

# HCPF Escalations

## Partner Integration Workgroup

9/12/2025

# Service Level Agreement - Counties & CMAs



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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	Owner	Effective Date
Urgent	Within 2 business days	<ul style="list-style-type: none"><li>Member has lost access to care and submissions by Governor’s Office, HCPF Executives, Media Outlets</li></ul>	Tier 1-County/CMA	Oct 1, 2025
High	Within 4 business days	<ul style="list-style-type: none"><li>Member is at risk of losing care or has expressed dire support needs/health and safety concerns</li></ul>	Tier 1-County/CMA	Oct 1, 2025
Medium	Within 7 business days	<ul style="list-style-type: none"><li>Member has a pending access to care issue or has lost coverage but there are no health and safety concerns</li></ul>	Tier 1-County/CMA	Oct 1, 2025
Low	Within 14 business days	<ul style="list-style-type: none"><li>Member has access to care, any additional requests</li></ul>	Tier 1-County/CMA	Oct 1, 2025

# Review Training Schedule

# Kick-Off Meeting

1. Welcome & Introductions
2. Kick-Off Module Review
  - a. Escalations Process Evolution Overview (in Bright)
  - b. Resources
    - i. Bright Troubleshooting
    - ii. HCPF Escalations Process Workflow (detailed)
    - iii. County/CMA Service Level Agreement (SLA)
    - iv. This Kick-Off slide deck
3. Before the next meeting, complete these trainings for Part 1 Module:
  - a. Escalation Ticket Components
  - b. Tab Review
  - c. Citizen's Details Page
  - d. Case Details Page
  - e. Salesforce Navigation



# Part 1

1. Review of completed trainings
  - a. Escalation Ticket Components
  - b. Tab Review
  - c. Citizen's Details Page
  - d. Case Details Page
  - e. Salesforce Navigation
2. Q&A
3. Before the next meeting, complete these trainings for Part 2  
Module:
  - a. Dashboard Navigation
  - b. Dashboard Widget Review
  - c. Existing Reports
  - d. Tier 1 Review
  - e. County/CMA Ticket Resolution
  - f. Ticket Reassignment

# Part 2

1. Review of completed trainings
  - a. Dashboard Navigation
  - b. Dashboard Widget Review
  - c. Existing Reports
  - d. Tier 1 Review
  - e. County/CMA Ticket Resolution
  - f. Ticket Reassignment
2. Q&A
3. Before the next meeting, complete these trainings:
  - a. External Communications
  - b. Internal Communications
  - c. Multi-Factor Authentication & Salesforce Login



# Part 3

1. Review of completed trainings
  - a. External Communications
  - b. Internal Communications
  - c. Multi-Factor Authentication & Salesforce Login
2. Q&A
3. Multi-Factor Authentication Review & Assistance
4. Salesforce Login & Troubleshooting
  - a. Assist them with pinning your counties/CMAs dashboard



# Tour of Bright & Review Playlist



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# Final Questions?

# Need Help?

[HCPF PCA Strategy@state.co.us](mailto:HCPF_PCA_Strategy@state.co.us)

# THANK YOU!



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