

HCPF Escalations

Partner Integration Workgroup

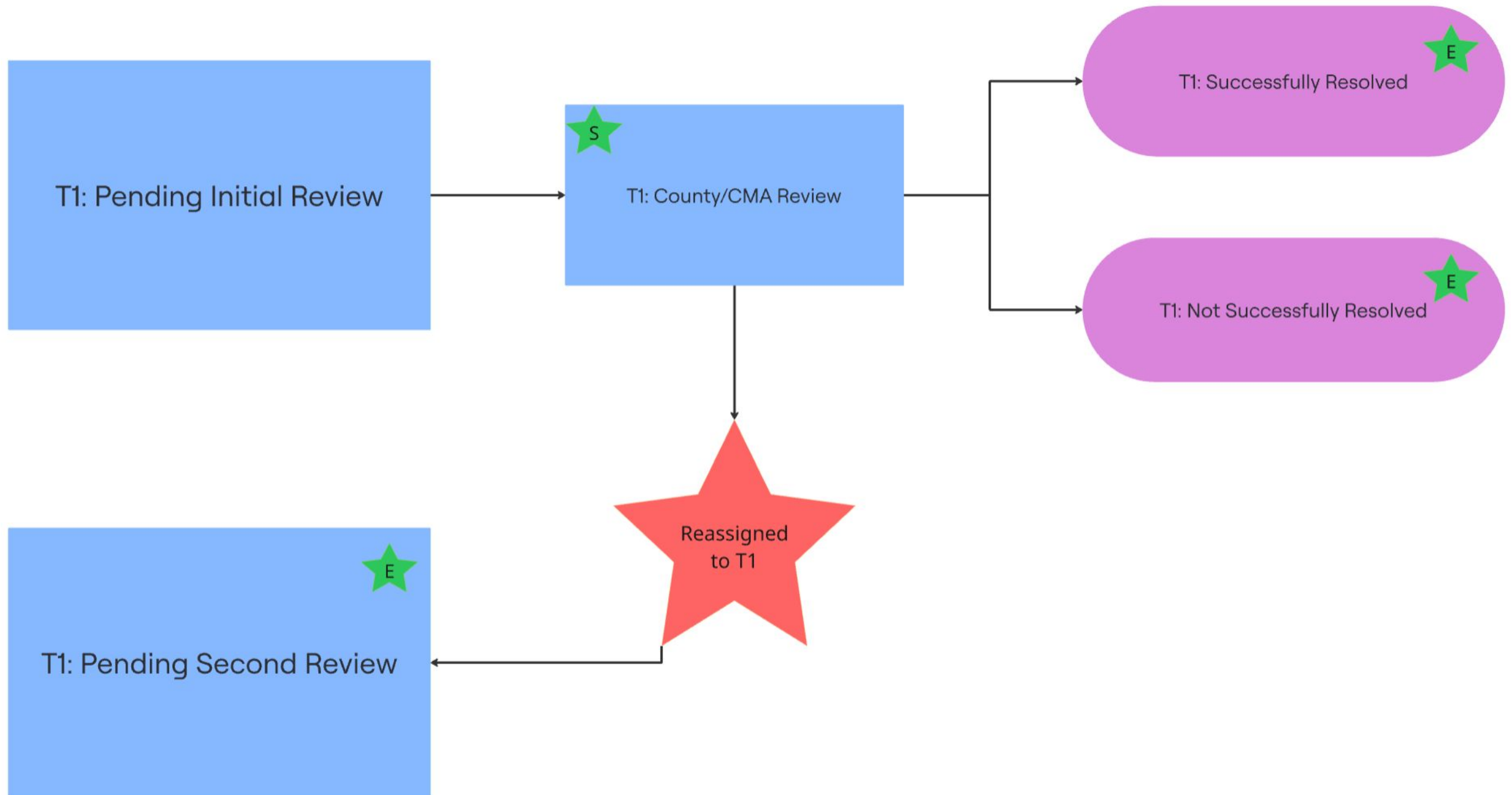
8/15/2025

8/15/25 Action Item Update

Service Level Agreement - Counties & CMAs

SLA - Tier 1-County/CMA

Priority Level	County/CMA 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	•	Tier 1-County/CMA	Aug 29, 2025
High	Within 4 business days	•	Tier 1-County/CMA	Aug 29, 2025
Medium	Within 7 business days	•	Tier 1-County/CMA	Aug 29, 2025
Low	Within 14 business days	•	Tier 1-County/CMA	Aug 29, 2025



County/CMA Subject Area Picklist



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County Subject Area	Priority	Priority Level
Assessments - CSR Scheduling		
Assessments - Monitoring Scheduling		
Billing/Coverage - Denied for specific care		
Billing/Coverage - Provider Billing		
Case Corrections - DOB Updates		
Case Corrections - Inter county transfers		
Case Manager Response Time		
Customer Service - Dissatisfaction w/ service provided		
Customer Service - Wait Times		
Dissatisfaction w/ CMA		
Eligibility - Case Corrections		
Eligibility - Complaints		
Eligibility - Denials		
Enrollment Process - Delays		
Enrollment Process - Errors		

Enrollment Process - Needs Services Scheduled		
Financial Eligibility - Eligibility Termination		
Financial Eligibility - LOCs		
Financial Eligibility - VCLs		
Home/Vehicle Modification Complaint		
Nurse Assessor Complaints - Recommendation Complaints		
Nurse Assessor Complaints - Timeline Complaints		
Nursing Facility Discharge - MA Category Updates		
PAR - Data Entry Error Codes		
PAR - Unable to Resolve w/ Vendor		
Revision to Services - Delays		
Revision to Services - Errors		
Single Entry Point - DSS1 Processing Issues		

Single Entry Point - SEP Worker Complaints		
SIS/ISLA Complaint		
Urgent Health Safety Concern - Lost Care Provider		
Urgent Health Safety Concern - Lost Services		
Waiver Transitions		

Email Templates

Successfully Resolved - ROI

Subject | Encrypt HCPF County Relations Ticket {!Case.CaseNumber}: {!Case.Subject} | Thread:{!Case.Thread_Token}

Plain Text Preview

Hello,

We are reaching out to inform you that your escalation ticket for {!Case.Contact} has been successfully resolved.

We have worked with {!Case.County_of_Incident__c} {!Case.County_MA_Sites__c} {!Case.CMA__c} and they informed us that the issue was resolved. Here are the details on the resolution:

{!Case.Tier1_Resolution_Description__c}

If you need anything further please respond to this email.

Thank you,

Escalations Team

When replying back to hcpf_membercomplaints@state.co.us. Do not alter or remove any part of the subject line, including the 'Thread:' in the subject line. {!Case.Thread_Token}

Successfully Resolved - No ROI

Subject Encrypt HCPF County Relations Ticket {!Case.CaseNumber}: {!Case.Subject} | Thread:{!Case.Thread_Token}

Plain Text Preview

Hello,

We are reaching out to inform you that your escalation ticket for {!Case.Contact} has been successfully resolved.

We have worked with {!Case.County_of_Incident__c} {!Case.County_MA_Sites__c} {!Case.CMA__c} and they informed us that the issue was resolved.

If you need anything further please respond to this email.

Thank you,

Escalations Team

When replying back to hcpf_membercomplaints@state.co.us. Do not alter or remove any part of the subject line, including the 'Thread:' in the subject line. {!Case.Thread_Token}



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Not Successfully Resolved

Subject | Encrypt HCPF County Relations Ticket {!Case.CaseNumber}: {!Case.Subject} | Thread:{!Case.Thread_Token}

Plain Text Preview

Hello,

We are reaching out to inform you that we were unable to resolve your escalation ticket: {!Case.CaseNumber}.

{!Case.Tier1_Resolution_Description__c} To successfully resolve this complaint, please respond to this communication.

If you need anything further please respond to this email.

Thank you,

Escalations Team

When replying back to hcpf_membercomplaints@state.co.us. Do not alter or remove any part of the subject line, including the 'Thread:' in the subject line. {!Case.Thread_Token}

Follow-Up from Action Items

8/1/2025 Meeting



Next Meeting

Friday, Sept. 12, 2025
9:00am-9:50am



Questions?



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