

HCPF Escalations

Partner Integration Workgroup

8/1/2025

Follow-Up from Action Items

7/18/2025 Meeting



JEFFERSON
COUNTY COLORADO

Salesforce Pilot



A Year in Review

August 19, 2024

Pre-pilot

-
- Secure emails were sent to Program Managers for review and assignment to Supervisors.
 - Spreadsheet captured supervisor assignment and status
 - Back and forth emails led to confusion about ticket status. Emails were deleted automatically after 30 days creating difficulty in review, tracking and follow up.
 - Difficulty sharing workload or knowing who was responsible
 - Inability to pull data
 - Administratively time consuming

Pilot Goals

- Reduce Resolution Time
 - We started the pilot with an average resolution time of 17 days and have reduced it to 14 days.
- Reduce Number of Second and Third Attempts
 - Jefferson County has not had any second or third attempts since the pilot started.
- Reduce County Administrative Burden
 - Elimination of internal HCPF spreadsheet, increased visibility and communication with HCPF, a shared system allows Jefferson County to cover easily for other users.



Ticket Assigner Role

Considerations:

- Ability to hold assigned staff accountable to ticket resolution
- Ability to accommodate the workload
- Limited licenses
- Potential sensitive complaints directed towards staff
- Oversight into trends and ability to drive process changes

Challenges Along the Way



Internal timeframes



Escalation details

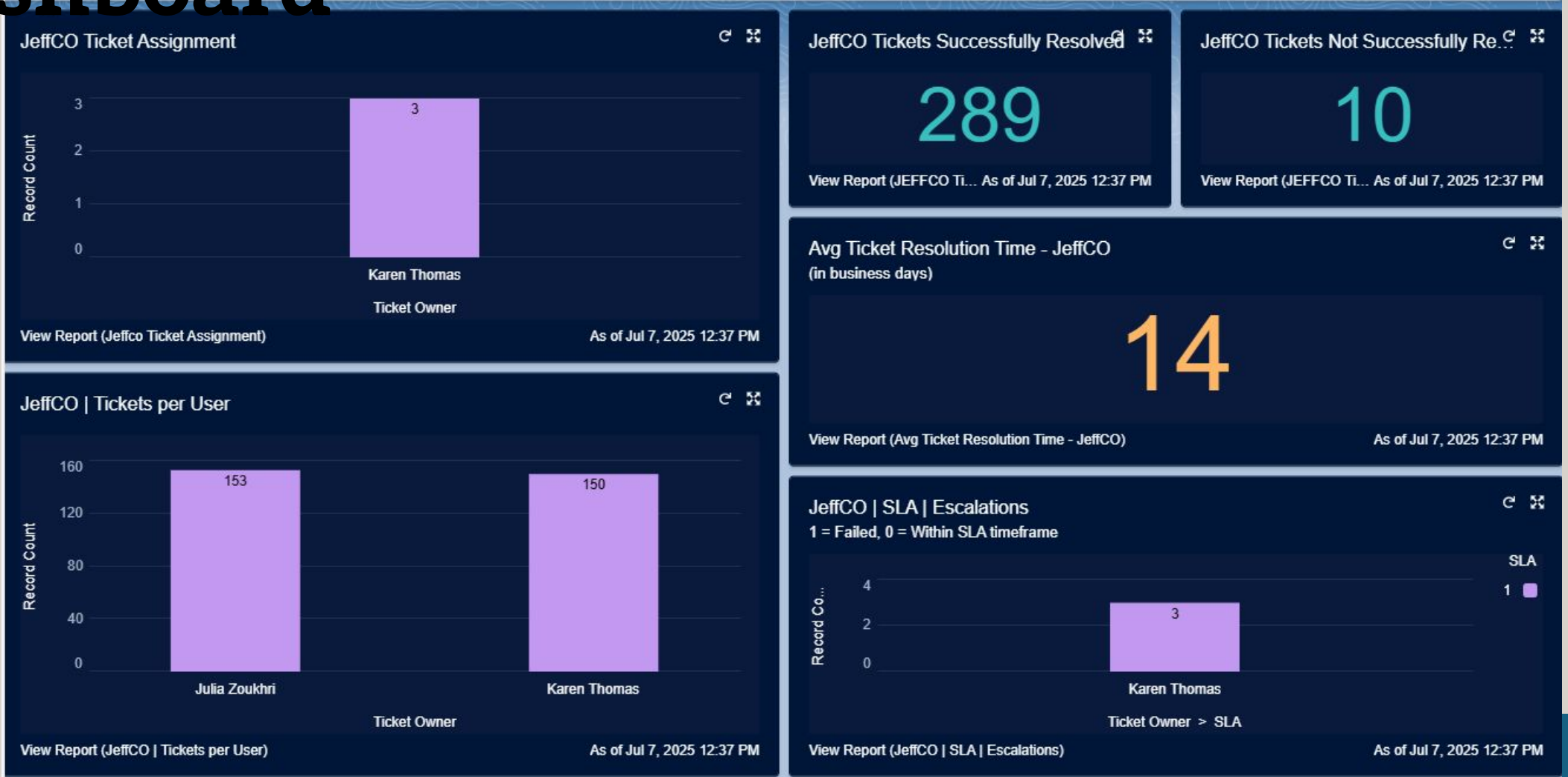


Data specific to LTC



CMA/MA Site tickets

Salesforce Dashboard



Ticket Assignment Report



<input type="checkbox"/> Ticket Owner ↑ ▾	<input type="checkbox"/> Status ↑ ▾	<input type="checkbox"/> Ticket Number ▾	<input type="checkbox"/> Tier1 Resolution Due Date ▾	<input type="checkbox"/> Contact Name ▾	<input type="checkbox"/> Case Number ▾	<input type="checkbox"/> Ticket Type ▾	<input type="checkbox"/> Tier1 SME Area ▾	<input type="checkbox"/> Subject ▾	<input type="checkbox"/> Tier1 Priority ▾	<input type="checkbox"/> Date/Time Opened ▾
<input type="checkbox"/> Julia Zoukhri (6)	T1: Pending Initial Review (3)	03942758	8/8/2025			Tier1	Escalations - Billing/Coverage	Tier1	Medium	7/2/2025 3:15 PM
		03952188	7/31/2025			Tier1	Escalations - Financial Eligibility	Tier1	Medium	7/11/2025 3:03 PM
		03956484	7/25/2025			Tier1	Complaints - Eligibility	Tier1	High	7/16/2025 11:37 AM
	Subtotal									
	T1: In Progress with Ticket Owner (3)	03939603	7/22/2025			Tier1	Complaints - Financial Eligibility	Tier1	Medium	7/1/2025 9:07 AM
		03946967	7/28/2025			Tier1	Escalations - Financial Eligibility	Tier1	Medium	7/8/2025 11:30 AM
		03953334	8/1/2025			Tier1	Complaints - Eligibility	Tier1	Medium	7/14/2025 12:24 PM



Ticket Process for Program Managers

- **Review** the ticket description, chatter notes, and documents in the related tab.
- **Identify** the assigned Supervisor using the rotation sheet.
- **Email** the Supervisor with ticket details (template on next slide).
 - Include contact name, case number, and due date.
 - CC: CADEscalations@jeffco.us for visibility into ticket progress when a PM is out of office.
- **Label and move** the email to an archive HCPF folder once the ticket is resolved.
- **Post updates** directly on the ticket via chatter.
- **Update** ticket status and send resolution status update email.



Email Template

Subject Line:

HCPF Ticket *[insert ticket number]* - *[insert case number]* - **DUE** *[insert due date]*

Body:

To resolve this issue and close this escalation, please:

- Review and process the case for necessary actions.
- Contact customer to review their case.
- Complete case comments.

Customer Name:

Description:

Attach *any documents from HCPF and CC CAD Escalations for tracking purposes.*



Continuous Improvement

- County specific Resolution Data & County Reports
- Email Notification
- Trainings and Desk Aids
- Documented Processes





Shoutout to HCPF

We wanted to thank HCPF for being excellent partners throughout this process. The focus on efficiency and process improvement was appreciated!



JEFFERSON
COUNTY COLORADO

Thank you
for your
time!



Partner Integration Timeline - DRAFT

Partner Integration Workgroup

7/18/25 Meeting

8/1/2025 Meeting

8/15/2025 Meeting

8/29/2025 Meeting

9/12/2025 Meeting

9/15/2025 Workgroup Ends

7/18/2025 Meeting

- Why you're here!
- Workflow Review
- Ticket Face Details

8/1/2025 Meeting

- Jefferson County Testimony
- Partner Integration Timeline
- Service Level Agreements

8/15/2025 Meeting

- County Checklist Review & Next Steps

8/29/2025 Meeting

- Tour of Bright
- Review of Bright Playlist
- Ticket Face Details

9/12/2025 Meeting

- License Suggestions
- Wrap Up & Final Questions



Cohort 1

October 2025

Adams, Denver, El Paso,
Arapahoe, Boulder

Developmental Pathways,
RM Health Plans, RM
Human Services, The
Resource
Exchange, Jefferson



Cohort 2

November 2025

Weld, Larimer,
Douglas, Pueblo, Mesa

Foothills Gateway,
Garfield, Las Animas,
Montrose, Community
Connections



Cohort 3

December 2025

Alamosa, Broomfield,
Chaffee, Delta, Eagle,
Elbert, Fremont, Garfield,
Gunnison/Hinsdale

Northeastern, Otero,
Prowers, Weld, A&I
Avenues



Cohort 4

January 2026

La Plata/San Juan,
Huerfano/Las
Animas,
Montrose,
Morgan, Otero,
Park, Prowers



COLORADO

Department of Health Care
Policy & Financing



Cohort 5

February 2026

Mineral/Rio
Grande, Routt,
Saguache,
Summit, Teller,
Logan, Moffat,
Montezuma



Cohort 6

March 2026

Kiowa, Kit Carson,
Lake, Lincoln,
Ouray/San Miguel,
Phillips, Pitkin, Rio
Blanco, Sedgwick,
Washington, Yuma



COLORADO

Department of Health Care
Policy & Financing



Cohort 7

April 2026

Archuleta, Baca,
Bent, Cheyenne,
Clear Creek,
Conejos, Costilla,
Crowley, Custer,
Dolores, Gilpin,
Grand/Jackson



COLORADO

Department of Health Care
Policy & Financing

Next Meeting

Friday, Aug. 15, 2025
9:00am-9:50am





Questions?



COLOR

Department of Health Care
Policy & Financing