

HCPF/Eligibility Sites Monthly Touch base

October 24, 2024

Shawn Bodiker | Eligibility Policy Manager, HCPF



Agenda

- Welcome
- Implementation of the 60-day extension project and
Sunsetting the LTSS Stabilization Override and Pend HDT
- Update on Cover All Coloradans
- December Call
 - Questions from them about the October build

Implementation of the 60-day extension project and Sunsetting the LTSS Stabilization Override and Pend HDT

Kathleen Seese | Eligibility Systems Analyst , HCPF

Current Process - Pre-Implementation

Sep 9,
2024



Sep 10,
2024



Sep 22,
2024



Sep 23,
2024



Ongoing



Eligibility determination

Member on Long Term Care determined ineligible due to failure to provide verification. Eligibility worker removes the "Pend HDT" and authorizes the case due to other members in the household determination. Eligibility worker adds "Pend HDT" back to the case after authorization. If this is missed, CBMS action adds the "Pend HDT" to the case again in the evening.

Termination Notice

Notice sent to member indicating they are no longer eligible as of 9/30/2024 due to failure to provide verifications.

Reinstatement

Member is identified as part of the reinstatement group. Member is re-enrolled through the override process so there is no gap in coverage as of 10/01/2024.

Approval Notice

Notice sent to indicating approval for Long Term Care as of 10/01/2024.

Override & Pend HDT Status

Case will remain in Override & Pending HDT status until further action is taken by the State.

Plan to Sunset Reinstatements and HDT

- The sunseting of the protections (reinstatements and pend HDT) will occur in a phased approach beginning with January 2025 renewals.
 - This approach was selected to be able to support members and workers by working through smaller cohorts instead of sunseting everyone at once
 - LOC extension will remain as-is (sunset date TBD)
- Members determined ineligible will not have coverage terminated immediately. Instead they will be provided 60 days notice to allow for documentation to be submitted, changes reported, and/or for worker to process the case.
 - A final determination letter with appeal rights will be sent to members based on changes made or if no changes made by the 60 day due date.
- The annual Cost of Living Adjustment (COLA) provided by Social Security will be applied appropriately during the month of December.
 - We will be monitoring this very closely and keep members enrolled until their upcoming renewal

Plan to Sunset Reinstatements and HDT

- The Pend Help Desk Ticket (HDT) will no longer be applied to new cases automatically as of January 2025.
 - This means that if a worker removes the HDT to process a case such as to provide approval, the HDT will no longer be applied. If a negative determination is made in the future, the member will be provided with the 60 day advance notice.
 - Example:
 - Case has a July 2025 renewal and worker removes HDT in February to process documentation and approve case.
 - In May 2025, new information determines member to be ineligible.
 - This member will receive the 60 day notice.
- We have identified cases that will need further support due to missing Level of Care assessments and/or disability determinations.
- The list of all the members protected through LTSS Stabilization was sent out to counties on 10/18/2024 with guidance for proactively working on those cases.

Implementation of 60-day Project, COLA, Override and Pend HDT

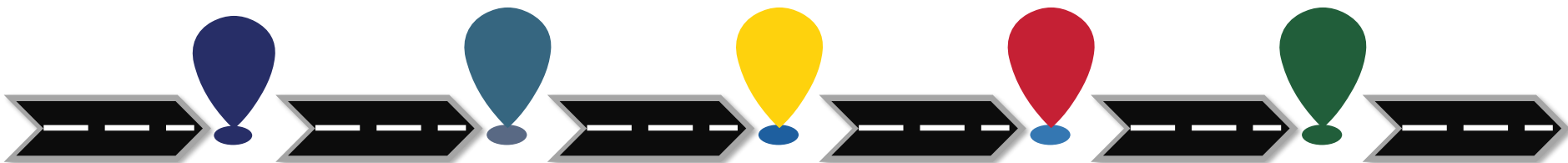
Prior to
October
Ex-Parte

Week of
10/21/2024

Week of
11/18/2024

Week of
12/12/2024

Jan 5, 2025



Override End Date

All existing Override records will have their end date extended from 12/31/2024 to 3/31/2025

During the COLA run, the End Date will be set as 12/31/2024 to allow for accurate determinations for the month of January 2025

Reinstatement 10/31

Members terminated as of 10/31/2024 will have their benefits reinstated as of 11/1/2024 through the override process

Reinstatement 11/30

Members terminated as of 11/30/2024 will have their benefits reinstated as of 12/1/2024 through the override process

Reinstatement 12/31

Members terminated as of 12/31/2024 will have their benefits reinstated as of 1/1/2025 through the override process

The monthly reinstatement process will end

Override End Date

All Override Records will have their end date updated from 3/31/2025 to 1/31/2025

Implementation of 60-day Project, COLA, Override and Pend HDT

Dec 15,
2024



Implement 60-Day Ext

Project will be implemented with an effective date of 01/01/2025

This project will also include a requirement to update past due Renewal Dates by 12 months (such as moving May 2024 to May 2025)

Dec 19-
23, 2024



COLA Runs

Pend HDT will be removed for all cases that have a COLA to be applied. Any negative termination notices will be suppressed.

Dec 23-
24, 2024



Reinstatement

All members who failed will be reinstated with override end date of 3/31/2025 and Pend HDT applied back on

Jan 5,
2025



Remove Pend HDT for Jan Renewals

To do a phased approach, the Pend HDT for any January 2025 renewals ONLY will be removed. Cases that terminate will have the 60-day logic applied (letter and 60 day extension).

The nightly Pend HDT process will be removed

5th of
each
month



Remove Pend HDT by Renewal Month

To continue the phased approach, the Pend HDT will continue to be removed from cases at renewal month (February renewal cases on 2/5/2025, March renewal cases on 3/5/2025 - through Dec 2025 renewals.

If worker removes the HDT for future renewal and case is determined ineligible, the 60-day logic will apply. No reinstatement and no HDT added later.



August 30, 2024

Case ID: 1BXXXX

Ryan XXXXXXXX
XXXX XXXX
Unit X
Broomfield CO 80023-4558

Two month health coverage extension

Dear Ryan XXXXXXXX,

We are experiencing a high volume of work because of recent system changes. We want to make sure **Ryan XXXXXXXX** keeps health coverage while we process everything.

Because of this, Health First Colorado (Colorado's Medicaid program) coverage for **Ryan XXXXXXXX** will continue for an additional 2 months until **November 30, 2024**.

Action needed

Your case may still be under review, or we may not have received all the information we need. Our current records show you could lose coverage for these reasons:

- **the value of the things you own is over the limit. Things you own might include cars, checking and savings accounts, burial insurance, life insurance, and stocks.**

We need all of your information before **November 10, 2024**.

- **If you have submitted your information:** Contact your county department of human services using the information below and make sure they have received your information.
- **If you have not submitted your information:** Review any letters we've sent you, or sign in to Colorado PEAK or the mobile app to find out what information we need to decide if you qualify.
 - **Online:**
 - **Colorado PEAK:** Sign in to your account at CO.gov/PEAK or create an account and check your 'To-Do list.'
 - **Mobile app:** Sign in to the Health First Colorado app using your PEAK account or create an account in the app. Check 'Deadlines' for missing documents.

Upload any missing documents as soon as possible. (Maximum file size: 3 MB)

- **Call or in person:**

Broomfield Department of Human Services
100 Spader Way
Broomfield CO 80020
(720) 555-6659

Gather the required documents and return them as soon as possible. Please provide copies of documents to your county or online. Do **not** send originals.

What happens next

We will send another letter to let you know if **Ryan XXXXXXXX** will still qualify, or if we need more information. If we decide **Ryan XXXXXXXX** does not qualify anymore, you can appeal that decision if you disagree with it. Appeal information will be in the letter.

Questions?

- **Contact:**

Broomfield Department of Human Services
100 Spader Way
Broomfield CO 80020
(720) 555-6659 (State Relay: 711).

Thank you,
Health First Colorado

Manage your Health First Colorado coverage at CO.gov/PEAK and on the Health First Colorado mobile app. Sign in or create an account to get started.

Questions?



Update on Cover All Coloradans

Lisa Pera | Deputy Eligibility Division Director , HCPF

December Call



Lisa Pera | Deputy Eligibility Division Director , HCPF

*Thank
you!*

