Welcome

Welcome to the Medical Assistance Program (MAP) relaunch information session!

January 16, 2024

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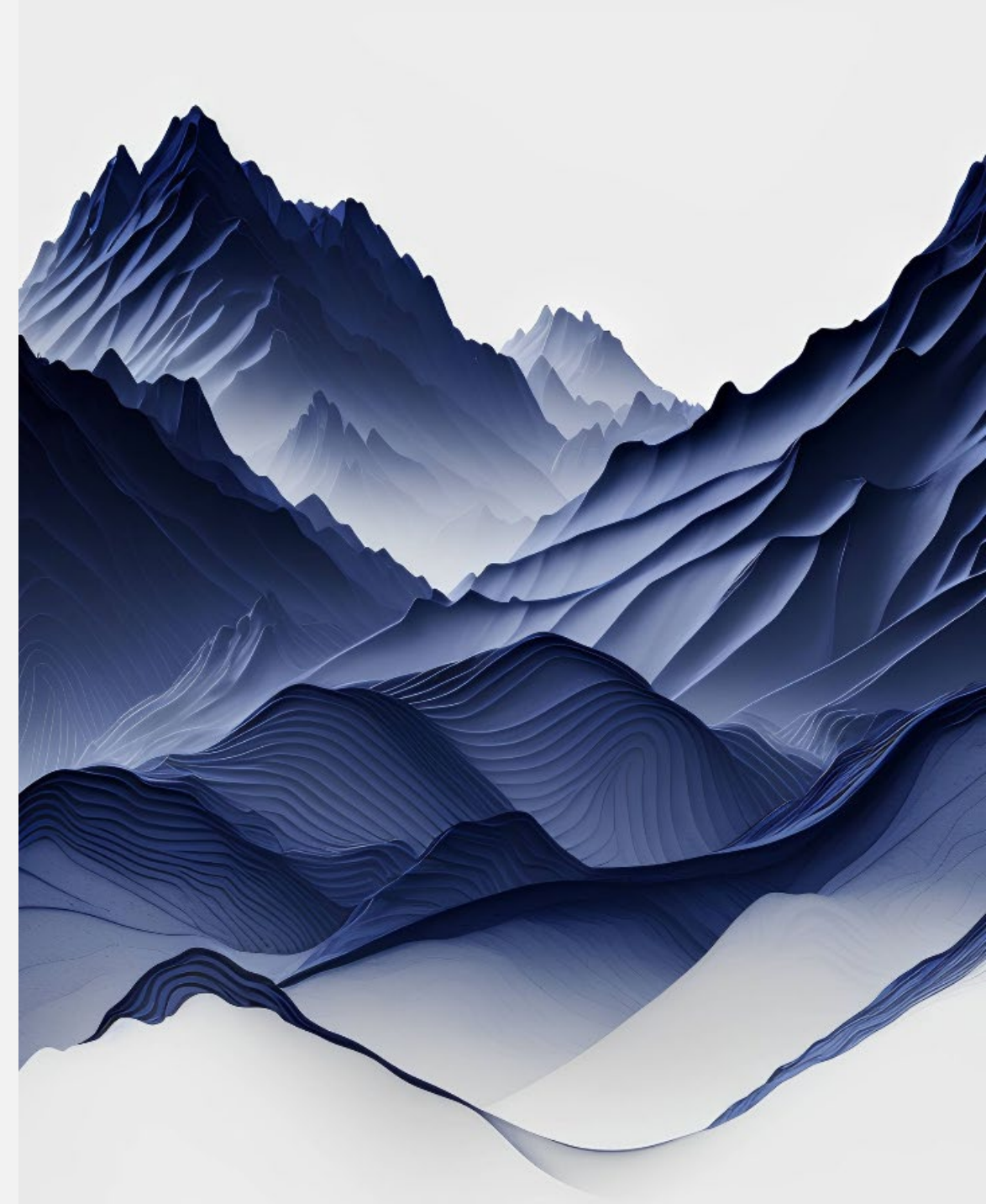Department of Health Care
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Ground Rules

- Keep microphone muted

- Closed Captioning (CC) is available

- Meeting will be recorded

- Question and answer breaks after each section

- Resources and contacts provided at the end

- Treat everyone with respect

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Overview

- Medical Assistance Program (MAP) relaunch-what's new

- What is MAP

- What you need to know about performance
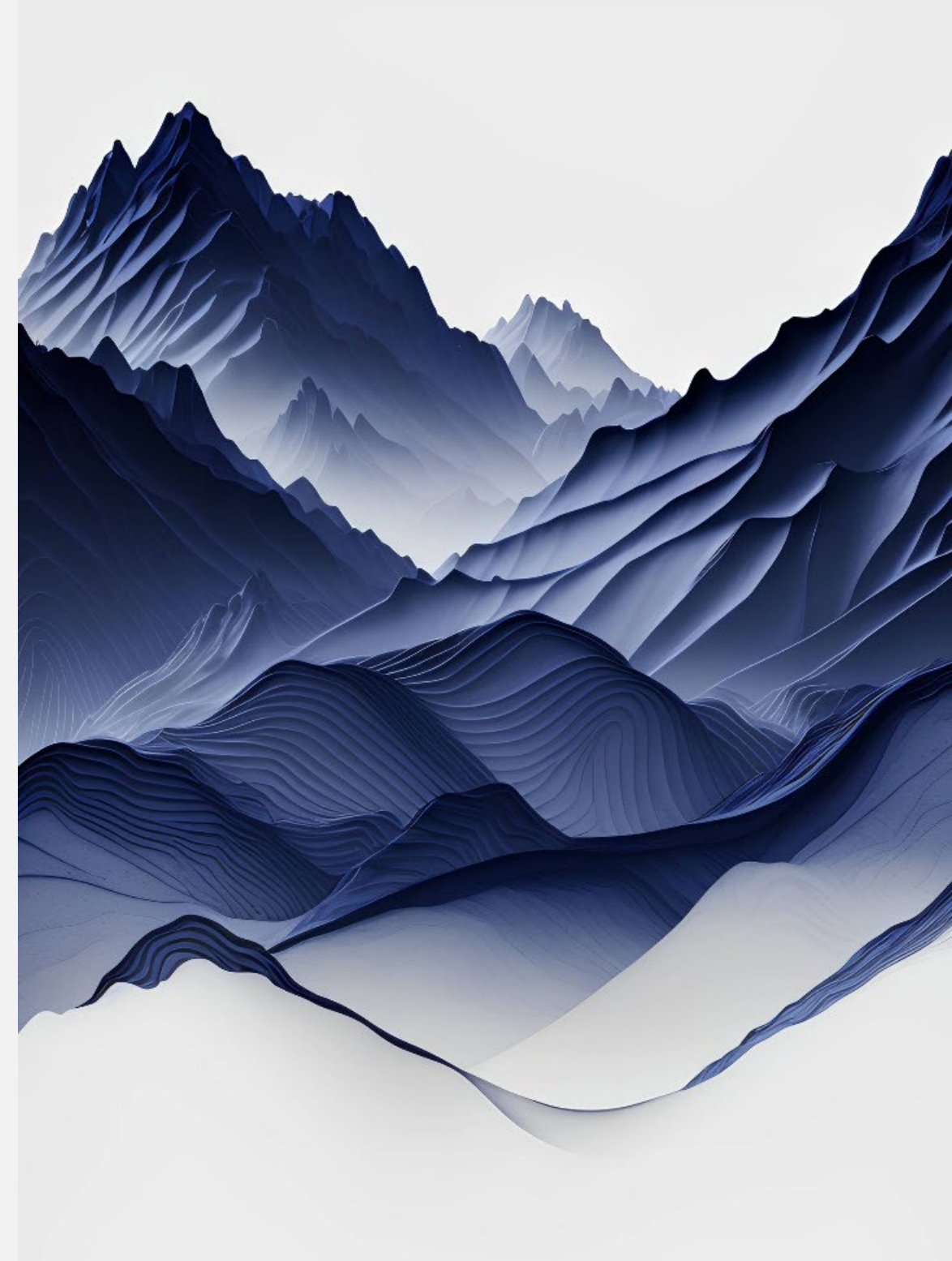
- What you need to know about compliance

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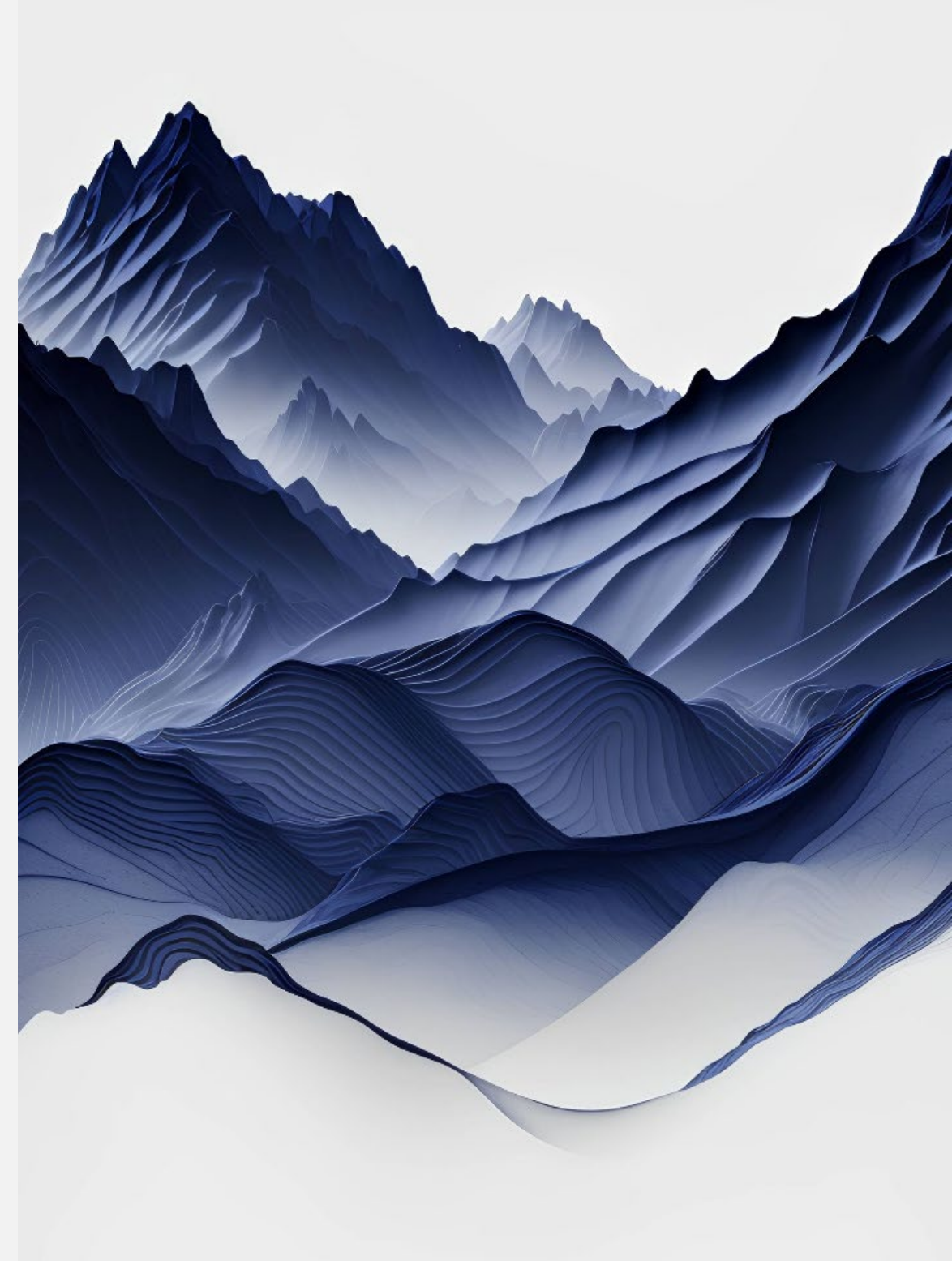Department of Health Care
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MAP Relaunch - What's New

- Performance Measure Calculation Changes - Applications

- New look Tableau

- Renewals and Ongoing measures update

- Workgroup

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What is MAP?

- 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

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Who Should Use the MAP Dashboard

- Directors and staff identified as MAP Measure Owners

- County and site MAP Owners should share site specific MAP measures monthly to their staff members who can assist in improving performance

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Expectations for Eligibility Site MAP Owners

- Review the MAP Dashboard updates monthly on the 20th
  - If the 20th falls on the weekend, the Dashboards will be updated on the next business day

- When reviewing the MAP Dashboard
  - Identify signals within the data

- Know how to access detailed data
  - This will be shared in the Tableau training

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Expectations for Eligibility Site MAP Owners

- Determine the root causes for untimely processing
  - Implement business process solutions
  - Share with HCPF any system-based causes for untimely processing

- Become the SME for MAP related topics within your Eligibility Site
  - MAP workgroups
  - MAP trainings

Questions

What you Need to Know
Performance Measures

- Application Timeliness of Determinations
  - 45 Days
  - 90 Days

- Pending Exceeding Processing Guidelines (EPG)
  - 45 days (EPG 45)
  - 90 Days (EPG 90)

- Accuracy calculation
  - Incorrect Eligibility Determination
  - Errors That Do Not Impact Eligibility

TBD Renewal and Ongoing- coming soon

Application Timeliness of Determinations
and
Measure Calculation

Application Timeliness, 45 Days

The purpose of this measure is to monitor Eligibility Site timeliness for applications that do not require a disability determination

Measure Calculation

The number of applicants **not** requiring a disability determination authorized within 45 days, divided by total applicants not requiring a disability determination, monthly

Application Timeliness, 90 Days

The purpose of this measure is to monitor Eligibility Site timeliness for applications that do require a disability determination

Measure Calculation

The number of applicants requiring a disability determination authorized within 90 days, divided by total applicants requiring a disability determination, monthly

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Application Pending
and
Measure Calculation

Application Pending, EPG 45 Days

The purpose of this measure is to inform counties and sites how many applicants are exceeding the processing guidelines (EPG) of 45 days based on the report run date

Measure Calculation

Count of applicants who are exceeding the processing guidelines (EPG) of 45 days based on the report run date

Application Pending, EPG 90 Days

The purpose of this measure is to inform counties and sites how many applicants are exceeding the processing guidelines (EPG) of 90 days based on the report run date

Measure Calculation

Count of applicants who are exceeding the processing guidelines (EPG) of 90 days based on the report run date

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Accuracy
and
Measure Calculation

Incorrect Eligibility Determinations
The purpose of this measure is to see how many individuals in the sample had an incorrect determination

Measure Calculation
Number of individuals that were incorrectly approved, denied, approved for the wrong program/category, or terminated divided by the total number of individuals in the sample (%), monthly (includes applications, Renewals, and Changes)

Errors That Did Not Impact Eligibility
The purpose of this measure is to see how many individuals in the sample had a correct determination with errors that did not impact eligibility

Measure Calculation
Number of individuals with error(s) that did not impact eligibility divided by number of individuals in the sample, monthly (includes applications, Renewals, and Changes)

MAP Performance Compliance Targets

Applications

Application Timeliness Target Goal - All Eligibility Sites

≥ 95%

EPG 90, Target Goals

Large county/MA Site ≤ 10
Medium county/MA Site ≤ 3
Small county/MA Site ≤ 1

EPG 45, Target Goals

Large county/MA Site ≤ 25
Medium county/MA Site ≤ 5
Small county/MA Site ≤ 3

MAP Accuracy Targets

Fiscal Year End

Incorrect Eligibility Determinations

County Size	Tier 1 Target %	Tier 2 Target %
Large	5.5 %	N/A
Medium	6.6%	13.2%
Small	7.3%	14.6%

Errors That Did Not Impact Eligibility

County Size	Tier 1 Target %	Tier 2 Target %
Large	17.9%	N/A
Medium	16.9%	20.9%
Small	23.2%	27.2%

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Questions

What you Need to Know

Program Compliance and Accountability

- Who monitors the MAP dashboard data

- How to identify and respond to signals in the data

- MAP and County Incentives Program

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Who at HCPF Monitors the MAP Dashboard Data

- Monthly monitoring of the MAP dashboards are performed by HCPFs MAP Measure Owner team

  - Look for signals within the MAP performance data

    - Two-month outlier

    - Three-month Short Run

    - Seven-month Long Run

How to Identify and Respond to Signals
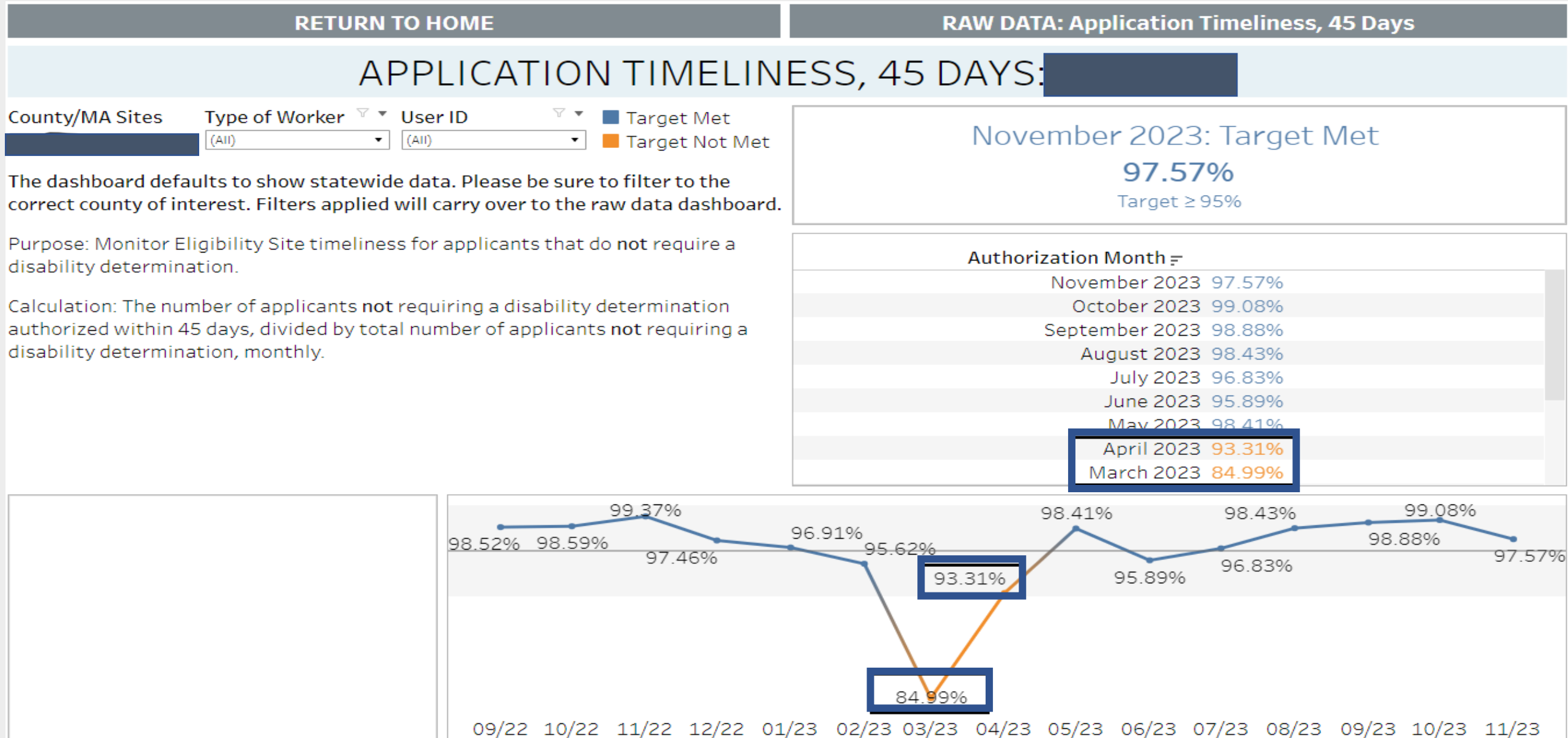## Two-month Outlier

Two-month Outlier
Eligibility Site is not meeting the performance target for two consecutive months

Action
County Relations to notify director by phone and with follow up email (purpose, to prompt county/site to respond to data so a short run is avoided)

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How to Identify and Respond to Signals

Two-month Outlier

How to Identify and Respond to Signals

Three-month Short Run

Three-month Short Run
Eligibility Site is not meeting the performance target for three consecutive months, or three of four months

Action
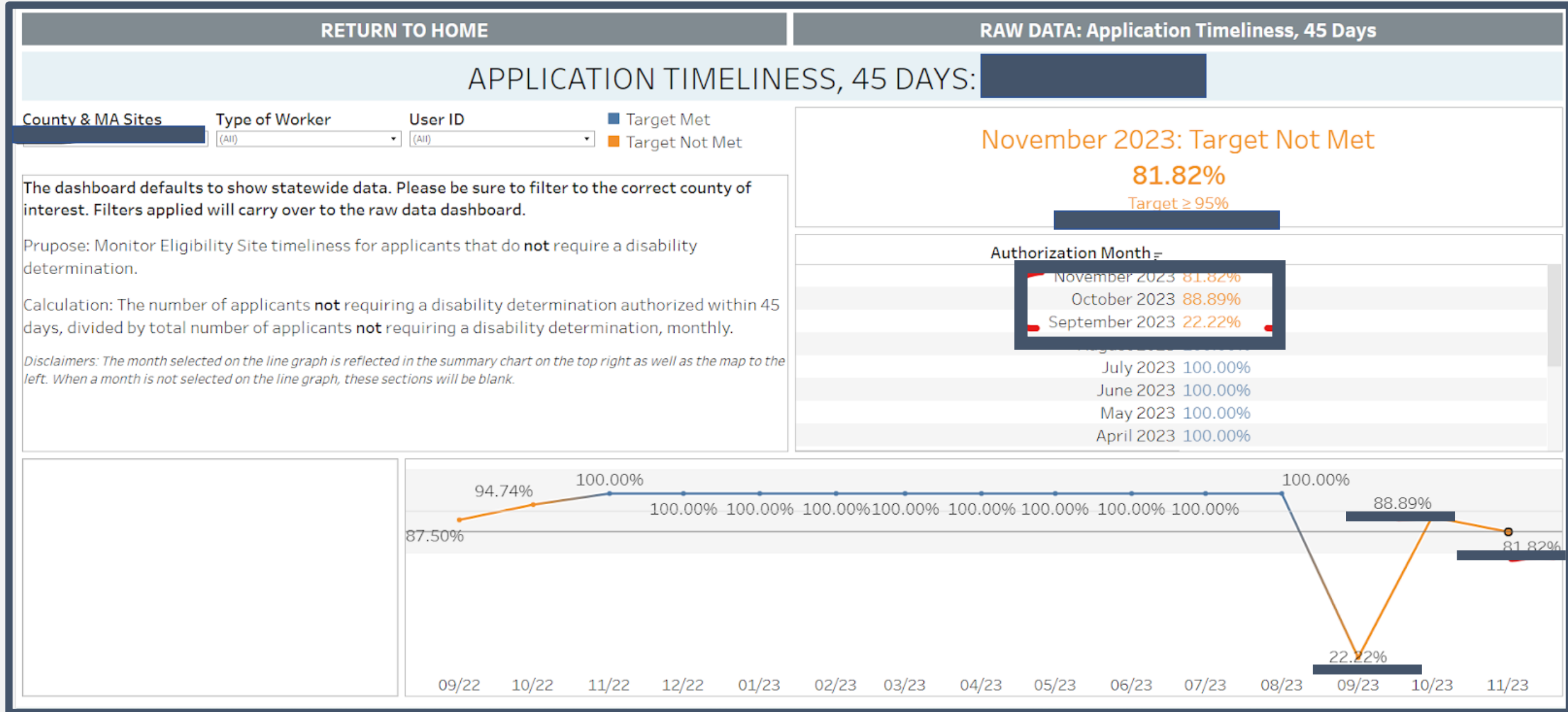Triggers HCPF to review data, confirm information is correct, and issue an MDL for noncompliance

MDLs no longer tied to County Incentives Program earned payment

The Eligibility Site can request assistance in completing the Improvement Action Plan

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How to Identify and Respond to Signals

Three-month Short Run

How to Identify and Respond to Signals

Seven-month Long Run

Seven-month Long Run

Eligibility Site is not meeting the performance target for seven consecutive months
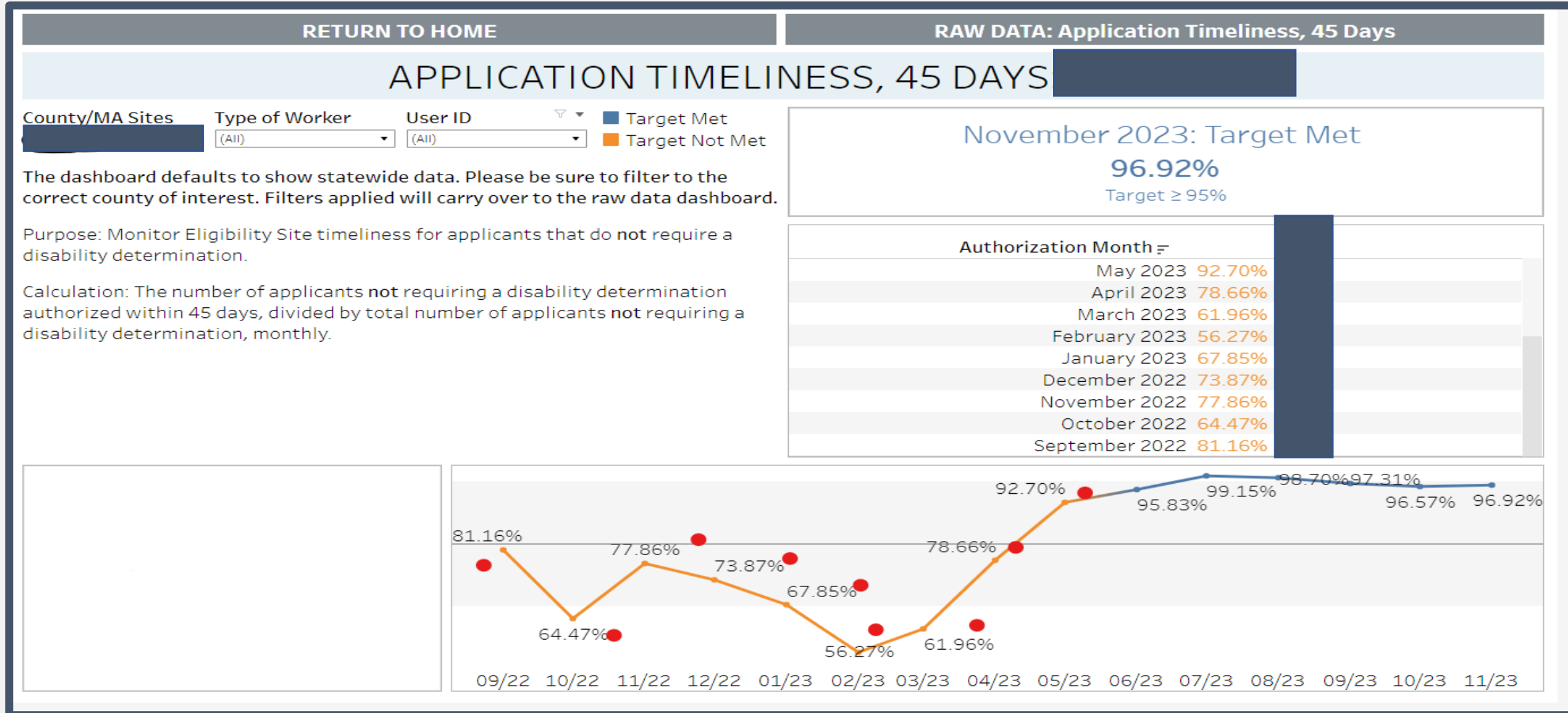
Action

The Site should already have an MDL for a Short Run. This MDL will be converted to an MDL for completion of a Corrective Action Plan (CAP). Technical Assistance will be required to submit the CAP.

MDLs no longer tied to County Incentives Program earned payment

How to Identify and Respond to Signals

Seven-month Long Run

MAP and the County Incentives Program

- Performance Compliance Incentive: Applications

  - Payment is earned if 3 of 4 Application Performance Measures are met

  - For each measure, HCPF will total actual performance data for each month from January – June 2024 and divide that by the number of months (6)

  - This six-month average will be the number used to determine if each measure is met or not

  - Example for meeting one of the measures if target is 95%
    - Jan = 93.40%, Feb = 89.00%, March = 92.31%, April = 99.10%, May = 100%, June = 96.50%
    - Average 95.05%

MAP and the County Incentives Program

- Accuracy Incentive

  - Entire payment is earned if both Accuracy Targets are met after eligible exemption(s) are applied for counties eligible for exemption review
    - Incorrect Eligibility Determinations
    - Errors That Did Not Impact Eligibility

  - If only one target is met, 50% of the Accuracy Incentive Payment will be earned

  - If both targets are not met, no Accuracy Performance Incentive Payment is earned

  - To determine compliance, the consecutive 12 months of cumulative MAP Accuracy Dashboard data is reviewed

Questions

Tableau

Key Features and Functionality

Ease of access

The dashboard allows for easy access to the detailed data behind the measures

Data Visualization

The dashboard presents data in a user-friendly way, using charts, tables, and graphs to help users understand large data sets

Customization

Users can customize the dashboard to their specific needs by selecting their county or site to review which measure they wish to review

County and Site Access

All counties and sites must have designated staff who are "MAP Measure Owners" to review and assess their MAP performance

Who are your HCPF Contacts

1 **General Questions**

Tableau Access questions: HCPF County Relations Webform, Select Ticket Type "MAP"

County Incentives Program Questions: HCPF County Relations Webform, Select Ticket Type "Incentives Program"

MAP Owners: Directors submit Staff Name, Email, Job Title for their MAP Owner(s) to the HCPF County Relations Webform, Select Ticket Type "MAP"

2 **Data Validation**

County Relations Webform. Select Ticket Type "MAP" will then be routed to the appropriate Subject Matter Expert (SME)

3 **MDLs and IAPs**

HCPF County Relations Webform. Select Ticket Type "County Oversight"

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Thank You MAP Workgroup!

Adrien Linville, La Plata County
Brian Pilger, El Paso County
Carmen McKay, Rio Blanco County
Cody Short, Jefferson County
Deb Fitzsimmons, Colorado Access
Eric Knudson, CMAP/Denver Health
Erin Johnson, Douglas County
Heidi Martinez, Archuleta County
Jennifer Jones-Day, Arapahoe County
Jennifer Martinez, Jefferson County
Jennifer Van Cleave, Connect for Health Colorado
Jesi Antonucci, Weld County
Jessica Facey, Pueblo County
Jodi Gulley, Arapahoe County

John McGraw, Adams County
Joshua Harris, Otero County
Lindsy Bailey, Adams County
Lupe Banuelos, Denver Health
Marcia Allred, Rio Blanco County
Michael Lamp, Denver County
Nathan Cline, Kemberton Healthcare Services
Rebecca Stage, Larimer County
Roshawn Fisher, Connect for Health Colorado
Sarah Pullen, Rio Blanco County
Taylor Little, Larimer County
Terra Marshall, Mesa County
Wanda Embrey-Goss, Fremont County

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