



## DRAFT - OPERATIONAL MEMO

---

<b>Title:</b> PHE Long Term Care Extension Outreach	<b>Topic:</b> Eligibility Process
<b>Audience:</b> County Departments of Human/Social Services	<b>Sub-Topic:</b> Long Term Care
<b>Supersedes Number:</b> N/A	<b>Division:</b> Partner Relations and Administration; Eligibility
<b>Effective Date:</b> Upon issuance	<b>Office:</b> Policy, Communication & Administration and Medicaid Operations
<b>Expiration Date:</b> July 31, 2024	<b>Program Area:</b> Escalations
<b>Key Words:</b> LTC, Outreach, PHE, extension, renewals	
<b>Legal Authority:</b> CCR 8.100.3.P.2; 8.100.1	
<b>Memo Author:</b> Joshua Montoya	
<b>Operational Memo Number:</b>	
<b>Issue Date:</b>	
<b>Approved By:</b>	

---

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

### Purpose and Audience:

The purpose of this Operational Memo is to provide instructions to county departments of human/social services (counties), Medical Assistance (MA) sites, and Eligibility Application Partners sites (EAP) regarding the Public Health Emergency (PHE) Long Term Care Extension Outreach project implemented by the Department of Health Care Policy and Financing (HCPF) in September 2023. The purpose of the project is to ensure individuals with Long Term Care coverage at risk of procedural denials receive an additional outreach before being disenrolled, in accordance with federal direction.

### Background Information:

The end of Continuous Coverage and the return to normal eligibility operations began with May 2023 renewals (noticing in March) and will continue through renewals due in April 2024. As part of its monitoring of states during the PHE Unwind, the federal government's Centers for Medicare and Medicaid Services (CMS) sent letters to states

to encourage reductions in procedural denials. The LTC Extension and Outreach project is meant to reduce procedural denials for failure to return the renewal packet in the Long-Term Care population, by extending the packet due date an additional 60 days.

HCPF has established an Outbound Contact Center (OBCC) which will outreach to members who have yet to renew their coverage but are still within their “60-day extension” period. This outreach will occur throughout each month to new cohorts that enter into the “60-day extension period” throughout the rest of the PHE unwind. **As this is a new initiative, the Department will issue revised guidance and update this memo as additional federal directives or new operational details are known.**

The purpose of the outreach is to determine whether the member needs additional assistance completing their renewal, or if the member no longer needs coverage, to document that and take appropriate action. If the member needs assistance completing their renewal, their information will be forwarded to the county of residence or eligibility site assigned to the case. The county of residence or eligibility site assigned to the case will need to reach out to the member to assist with the renewal, and ensure the renewal is completed before the extension period ends. Counties also can leverage the Good Faith extension. This outreach and additional assistance provides LTC members, whose applications are often complex and time intensive to complete, another opportunity to renew before losing their coverage. .

**LTC Outreach Process Overview: Narrowing Outreach to Reduce County Impact**  
HCPF communications to counties regarding members and cases will occur directly with the county’s identified Escalation Contact.

Outreach lists target LTC members up for renewal who are at risk of a procedural denial for failing to return their renewal packet or signature but are within their 60-day extension period. The OBCC agents have been trained to research the member case and status within CBMS prior to outreach. If the renewal has been completed, case comments indicate the county is actively working the renewal or the member is deceased, no outreach will be conducted; and the member will be removed from the outbound dialer. We will not be contacting counties about these cases.

Once initial research to narrow the outreach list has been completed, the OBCC workflow has two (2) options, if the member answers and if they do not answer.

- If the member answers,
  - The member states that they have returned the renewal packet
    - If less than 10 business days, not forwarded to county. OBCC will inform the member to check PEAK for updates

- If more than 10 business days, ticket will be created and sent to the County Relations Team so that the county can research to be sure the packet was received, and then complete the renewal.
- The member states they did not know they needed to do anything
  - If they need help, a ticket is created for the county
  - If they do not need help, the OBCC will stress the importance of returning the packet and will remove the member from their outbound call list
- The OBCC agent sees that the VCL is outstanding
  - If they need help, a ticket is created for the county
  - If they do not need help, the OBCC will stress the importance of returning verifications
- The member states they never received anything
  - Guide member to complete renewal on-line through PEAK or the Mobile Health App
  - If they need help, a ticket is created for the county
  - If they do not need help, the OBCC will stress the importance of completing the renewal
- The member no longer needs/wants benefits, the OBCC will remove the member from their outbound call list and in PEAK Pro enter that they are no longer requesting assistance
- If the member **does not** answer,
  - If the call is connected, the agent will leave a voicemail message informing the member of the purpose of the outreach and to call the OBCC back when they are available.
  - If the call is connected and there is no voicemail option, the OBCC will keep this member on their outbound call list
  - If the call is not connected, the OBCC will make note that the phone number provided is not in service and will remove the member from their outbound call list

Once the OBCC gets in contact with the intended member and if needed creates a ticket in Salesforce, this ticket will be internally transferred to the County Relations team. On a daily basis the identified members of the County Relations team will go into each member's ticket and based on the county of incident, the HCPF team will follow one of two processes:

- County receives EAP Site assistance
- County **does not** receive EAP Site assistance

### EAP Site

There are two EAP sites available to provide assistance with LTC renewal processing at the Department's direction. For the counties that receive EAP Site assistance, the County Relations team will forward all tickets received daily for that county to the

appropriate EAP Site. The counties assigned to the EAP Sites are subject to change, this change can occur at the start of each month through June 2024. ***Please note: EAP sites work Medical Assistance-only cases. Any member with a case that is related to any Buy-In programs go to Colorado Medical Assistance Program (CMAP); cases where the member is also on any other high level program groups (cash assistance or food assistance) will be routed to the county of residence.***

### Counties

For the counties that **do not** receive EAP Site assistance, the next steps will depend on what each individual county has selected for the receiving of these tickets.

- Option 1 - Daily Salesforce Tickets will be sent directly to the county escalations contact
  - The county can expect to receive an individual email for each ticket sent, the email will include all information the OBCC was provided. This can include:
    - Member Information
    - Priority Level
    - Resolution Timeline
    - Best Contact Information (phone numbers, good days and times to contact, name of who the OBCC agent spoke to)
    - Renewal Packet Information (Was a packet submitted? Date the packet was sent back, did the member renew in PEAK, does the member need assistance)
    - Other Details (any other information the OBCC agent was provided that is relevant for the counties)
- Option 2 - Daily report including all assigned tickets to your county will be sent directly to the county escalations contact
  - The county can expect to receive a single report for each day. This report will be sent daily at 9:00am and will include all the previous days tickets for that county. (***Please note: the Service Level Agreement (SLA) will not start until the daily report is sent to counties.***)

### Escalation Ticket Communications Expectations

Every Monday at 9:00am, the County Relations team will send each county, MA, and EAP site a weekly report which will include all tickets received for the previous week. This report will include columns for counties and EAP Sites to provide updates on each ticket's status and the required three (3) outreach attempts. These ticket status updates will be required to be sent back to the County Relations team the Monday after the initial report is sent by 9:00am.

- **Example:** Weekly report is sent to the county on Monday, October 23, 2023, which will include all open tickets from October 16 - 20, 2023. These updates will be due back to HCPF no later than Monday, October 30, 2023.

On the first Monday of each month, through June 2024, the County Relations team will send each county a monthly report which will include ALL open tickets. Each county will provide updates on this monthly report, which will be due at the beginning of the following month.

- **Example:** Monthly report is sent to the county on Monday, December 4, 2023, which will include all open tickets from October 16, 2023 - November 30, 2023. These updates will be due back to HCPF no later than Monday, January 1, 2023.

### Action To Be Taken:

Departments of Human/Social Services (counties) shall work all tickets received throughout the duration of this outreach project, June 2024, and shall provide HCPF with updates on a consistent basis utilizing the provided daily, weekly, and monthly reports.

### Definition(s):

**Salesforce** - The integrated customer service relationship management platform that HCPF uses to manage incoming member grievances and other stakeholder related items.

**Ticket** - Is a request submitted by members, stakeholders, and HCPF staff requesting assistance, seeking a solution to their grievances, or submitting information to remain in compliance.

### Attachment(s):

Long Term Extension Outreach - Visual Process Map - **COMING SOON**

### HCPF Contact:

[Member Escalation Webform](#)

[HCPF\\_MemberEscalations@state.co.us](mailto:HCPF_MemberEscalations@state.co.us)