



HCPF Member Escalations

Partner Integration Workgroup

7/18/2025

Purpose:

HCPF, County and CMA representatives to discuss the HCPF Member Escalations Partner Integration.

Goal:

Review background and why we are here, HCPF's Member Escalations process workflow and an initial review of Salesforce's ticket face details.

Agenda Item Number	Topic	Details
1	Background & Why You are Here	HCPF's R-07 budget request was approved, which: <ol style="list-style-type: none">1. Partially funded HCPF's Member Escalations process at the state level2. Approved County & CMA dedicated licenses, so our partners would be able to resolve member escalations directly through HCPF's Salesforce platform
2	Workflow	<ol style="list-style-type: none">1. Review DRAFT workflow visual<ol style="list-style-type: none">a. Are there any questions about the purpose of the change?b. Are there any questions about the workflow itself?
3	Ticket Face Details	<ol style="list-style-type: none">1. Review of ticket face details and their definitions

Notes

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Action Items - This Meeting



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Item	Date Open	Description	Owner	Status	Due Date
1	7/18/25	Post the 7/18/25 recording and resource documents to the HCPF Escalations website.	Sarah R...	Completed	7/18/2025
2	7/18/25	Coordinate with OCL to determine if Salesforce data can auto-populate in the CMA required complaint log and/or if the complaint log can be sunset once full CMA integration is completed in Salesforce	Aric Bid...	In Progress	8/1/2025
3	7/18/25	Follow up with OCL on rules limiting communication with provider agencies and whether CMAs must act as intermediaries	Aric Bid...	Not Yet Started	8/1/2025

Action Items - Prior Meetings

Item	Date Open	Description	Owner	Status	Due Date
1					
2					
3					
4					
5					



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