



## MAP Eligibility Site Exemption Process

### MAP Background

The Medical Assistance Performance Program (MAP) monitors Eligibility Site performance to ensure compliance with performance expectations. The MAP Dashboards provide information regarding performance, targets, benchmarks, and accuracy measures for Eligibility Sites. MAP is a performance dashboard to be used as a monthly performance measuring tool for Eligibility Sites and HCPF.

### MAP Exemption Process

#### **Post-MAP Dashboard Two Month Outlier and Management Decision Letter Notifications:**

This process is designed to give Eligibility Sites an opportunity to dispute two month outlier notifications and management decision letters (MDL). Once the Eligibility Site has reviewed the raw data associated with performance measure for a two month outlier notification or MDLs the following process is to be followed;

- 1.) Review MAP raw data for the performance measure and months associated with two month outliers or MDL. Note: MAP data is updated on the third(3) of each month or next business day.
  - a.) Is there a discrepancy in the raw data that is contributing to a decrease in timeliness or an increase in EPG count/percentage?
    - i.) MAP Exemptions
      - (1) System action or authorization not completed by Eligibility Site - E.g - LIS, ELS,
      - (2) CBMS Help Desk Tickets
      - (3) Structured query language (SQL) discrepancy
      - (4) Third Party Delays
        - (a) The MAP team will review the date the referral was submitted to the Third Party.
      - (5) Inter-county transfers that were transferred Exceeding Processing Guidelines (EPG) and are counted against the receiving Eligibility Site.
      - (6) Inter-county transfers that did not allow the receiving Eligibility Site time complete the application or renewal timely.
    - ii.) Additionally HCPF recognized contract exemptions per incentive contract 6.1
      - (1) 6.2. Definition of Unusual Circumstances
      - (2) 6.2.1. Unusual circumstances are defined as uncommon, rare or sudden events such as ransomware or other types of cybersecurity attacks, natural disasters, etc. The circumstance



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must have been out of the Contractor's direct control, and which directly resulted in the failure to act in accordance with or meet the requirements of the specific Performance Incentive Standard.

- (3) 6.2.2. Unusual circumstances for which the Contractor can request exemption include the anticipated end of the federal COVID-19 Public Health Emergency or other circumstances that cause a large, sustained increase in workload.
- (4) 6.2.3. Unusual circumstances do not include circumstances for which the Contractor had direct knowledge or control over, including the Contractor's clear and demonstrated failure to act in accordance with or meet the requirements of the specific Performance Incentive Standard is evident.

- 2.) The Eligibility Site will need to submit exemptions within **(10) business days** of the date of receipt of the two month outlier notification or MDL notification.
- 3.) The Eligibility Site will submit this form for disputes [MAP Exemption Request Form](#)
- 4.) The HCPF MAP team will respond via email within **(10) business days** on the status of the HCPF decision.

**Submitting Exemptions Not Associated with Two Month Outlier and Management Decision Letter Notifications:**

This process is designed to give Eligibility Sites an opportunity to dispute MAP Dashboard data on a monthly basis as the MAP Dashboard data is released. Once the Eligibility Site has reviewed the raw data if there are instances that would be appropriate for an exemption, the following process is to be followed;

- 1.) The Eligibility Site will need to submit exemptions within **(10) business days** of the date of monthly upload.
- 2.) The Eligibility Site will submit this form for disputes [MAP Exemption Request Form](#)
- 3.) The HCPF MAP team may not respond to the request with a HCPF decision.
- 4.) If the Eligibility Site is identified for a Two Month Outlier or MDL, HCPF will review any previously submitted monthly data prior to notification and if exemptions are granted may decline to proceed with a Two Month Outlier or MDL.
- 5.) All submitted exemptions will be reviewed prior to any incentive determinations.



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If you have any questions regarding the exemption process, please contact:  
[hcpf\\_mapdashboards@state.co.us](mailto:hcpf_mapdashboards@state.co.us)

