



Management Evaluation Review Module Desk Aid

This Desk Aid will assist Counties and Sites with determining who should participate in each module. Each module consists of a process questionnaire, a compliance survey, or both. “Mandatory Staff” refers to staff that are required to participate in the modules for which they are selected. “Optional Staff” refers to staff that may participate at leadership’s discretion. If mandatory staff are assigned to participate in a module and then become unavailable, a qualified alternate should be assigned. Each module is estimated to take 45-60 minutes to complete.

After reviewing each of the recommendations below, please distribute the modules to appropriate staff.

Questions? We can help! Email us at HCPF_MEReview@state.co.us

Module	Description	Staff
Administration	This module explores the County or Site’s program management and business processes.	Mandatory: Eligibility Division Director Optional: County Director
Eligibility Determination	This module explores the Site’s processes, report utilization, and staff training pertaining to eligibility determination.	Mandatory: Eligibility Supervisor and/or Eligibility Technicians
Ongoing Case Maintenance	This module examines the processes and procedures necessary to manage ongoing caseloads in a timely and accurate manner.	Mandatory: Eligibility Supervisor and/or Eligibility Technicians
Hearings and Appeals	This module covers requirements for hearings and dispute resolution conferences.	Mandatory: Eligibility Appeals Staff Optional: Eligibility Supervisor, Eligibility Technician



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Quality Assurance	This module is an evaluation of Site Quality Assurance processes, and includes case review findings, staff training, information sharing and accuracy, and procedural tools and forms.	Mandatory: Quality Assurance (QA) Staff, Eligibility Supervisor Optional: Eligibility Technician
Program Integrity	This module explores the program fraud investigation process, including investigator and staff training, written policy and benchmarks, mandatory reporting, and overpayments.	Mandatory: Fraud Investigation Staff Optional: If there is no investigative staff, Eligibility Supervisor
Communications	This module examines what feedback Sites receive regarding member correspondence and what steps are taken to address questions and/or complaints.	Mandatory: Eligibility Supervisor, Eligibility Technician, Eligibility Front Desk staff
Member Experience	This module examines member call data and processes.	Mandatory: Call Center Supervisor and Staff, if applicable. If not applicable, please answer to the best of your ability.
Security/Mailroom	This module examines the procedures for front desk and mail handling, including sorting, date-stamping, distribution, and processing returned mail.	Mandatory: Division Supervisor, Front Desk Staff, or staff responsible for handling mail.
Confidentiality	This module explores the policies and practices related to the protection of member information and other protected data.	Mandatory: Eligibility Supervisor
Individual Rights	This module explores the policies and practices surrounding non-discrimination and accessibility.	Mandatory: Site Director, Eligibility Supervisor
Training	This module explores County and Eligibility Site staff training, including how training is developed, tracked, and implemented.	Mandatory: Site Director, Training Supervisor, or staff responsible for training.