



Eligibility sites enter LTSS applications into CBMS and run EZDOC with documentations to support determination of eligibility within 90 days.

Mariah H-Boulder, LTSS I think this goal has a split focus. What happens if one improves but not the other. Is the goal a failure?

The goals are not a pass or fail, the goals are the level of performance the state of CO (eligibility sites and HCPI) can continually improve through a series of different actions. The goals have been transformed into results because they were multi-focused and therefore too hard to measure. Nicole

Unclear which measure this pertains to.

something that was mentioned was "focus on underserved populations w/ HCBS AND LTC. Does this mean expanding LTC services to new populations or expanding LTC services available service units offered within the waiver?"

For the purposes of this exercise, that statement focuses on process performance for those currently applying and/or enrolled in Long Term Services and Supports (LTSS) programs. Because these populations are significantly smaller than the overall Medicaid population, performance for these programs may be lost in the bigger picture. Calling this out helps ensure our most vulnerable have timely and accurate access to services. Josh M.

RRR Percent timely= Total redeterminations processed by end of RRR due month divided total redeterminations per month

Timely non-disability applications = Total determinations made for non-disability applications within 45 days of receipt divided by total non-disability determinations made per month.

Timely disability applications = Total determinations made for applications requiring disability determination within 90 days of receipt divided by total disability determinations made per month.

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is there an acceptable number to not be processed timely? I.e. 95% timely... Data driven results are much clearer to understand and work towards

Timely processing: weasel words, need to clarify documentation piece.

Strategically speaking and from a customer service and access to care perspective, there is no acceptable level of untimely applications. Due to system and process limitations, there have historically been benchmarks and is not to be confused with 'acceptable'. Moving forward, PIT recommends a stronger performance measure around customer service and access to care. Nicole

Will update these documents. Nicole