Overflow Processing Center (OPC)
Frequently Asked Questions

What is the Overflow Processing Center?

The Overflow Processing Center (OPC) was created by Health Care Policy & Financing (HCPF) to support Eligibility Sites in completing eligibility determinations for members when there is a backlog, overflow, or emergency. The OPC was tasked to implement a system for processing Eligibility Sites eligibility determination backlog/overflow by assisting in the workload so that the Eligibility Sites can focus on aligning their processing standards to regulatory guidelines. Please visit the OPC webpage for additional information and resources.

Where is the Overflow Processing Center (OPC)?

The Overflow Processing Center is in Granada, CO (Prowers County) and was established through a bid selection with assistance from a County Workgroup.

Is there an OPC HCPF Memo?

Yes, please view the HCPF Operational Memo 22-048 for additional OPC details.

What type of cases will the OPC accept?

The OPC is currently accepting work including the processing of:

- MAGI and Non-MAGI Cases

- Applications

- Redeterminations

- Case Changes

- Combination cases with other high-level program groups, where the OPC would process the MA portion of the case only

Who will the OPC accept cases from?

The OPC will be able to accept cases from any Eligibility Site.

Who determines if the OPC will accept work from an Eligibility Site?

The Department will coordinate with the OPC to determine which requests are accepted by the OPC.

How does an Eligibility Site request assistance from the OPC?

Eligibility Sites can submit a request by filling out the OPC Request Form.

How will an Eligibility Site know if the request was approved or denied?

The request will be reviewed and notice of acceptance or denial will be electronically sent to the contact person listed in the form. If the request is approved, the OPC will also request to set up a meeting to work out further details and processes.

If the request is approved, how should the Eligibility Site prepare cases and documentation?

For cases being sent to the Overflow Processing Center (OPC), please ensure the following:

For Applications:

- All components of the Application Initiation (AI) process are completed in CBMS, including assigning a case number

For Renewals:

- Review the case to ensure that it hasn't auto re-enrolled prior to sending to the OPC

- That *haven't* auto re-enrolled please start the RRR prior to sending to the OPC

- That *have* auto re-enrolled and have changes, these will be tracked as changes not renewals in reported data

For Changes:

- Please ensure all change documents (verifications) are available to the OPC staff via EDMS or other document management system **Note*** When sending cases to the OPC please review the case and include all application, renewal or change documents associated with the case.

How will old verifications that are past due be handled by the OPC?

If there are old verifications on a case being processed by the OPC, the following will occur:

- All efforts will be made to clear the old VCL first

- If the old VCL cannot be cleared, the OPC will enter case comments, authorize the case and mark it complete when sending back to the Site.

If you have any questions or need any assistance in filling out the form, please email Jesse.Trujillo@state.co.us and CC Valerie.Gallegos@state.co.us. If you would like a returned phone call, please include your direct phone number, and best time to contact you.