

HCPF Escalations

Partner Integration Workgroup

8/15/2025

Final Partner Integration Schedule



COLORADO

Department of Health Care
Policy & Financing

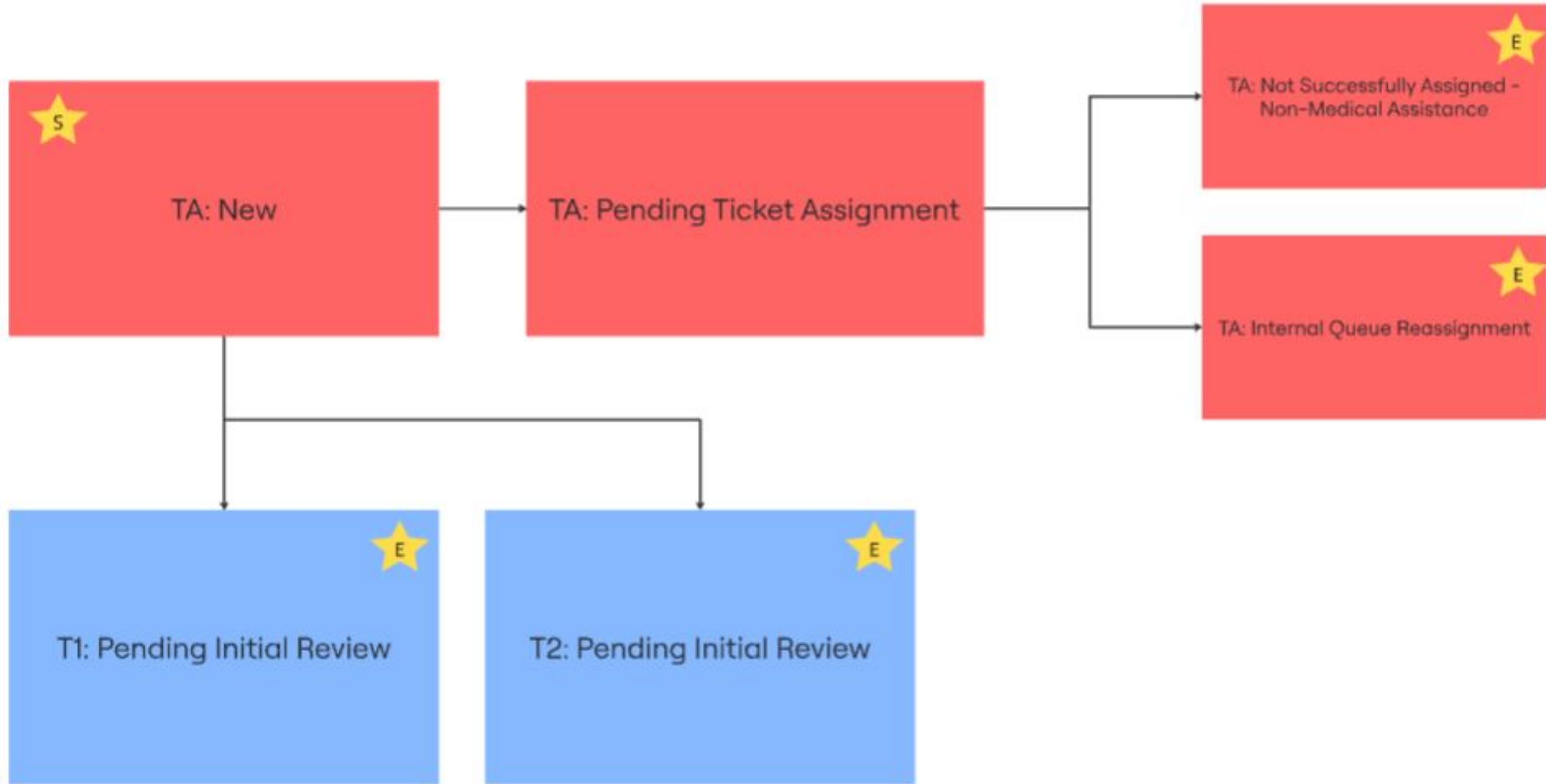
Service Level Agreements

SLA - Ticket Assigner

Days of the Week to Assign (Business Days Only)	Priority Levels to be Assigned	Owner	Effective Date
<u>Monday - Friday @ 9:00am</u> (excluding State & Federal Holidays)	Urgent, High, Medium, Low	Ticket Assigner ▾	Jul 1, 2025
<u>Monday - Friday @ 11:00am</u> (excluding State & Federal Holidays)	Urgent, High, Medium, Low	Ticket Assigner ▾	Jul 1, 2025
<u>Monday - Friday @ 1:00pm</u> (excluding State & Federal Holidays)	Urgent, High, Medium, Low	Ticket Assigner ▾	Jul 1, 2025
<u>Monday - Friday @ 3:00pm</u> (excluding State & Federal Holidays)	Urgent, High, Medium, Low	Ticket Assigner ▾	Jul 1, 2025

****Any ticket received after 3:00pm will be assigned the following business day at 9:00am***

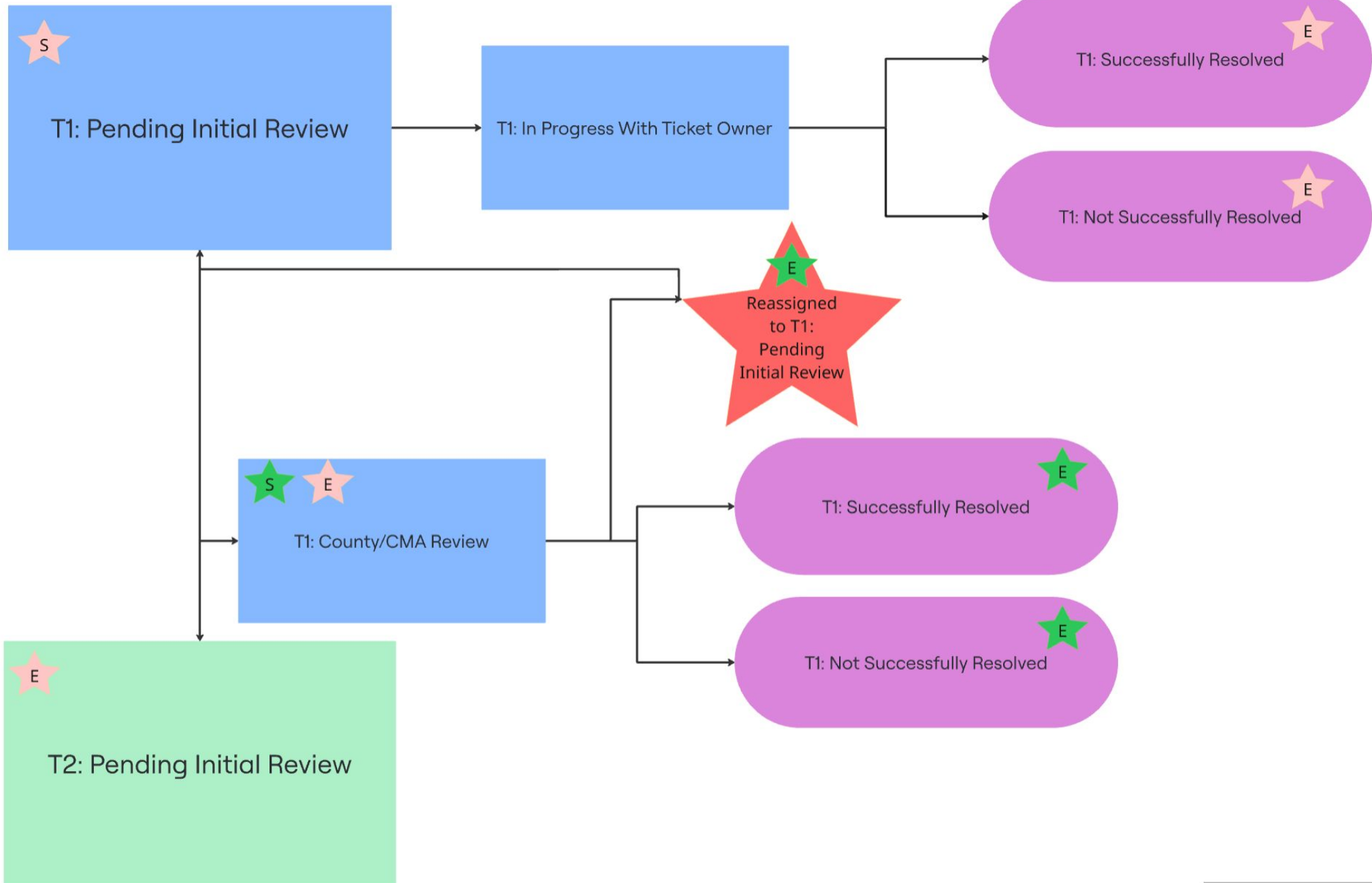




SLA - Tier 1

Priority Level	Initial Response Requirements (Confirmation Email to Submitter - Using Template)	Tier 1 Resolution Requirements (Must attempt to resolve each ticket by Tier 1 users)	Tier 1 transfer to Tier 2 for resolution (When a ticket needs to be reassigned to Tier 2 SMEs)	Priority Level Definition & Examples	Owner	Effective Date
Urgent	Within 4 hours of ticket assignment - if required (i.e., NOT EDO)	Within 2 business days	Within 1 day of identifying Tier 2 SME is needed	- Used only for <u>Executive, Governor's Office, etc...</u>	Tier 1 ▾	Jul 1, 2025
High	Within 1 business days of ticket assignment	Within 4 business days	Within 1 day of identifying Tier 2 SME is needed	- Member has no access to care - Lack of Medication access	Tier 1 ▾	Jul 1, 2025
Medium	Within 2 business days of ticket assignment	Within 14 business days	Within 2 days of identifying Tier 2 SME is needed	- Pending access to care issue	Tier 1 ▾	Jul 1, 2025
Low	Within 3 business days of ticket assignment	Within 21 business days	Within 2 days of identifying Tier 2 SME is needed	- Internal requests - Everything else	Tier 1 ▾	Jul 1, 2025

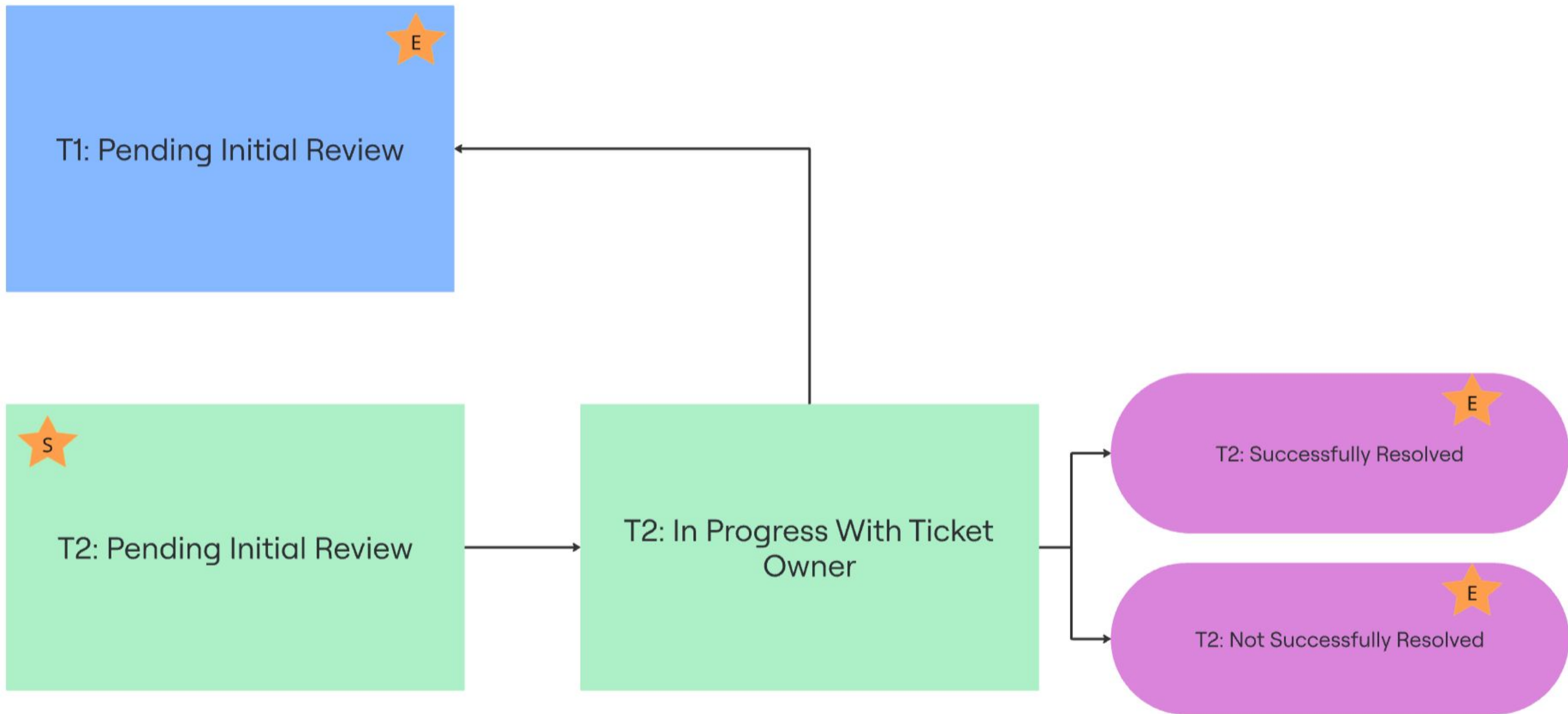




SLA - Tier 2

Priority Level	Tier 2 Resolution Requirements (Must attempt to resolve each ticket received by Tier 1 users)	Priority Level Definition & Examples	Owner	Effective Date
Urgent	Within 2 business days	- Used only for EDO, Executive, Governor's Office, etc...	Tier 2 ▾	Jul 1, 2025
High	Within 4 business days	- Member has no access to care - Lack of Medication access	Tier 2 ▾	Jul 1, 2025
Medium	Within 7 business days	- Pending access to care issue	Tier 2 ▾	Jul 1, 2025
Low	Within 14 business days	- Internal requests - Everything else	Tier 2 ▾	Jul 1, 2025





Tier 1 Checklist for Counties & CMAs

Old Process

- County escalations specialists completing checklist and sending to counties with ticket assignment, included:
 - Salesforce Ticket Details
 - CBMS
 - CBMS Program Specific
 - County Action Item

New Process

Tier 1 (HCPF Specialists, Counties, & CMAs)

Tier 1 Resolution Description		Tier1 Date Assigned		
Is this being reassigned to Tier 2? (Yes-Partially Resolved/Yes-No Resolution/No)		Tier 1 Priority		
Tier 2 SME Area		Tier 1 Priority Level (formula)		
Tier2 Date Assigned		Tier 1 Resolution Due Date		
CMA Research		County of Incident (Copy)		
CMA Action Item		CMA (Copy)		
County Research				
County Action Item				

The Ask?

- CMAs please be thinking about the items that should be completed by Tier 1 Specialists prior to them assigning you a ticket in Salesforce
- We will add these items to the Tier 1 process to ensure you are getting what you need!
- Please send any thoughts, ideas, items directly to me Sarah.Rogers@state.co.us and I will compile a centralized list which we will review next meeting.

Follow-Up from Action Items

8/1/2025 Meeting



Next Meeting

Friday, Aug. 29, 2025
9:00am-9:50am



Questions?