining time for our county partners to share their perspectives.



Questions and Closing

