

HCPF Escalations

Partner Integration Workgroup

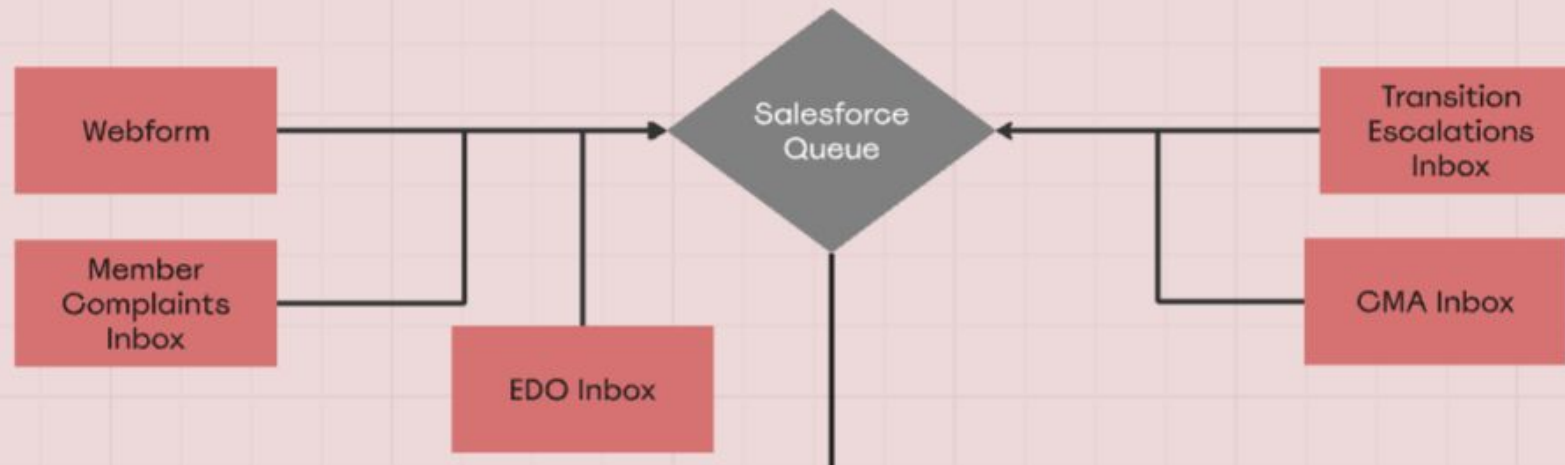
Kick-Off Meeting

7/18/2025

Background & Why You are Here!

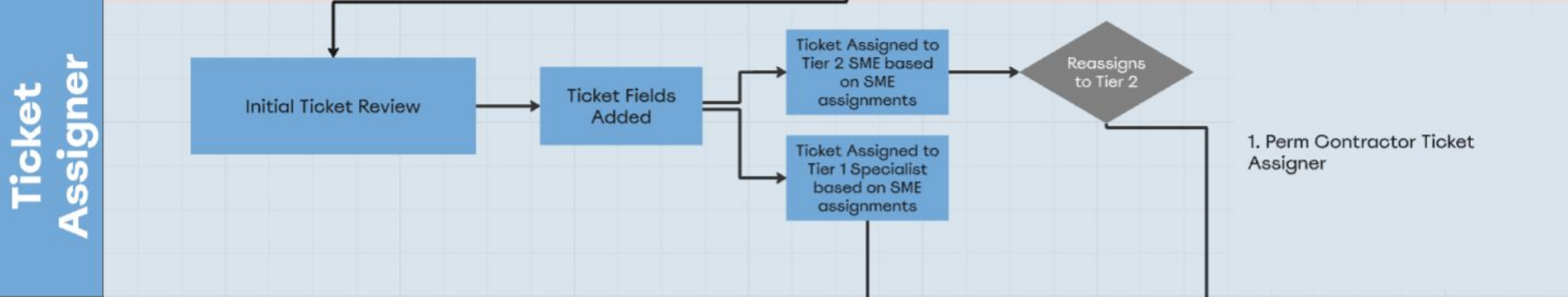
- HCPF R-07 approval
 - HCPF Member Escalations Resources
 - Salesforce Licensing for County & CMA Partners
 - 2 licenses per Large County
 - 1 license per Medium County
 - 1 license per Small County
 - 2 licenses per CMA
- Partner Integration Workgroup
 - Review Integration Timeline
 - Escalation Workflow
 - Training Materials
 - Additional Resources

Workflow



Step 1: Intake

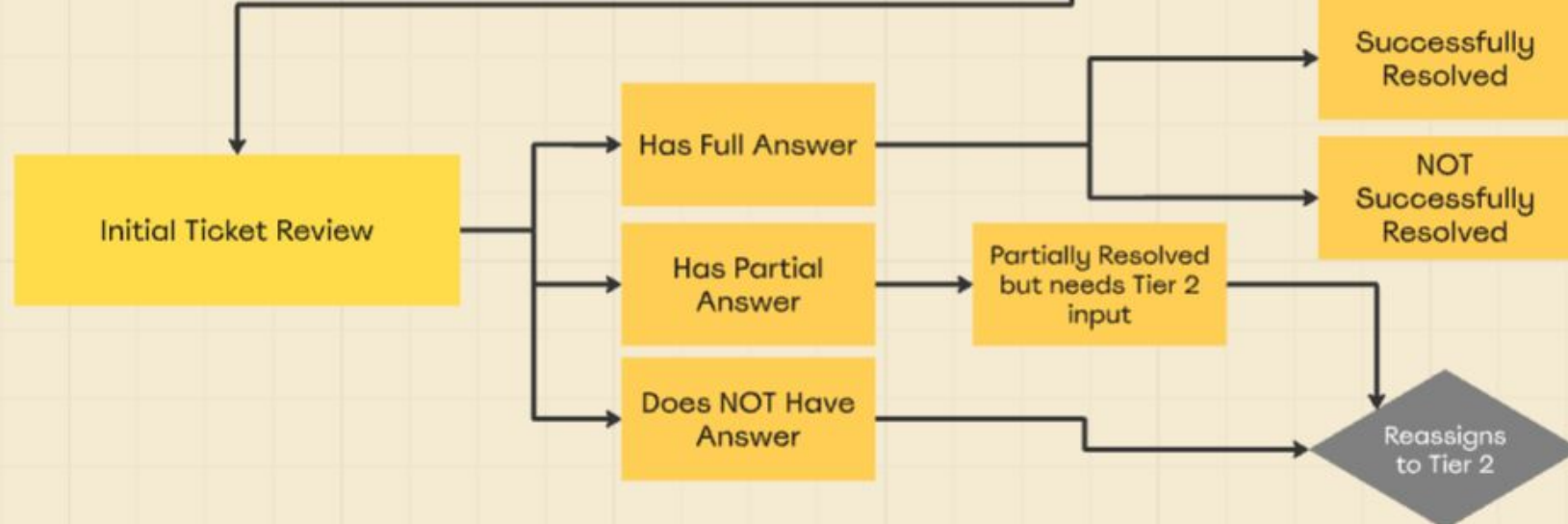
- These are all the ways a new HCPF Member Escalations ticket can be created:
 - Option 1 - [Webform](#)
 - Option 2 - Shared HCPF Email Inbox
 - HCPF_MemberComplaints@state.co.us
 - HCPF_HCBS_CMEscalationsInbox@state.co.us
 - HCPF_EDO.Inquiries@state.co.us
 - HCPF_TCM_TC_Escalations@state.co.us



Step 2: Ticket Assigner

- HCPF's Ticket Assigner does an initial review of every single ticket received which leads to one of two options:
 - Ticket is assigned to Tier 1 Specialists, based on topic
 - Ticket is assigned to Tier 2 SME, based on topic

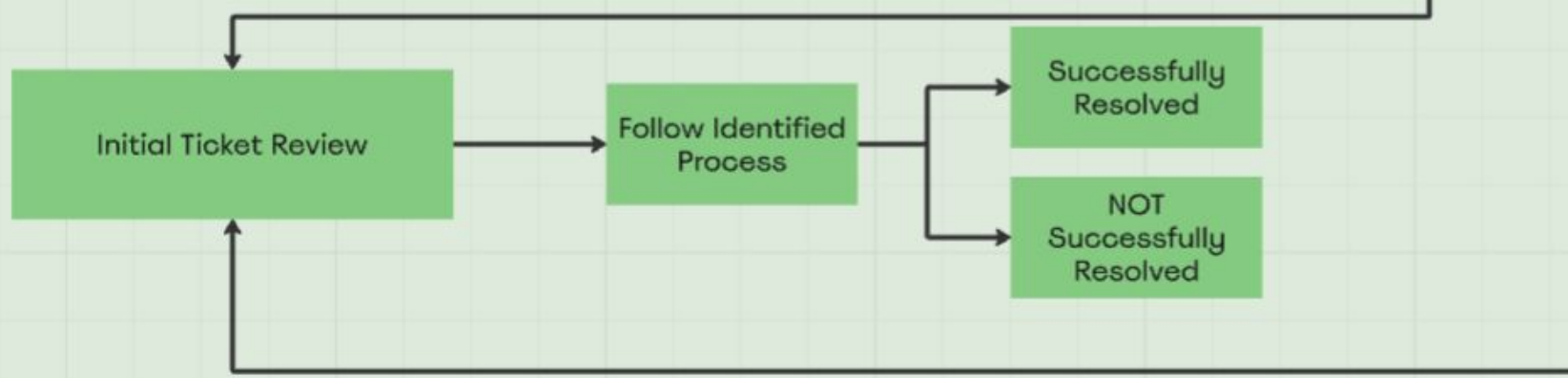
Tier 1



1. HCPF FTE Escalations Specialist
2. HCPF FTE Escalations Specialist
3. Perm Contractor CMA Escalations Specialist
4. Counties in Salesforce (by May 2026)
5. CMAs in Salesforce (by May 2026)

Step 3: Tier 1

- Initial Ticket Review which leads to one of three options:
 - Has Full Answer - ticket is updated, communications sent to submitter and ticket is resolved
 - Has Partial Answer - ticket is updated, reassigned to Tier 2 SME
 - Does NOT Have Answer - ticket is reassigned to Tier 2 SME
- Who falls into the Tier 1 category?
 - 3 HCPF Specialists
 - Counties
 - CMAs



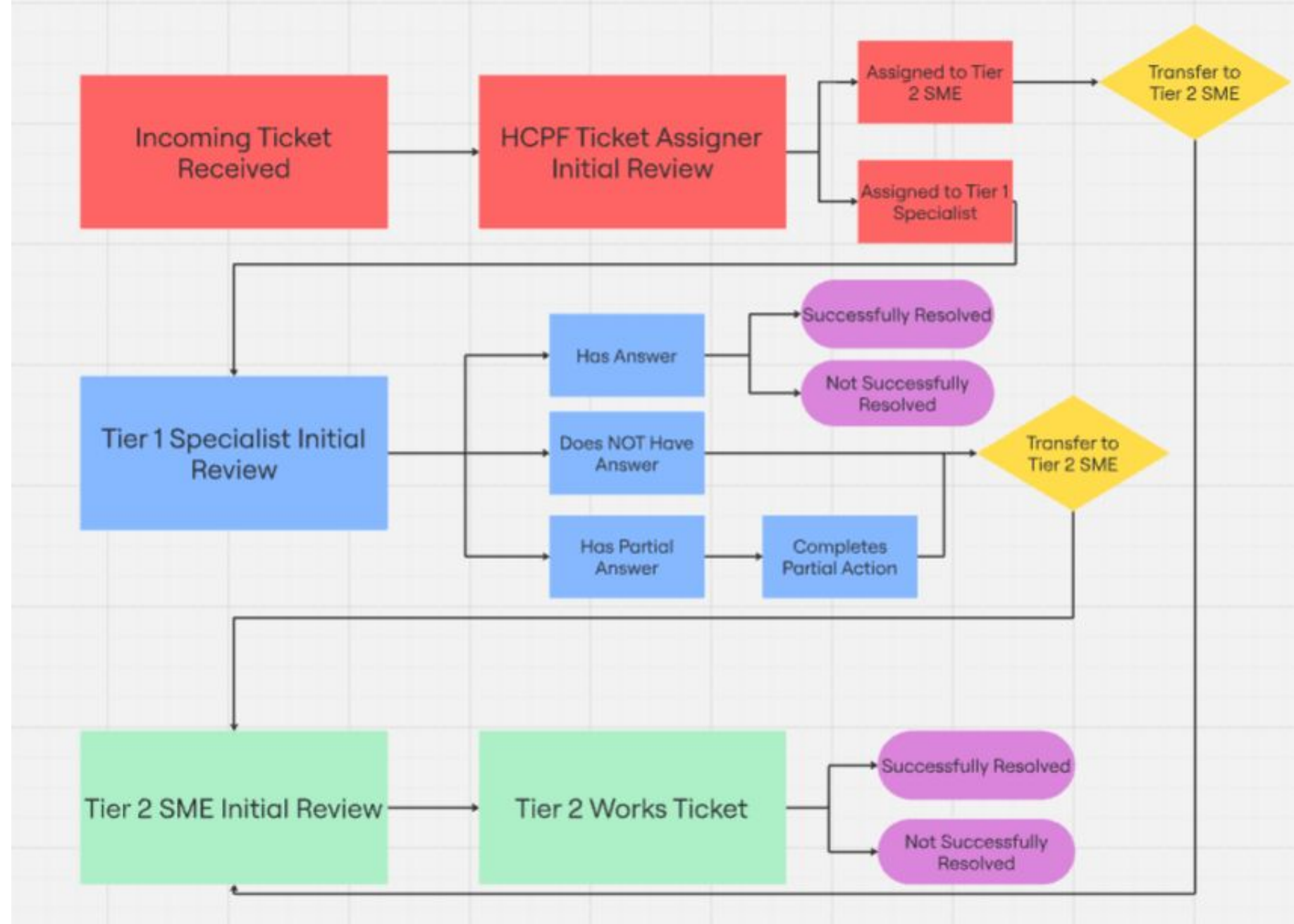
1. OCL - CMA Team
2. HIO - Mismatched
3. Eligibility Policy
4. OCL - Transition Escalations
5. Appeals
6. CDHS/CDPHE/BHA
7. HCPF Citizen's Advocate
8. Quality of Care Grievances
9. [Any future HCPF teams]

Step 4: Tier 2

- Initial Ticket Review
- Tier 2 SME's would follow their established processes to resolve the escalation, which can either be:
 - Successfully Resolved
 - Not Successfully Resolved

Note: These Tier 2 SME's are vast and ever growing list of internal HCPF staff & sister state agencies

New HCPF Escalations Process Overview



Ticket Face Details

Case Information & Ticket Details

Ticket Number

03954237

Contact Name ⓘ

[Jon Snow](#)

Case Number

[1BTrain](#)

Relation to Member

Authorized Representative? ⓘ

3rd Party Form Effective Date

3rd Party Form Expiration Date

Program Name

Ticket Type

INTERNAL USE ONLY - Invalid Request

Tier1 SME Area ⓘ

Complaints - Customer Service

Subject

TEST TICKET

Ticket Owner ⓘ

 [Angela Eiler](#)

Status ⓘ

Closed

New Member from Web Form ⓘ

State ID

U111111

Web Form State ID (Letter + 6 Digits) ⓘ

Aid Code Category ⓘ

MAGI

Aid Code/ Program ⓘ

MAGI Adult

County of Incident

Mesa

County Size ⓘ

Large

CMA ⓘ

Rocky Mountain Human Services

Eligibility Site

Tribe

Other Agency or Contractor

- **Ticket Number**
 - A number automatically assigned to a new record when submitted into Salesforce, these numbers are unique and not duplicated
- **Contact Name**
 - The name of the member who is affected. If a ticket was submitted anonymously, this field will be populated with “Anonymous, Anonymous - CR”
- **Case Number**
 - A case number assigned to a members open case
- **Relation to Member**
 - If the submitter is not the member, this field will indicate the relationship of the submitter to the member
- **Authorized Representative?**
 - Yes/No question, is the submitter an Authorized Representative
- **Third Party Name**
 - Name of the Third Party
- **3rd Party Form Effective Date**
 - The date the Third Party form begins
- **3rd Party Form Expiration Date**
 - The date the Third Party form ends
- **Program Name**
 - Tied to the Citizen details, lists which Program the member is enrolled in based on information pulled from CBMS
- **Ticket Type (Tier 1/Tier 2)**
 - Indicates if it is a current Tier 1 or Tier 2 ticket
- **Tier 1 SME Area**
 - A list of SME areas within HCPF that indicates which Tier 1 SME will be assigned a ticket for resolution
- **Subject**
 - Title of the email submitted and/or the issue reported on the webform

- **Ticket Owner**
 - The user who currently has the ticket in their possession
- **Ticket Status**
 - The current status the ticket is in which indicates where it is at in the ticket lifecycle
- **New Member from Web Form**
 - Indicates whether the member who is submitting the escalation is new to Medicaid, in the instance where no Medicaid State ID is provided
- **State ID**
 - The Medicaid State ID associated with the member who the grievance is submitted by and/or about
- **Aid Code Category**
 - Program and services that a ticket can be related to
- **Aid Code/Program**
 - Program and services that a ticket can be related to
- **County of Incident**
 - Selection of which County the member resides in
- **County Size**
 - Size of the county selected above
- **CMA**
 - Selection of the Case Management Agency (CMA) of incident
- **Eligibility Site**
 - Selection of the Eligibility Site of incident
- **Tribe**
 - Selection of the Tribe of incident
- **Other Agency or Contractor**
 - Any other agency or contractor of incident that was not already captured by the above fields

Webform Submission Details

SuppliedCompany	
HCPF	
Web Name	
Angela Eiler	
Web Email	
angela.eiler@state.co.us	
SuppliedPhone	

Receive updates?	
Yes	
Preferred Method of Contact	
Email	
Date of Incident	

- Web Name

- The name provided on the webform submission, this field will be blank if escalation was received via email

- Web Email

- The email provided on the webform submission, this field will be blank if escalation was received via email and/or the submitter decided not to provide

- Supplied Phone

- The phone number provided on the webform submission, this field will be blank if escalation was received via email and/or the submitter decided not to provide

- Receive Updates?

- Yes/No question, does the submitter want to be provided updates. **Note:** Updates are only given to a non-member if appropriate release of information is on file

- Preferred Method of Contact

- The preferred method of contact for the submitter, phone or email

- Date of Incident

- Date the incident reported took place

▼ Description

Description ¹

TEST TICKET



▼ Tier 1 (HCPF Specialists, Counties, & CMAs)

Tier1 Resolution Description ⓘ



Reassigned to Tier2? ⓘ



Tier2 SME Area ⓘ



Tier2 Date Assigned ⓘ



Tier1 Priority ⓘ

Medium



Tier1 Priority Level ⓘ

Resolve in 14 business days

Tier1 Resolution Due Date ⓘ



County of Incident

Mesa



CMA ⓘ

Rocky Mountain Human Services



COLORADO

Department of Health Care
Policy & Financing

- Tier 1 Resolution Description

- The details of what a Tier 1 Specialist has done to resolve the submitted ticket

- Reassigned to Tier 2?

- Yes/No question, does this ticket need to go to a Tier 2 SME for resolution

- Tier 2 SME Area

- A list of SME areas within HCPF that indicates which Tier 2 SME will be assigned a ticket for resolution

- Tier 2 Date Assigned

- If the ticket is benign reassigned to a Tier 2 SME, what is the date the ticket was assigned to Tier 2

- Tier 1 Priority

- Priority level set, determined by situation and Tier 1 SLA

- Tier 1 Priority Level

- Mirrors the populated option on the “Tier 1 Priority” field and populated the resolution expectation in business days

- Tier 1 Resolution Due Date

- Date the ticket is due to be completed per Tier 1 SLA

- County of Incident

- Pulled from the same field within the “Case Information & Ticket Details Section”

- CMA

- Pulled from the same field within the “Case Information & Ticket Details Section”

✓ Across HCPF Tracking

Access Rule ⓘ

☐

Cover All Coloradans ⓘ

☐

Department of Justice ⓘ

☐

Rapid Reintegration ⓘ


☐

These fields allow HCPF to track various requests and requirements across programs and initiatives



▼ Tier 2 (HCPF SME Specialists)

Tier2 Resolution Description ⓘ 

Tier2 Priority ⓘ 

Tier2 Priority Level ⓘ

Tier2 Resolution Due Date ⓘ 

- Tier 2 Resolution Description

- The details of what a Tier 2 SME has done to resolve the submitted ticket

- Tier 2 Priority

- Priority level set, determined by situation and Tier 2 SLA


- Tier 2 Priority Level

- Mirrors the populated option on the “Tier 2 Priority” field and populated the resolution expectation in business days

- Tier 2 Resolution Due Date

- Date the ticket is due to be completed per Tier 2 SLA


√ Root Cause Analysis

Primary Root Cause - HCPF 



Primary Root Cause - County 



Primary Root Cause - Eligibility Site 



Primary Root Cause - CMA 



Root Cause Analysis fields are all drop down lists that help identify what the escalation root cause is

Next Meeting

Friday, Aug. 1, 2025
9:00am-9:50am





Questions?



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