Review Details

Used to collect general information about the sampled client, case file timeliness, and review start date.

1. Email address *

   _____

2. StateID

   Select the sampled client's State ID

   _____

3. CbmsCaseID

   Enter the sampled client's CBMS Case ID

   _____

4. Reviewer

   Mark only one oval.

   ⬭ Andrea

   ⬭ Chrisanthi

   ⬭ Stefany

   ⬭ Melissa

5. CaseFileTimeliness

Was the case file received within 10 business days? Only answer with "N/A" if your last action was a real-time eligibility determination or other system authorization without input from the county or MA Site.

Mark only one oval.

◯ Yes

◯ No

◯ N/A

6. SampleType

Mark only one oval.

◯ Pass

◯ Fail

◯ Denied

◯ Pending

◯ Other

7. BudgetGroup

Mark only one oval.

◯ MAGI Medicaid

◯ Non-MAGI Medicaid

◯ CHP+

8. **SampledCategory**

Select the eligibility category you are reviewing. Only select "N/A" if the case is a denial and the client was not approved for assistance up to three months before the sample month.

Mark only one oval.

- ( ) Adult
- ( ) Parent/Caretaker
- ( ) Children
- ( ) Pregnant Woman
- ( ) CHP+ Prenatal
- ( ) Newborn
- ( ) LTC Nursing Facility
- ( ) HCBS EBD
- ( ) HCBS BI
- ( ) QMB
- ( ) SLMB
- ( ) Buy-In WaWd
- ( ) Buy-In CwD

9. **ReviewStartDate**

Enter the date you started your case review.

_____

Example: January 7, 2019

Last Action Details

Collect information about the action under review. Date, type, point, channel, etc.

/

10. **LastActionDate**

Enter the date the client was approved, denied, or terminated from eligibility. You will find this on MA Individual Eligibility in CBMS.

_____

Example: January 7, 2019

11. **ProcessedBy**

Enter the user ID that authorized the case. This will vary depending on the action type.

_____

12. **ActionPoint**

Look up the user ID in "Search on Case Information" to determine which eligibility site the user works at. For system-based user IDs (i.e. MU006B, RTE, etc) enter "State"

_____

13. **ActionType**

To determine this, you will need to research several different data points in CBMS. First, find out when the individual was first approved for Medical Assistance. Have they consistently enrolled in MA for over three months? If so, this might be an ongoing case and is more likely to be a redetermination or change report. If eligibility began 1-3 months before your sample month, it may be a New Application.

Mark only one oval.

⬭ New Application

⬭ Redetermination

⬭ Change Report

Change Report

/

14. **ChangeReportType**

Enter the eligibility factor/element that the client reported a change on.

Mark only one oval.

- ( ) Income   *Skip to question 70*
- ( ) Household Composition   *Skip to question 63*
- ( ) Residency   *Skip to question 45*
- ( ) Citizenship   *Skip to question 25*
- ( ) Social Security Number   *Skip to question 36*
- ( ) Resources   *Skip to question 84*

Processing   These questions indicate if a non-MAGI determination was required -and- asks questions about timely processing.

15. **DailyLiving**

Did the client indicate that they need assistance with daily living? This is an indication that a non-MAGI determination is required and will change what you review.

Check all that apply.

- [ ] Yes
- [ ] No

16. **DisabilityDetermination**

Did the client indicate that they need a disability application? If so, the processing time is 90 days. If not, the processing time is 45 days.

Check all that apply.

- [ ] Yes
- [ ] No

17. **ProcessingLeadTime**

Calculate the number of calendar days that elapsed between the date the application, redetermination, or other change was submitted and the date of your last action. Enter the number below.

_____

18. **ProcessedTimely**

Was the application, redetermination, or change processed timely? To answer this question you need to know your action type and the timeframes associated with each one. For example, if the action type is "New Application" and the client did not request a disability determination, the application must be processed in 45 days or less. If the lead time is 45 days or less, answer YES. If the lead time is 46 days or more, answer NO.

Mark only one oval.

- ( ) Yes
- ( ) No

Redetermination	Only complete this section if your last action was a redetermination.

/

19. **RRRType**

Was this an MA only redetermination (Auto) or a redetermination with other programs such as Food Assistance or TANF?

Check all that apply.

- [ ] Auto
- [ ] Ex-Parte

20. **RRR-TimelyNotice**

Calculate the number of calendar days that elapsed between the date the RRR notice was sent to the individual and the 1st day of the the RRR due month. If the notice was sent at least 60 days prior to the 1st day of the RRR due month, answer YES. If the notice was not sent at least 60 days prior, answer NO.

Check all that apply.

- [ ] Yes
- [ ] No

21. **RRR-ResponseRequired**

Did the RRR notice indicate that a response was required in order to determine eligibility for Medical Assistance?

Mark only one oval.

- ( ) Yes
- ( ) No

22. **RRRFormResponse**

Did the client return the RRR form? Y/N If the answer is NO, the system should have auto re-enrolled the individual around the 15th of the RRR due month without caseworker input. If the answer is YES, the caseworker is responsible for data entering the information into the system.

Mark only one oval.

◯ Yes

◯ No

◯ NA

23. **RRRVerificationResponse**

Did the individual provide the verifications on or before the first day of the RRR due month?

Mark only one oval.

◯ Yes

◯ No

◯ NA

24. **RRR-VCL**

If the individual did not provide the verifications on or before the RRR due month, was a VCL mailed at least 15 days before the RRR authorization?

Mark only one oval.

◯ Yes

◯ No

◯ N/A

/

25. **CitizenshipExemption**

Does the client meet one of the exemptions noted at 435.907?

Mark only one oval.

◯ Yes

◯ No

26. **CitizExemptionType**

IF the client is exempt from providing citizenship verification, please note which criteria they meet. Select NA for cases that are not exempt.

Mark only one oval.

◯ NA

◯ Receiving Social Security

◯ Former needy newborn

◯ Former foster care

27. CitizenshipVerificationSource

Enter the citizenship document or interface that was used to verify citizenship or immigration status.

Mark only one oval.

- ◯ Citz/ID Confirmation
- ◯ Passport
- ◯ Birth Certificate
- ◯ Client Statement

28. IdentityVerificationSource

For individuals whose citizenship was verified by a source that is not considered "standalone evidence of citizenship" per 42 CFR 435.407

Mark only one oval.

- ◯ Driver's License
- ◯ School ID Card
- ◯ US Military Card/Draft Record
- ◯ Identification Card
- ◯ Identity Affidavit
- ◯ N/A

29. CitizenshipVerificationDate

Enter the date citizenship was verified. This can occur before your last action date -or- 90 days after the determination. Enter 12/31/9999 if this date is not available.

_____

Example: January 7, 2019

/

30. **CitizenshipAccuracy**

Was citizenship appropriately verified? This means acceptable documentation was used, the site was able to provide that documentation, and 90-day ROP was granted and followed-up on, if needed.

Mark only one oval.

◯ Yes

◯ No

◯ NA

Citizenship & Immigration Errors

31. **CitzErrorRootCause**

What is the root cause of the issue? See examples

Mark only one oval.

◯ Incorrect Data Entry

◯ Missing Documentation

◯ Insufficient Guidance

◯ PEAK

◯ CBMS

/

32. CitzErrorNature

   Mark only one oval.

   ○ Information received, not entered

   ○ Incorrect verification source entered

   ○ Unable to provide verifications

   ○ Incorrect document type entered

   ○ 90-day ROP not granted

   ○ Failed to terminate after 90-day ROP

33. CitzErrorImpact

   Mark only one oval.

   ○ Impacted eligibility

   ○ Did not impact eligibility

34. CitzErrorSupport

   _____

/

35. **CitzErrorDescription**

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

_____

Social Security Number

36. **SSNAttestation**

Was the client's SSN in CBMS on the last action date? Only answer NA if the client is a needy newborn still in the guaranteed coverage period or someone not eligible for SSN.

Mark only one oval.

◯ Yes

◯ No

◯ NA

37. **SSNVerificationSource**

Check all that apply.

☐ SOLQ Approved

☐ Social Security Card

☐ NA

38. **SSNVerificationDate**

Enter 12/31/9999 if the SSN is not in CBMS.

_____

Example: January 7, 2019

39. **SSNDocumentation**

Was the SSN correctly obtained and verified?

Mark only one oval.

◯ Yes

◯ No

◯ NA

SSN Error

40. **SSNErrorRootCause**

What is the root cause of the issue? See examples

Mark only one oval.

◯ Incorrect Data Entry

◯ Missing Documentation

◯ Insufficient Guidance

◯ PEAK

◯ CBMS

41. SSNErrorNature

Mark only one oval.

- ◯ Information received, not entered
- ◯ Incorrect verification source entered
- ◯ Verifications missing from case file
- ◯ Incorrect document type entered
- ◯ Approved without furnishing SSN

42. SSNErrorImpact

Mark only one oval.

- ◯ Impacted eligibility
- ◯ Did not impact eligibility

43. SSNErrorSupport

_____

44. SSNErrorDescription

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

_____

Residency

Did the client meet the residency requirement on the last action/determination date? Check Demographics > Address and confirm that they have a Colorado address. Then check PARIS to see if there are any "hits" indicating the client may be receiving assistance in another state. If one or both of these criteria are not met, select "NO" and enter a Residency error.

45. Residency

Did the client meet the residency requirements? **if the client was appropriately denied/terminated for moving out of state, the answer should be YES.

Mark only one oval.

◯ Yes   *Skip to question 51*

◯ No   *Skip to question 46*

Residency Error

46. ResidencyRootCause

What is the root cause of the issue? See examples

Mark only one oval.

○ Incorrect Data Entry

○ Missing Documentation

○ Insufficient Guidance

○ PEAK

○ CBMS

47. ResidencyErrorNature

Mark only one oval.

○ Information received, not entered

○ Information entered, not acted on

○ PARIS not worked

48. ResidencyErrorImpact

Mark only one oval.

○ Impacted eligibility

○ Did not impact eligibility

49. ResidencyErrorSupport

_____

50. ResidencyErrorDescription

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

_____

Gender

51. GenderAccuracy

Was the correct gender entered into CBMS?

Mark only one oval.

◯ Yes   *Skip to question 57*

◯ No   *Skip to question 52*

GenderError

52. **GenderErrorRootCause**

What is the root cause of the issue? See examples

Mark only one oval.

◯ Incorrect Data Entry

◯ PEAK

◯ CBMS

◯ Missing Documentation

53. **GenderErrorNature**

Mark only one oval.

◯ Information received, not entered

◯ Unable to provide documentation

54. **GenderErrorImpact**

Mark only one oval.

◯ Impacted eligibility

◯ Did not impact eligibility

55. GenderErrorSupport

_____

56. GenderErrorDesc

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

_____

Age

57. AgeAccuracy

Correct DOB entered into CBMS?

Mark only one oval.

◯ Yes   *Skip to question 63*

◯ No   *Skip to question 58*

Age Error

58. **AgeErrorRootCause**

What is the root cause of the issue? See examples

Mark only one oval.

◯ Incorrect Data Entry

◯ Missing Documentation

◯ Insufficient Guidance

◯ PEAK

◯ CBMS

59. **AgeErrorNature**

Mark only one oval.

◯ Information received, not entered

◯ Incorrect verification source entered

◯ Unable to provide verifications

◯ Incorrect document type entered

60. **AgeErrorImpact**

Mark only one oval.

◯ Impacted eligibility

◯ Did not impact eligibility

/

61. AgeErrorSupport

_____

62. AgeErrorDescription

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

Household Composition/MBU

63. HouseholdSize

How many people are living with the individual?

Mark only one oval.

1

2

3

4

5

64. **MBUAccuracy**

Was all the appropriate people included/excluded from the individual's MBU, per the information attested by the household?

Mark only one oval.

- ( ) Yes   *Skip to question 70*
- ( ) No   *Skip to question 65*
- ( ) NA   *Skip to question 70*

MBU Error

65. **MBURootCause**

What is the root cause of the issue? See examples

Mark only one oval.

- ( ) Incorrect Data Entry
- ( ) Missing Documentation
- ( ) Insufficient Guidance
- ( ) PEAK
- ( ) CBMS

66. MBUErrorNature

Mark only one oval.

○ Information received, not entered

○ Incorrect marital status

○ Incorrect household relationships

○ Incorrect tax filer information

○ Missing self-attested household information

○ System calculation

67. MBUErrorImpact

Mark only one oval.

○ Impacted eligibility

○ Did not impact eligibility

68. MBUErrorSupport

_____

69. **MBUErrorDescription**

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred. Also explain how the error impacted eligibility or did not impact eligibility.

_____

_____

_____

_____

_____

Income Calculation

70. **MBUWithIncome**

How many people in the individual's MBU/household had income on the last action date?

Mark only one oval.

- ⬭ 0
- ⬭ 1
- ⬭ 2
- ⬭ 3
- ⬭ 4
- ⬭ 5

71. **IncomeRecordsTotal**

Select the number of income records reviewed and the type of each record.

Mark only one oval per row.

	0	1	2	3	4	5
Wages	◯	◯	◯	◯	◯	◯
CDLE	◯	◯	◯	◯	◯	◯
Self-Employment	◯	◯	◯	◯	◯	◯
UIB	◯	◯	◯	◯	◯	◯
Title II Social Security Income	◯	◯	◯	◯	◯	◯
SSI	◯	◯	◯	◯	◯	◯
Retirement, Annuities, etc	◯	◯	◯	◯	◯	◯

72. **IncomeAccuracy**

Was all countable income included in the final calculation? Was all non-countable income excluded from the calculation? If you can answer YES to both questions, select YES. If you can't answer YES to this question, and it wasn't caused by an MBU error, answer NO. If the income calculation was wrong due to an MBU error, please select NA.

Mark only one oval.

◯ Yes   *Skip to question 78*

◯ No   *Skip to question 73*

◯ NA - MBU Error   *Skip to question 78*

Income Calculation Error

/

73. **IncomeCalcRootCause**

What is the root cause of the issue? See examples

Mark only one oval.

◯ Incorrect Data Entry

◯ Missing Documentation

◯ Insufficient Guidance

◯ PEAK

◯ CBMS

74. **IncomeCalcErrorNature**

Mark only one oval.

◯ Information received, not entered

◯ Incorrect marital status

◯ Incorrect household relationships

◯ Incorrect tax filer information

◯ Missing self-attested household information

◯ System calculation

◯ Wrong income entered into CBMS

75. IncomeCalcErrorImpact

Mark only one oval.

   ◯ Impacted eligibility

   ◯ Did not impact eligibility

76. IncomeCalcErrorSupp

_____

77. IncomeCalcErrorDesc

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

_____

Income Verification

78. **IncomeVerification**

Was household income appropriately verified in accordance with the Verification Plan?

Mark only one oval.

○ Yes   *Skip to question 84*

○ No   *Skip to question 79*

○ NA   *Skip to question 84*

IncomeVerificationError

79. **IncomeVerificationSource**

What is the root cause of the issue? See examples

Mark only one oval.

○ Incorrect Data Entry

○ Missing Documentation

○ Insufficient Guidance

○ PEAK

○ CBMS

80. IncomeVerificationRootCause

Mark only one oval.

- ( ) Information received, not entered
- ( ) Self-attestation not accepted
- ( ) Verifications not requested
- ( ) Unacceptable documents acepted
- ( ) No supporting documentation
- ( ) Income discrepancy not acted upon
- ( ) No RC response, failed to terminate at end of ROP
- ( ) Option 8

81. IncomeVerificationImpact

Mark only one oval.

- ( ) Impacted eligibility
- ( ) Did not impact eligibility

82. IncomeVerificationSupport

_____

83. IncomeVerificationDesc

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

_____

Resources

84. **ResourcesMBU**

How many people had resources on the last action date?

Mark only one oval.

- ⬭ 0
- ⬭ 1
- ⬭ 2
- ⬭ 3
- ⬭ 4
- ⬭ 5
- ⬭ 6
- ⬭ 7
- ⬭ 8
- ⬭ 9
- ⬭ 10

85. ResourceRecords

Select the type and number of resource records that were open on your last action date.

Mark only one oval per row.

	0	1	2	3	4	5
Liquid Assets	○	○	○	○	○	○
Real-Property	○	○	○	○	○	○
Vehicle	○	○	○	○	○	○
Life Insurance	○	○	○	○	○	○
Burial Asset	○	○	○	○	○	○
Annuity	○	○	○	○	○	○
Other Personal	○	○	○	○	○	○
Trust	○	○	○	○	○	○

86. ResourceCalc

Were the appropriate resources included/excluded in the calculation? And were the correct amounts included/excluded?

Mark only one oval.

○ Yes   *Skip to question 92*

○ No   *Skip to question 87*

○ NA   *Skip to question 100*

Resource Calculation Errors

87. **ResourceCalcRootCause**

What is the root cause of the issue? See examples

Mark only one oval.

- ( ) Incorrect Data Entry
- ( ) Missing Documentation
- ( ) Insufficient Guidance
- ( ) PEAK
- ( ) CBMS

88. **ResourceCalcNature**

Mark only one oval.

- ( ) Information received, not entered
- ( ) Incorrect marital status
- ( ) Incorrect household relationships
- ( ) Incorrect tax filer information
- ( ) Missing self-attested household information
- ( ) System calculation

89. **ResourceCalcImpact**

Mark only one oval.

◯ Impacted eligibility

◯ Did not impact eligibility

90. **ResourceCalcErrorSupport**

_____

91. **ResourceCalcErrorDesc**

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

Skip to question 92

Resource Verification

/

92. **ResourceVerification**

Were all resources appropriately verified - either on the date of determination or through post-eligibility verification?

Mark only one oval.

- ( ) Yes   *Skip to question 100*
- ( ) No   *Skip to question 93*
- ( ) NA   *Skip to question 100*

Resource Verification Errors

93. **ResourceVerifRootCause**

What is the root cause of the issue? See examples

Mark only one oval.

- ( ) Incorrect Data Entry
- ( ) Missing Documentation
- ( ) Insufficient Guidance
- ( ) PEAK
- ( ) CBMS

94. ResourceVerifNature

Mark only one oval.

- ( ) AVP not used
- ( ) Missing verification document
- ( ) Invalid document accepted
- ( ) Not verified, still client statement

95. ResourceVerifImpact

Mark only one oval.

- ( ) Impacted eligibility
- ( ) Did not impact eligibility

96. ResourceVerifSupport

_____

97. ResourceVerifDesc

Describe the error - what happened, when it happened, etc,, so eligibility site or program staff understand when the error occurred and how it occurred.

_____

_____

_____

_____

_____

Client Correspondence

98. CorrespondenceTypes

Please note all the correspondence types associated with your last action. Select "NA" if a particular correspondence did not apply to your case (for example, if your case is an Initial Application, a Redetermination notice is not required and you should check NA.

Mark only one oval per row.

	NA	Correct	Untimely	Inaccurate/Old Information	Wrong Language
Notice of Action	◯	◯	◯	◯	◯
Redetermination Notice	◯	◯	◯	◯	◯
Verification Checklist	◯	◯	◯	◯	◯
IEVS Discrepancy Notice	◯	◯	◯	◯	◯

99. **CorrErrorDesc**

Briefly explain which correspondence had an "error" and why.

_____

_____

_____

_____

_____

100. **DeterminationAccuracy**

Mark only one oval.

◯ Correct, No Errors

◯ Correct with errors that did not impact eligibility

◯ Incorrect Approval

◯ Incorrect Category/Program

◯ Incorrect Denial

◯ Incorrect Termination

101. **CorrectResult**

If you selected Incorrect Approval, Incorrect Category/Program, Incorrect Denial, or Incorrect Termination - this means the case *should* have a different outcome. If the error(s) had not occurred, what would the eligibility result be?

_____

102. **PrimaryErrorSource**

If the individual was incorrectly approved, denied, or terminated - which entity is the primary source of the incorrect determination? This question will help distinguish between state and site error rates on the dashboard.

Mark only one oval.

◯ Eligibility Site

◯ State

103. **ReviewStatus**

Mark only one oval.

◯ Complete

◯ Error Review - Site

◯ Error Review - State

◯ On Team Agenda

Follow-Up & Close-Out

104. **SiteErrors**

Mark only one oval.

◯ Yes

◯ No

/

105.   SiteSentDate

_____

Example: January 7, 2019

106.   SiteDueDate

_____

Example: January 7, 2019

107.   StateErrors

Mark only one oval.

⬭ Yes

⬭ No

108.   StateErrorsSent

_____

Example: January 7, 2019

109.   StateErrorsDue

_____

Example: January 7, 2019

110. **ReviewCompletedOn**

Enter the date you completed your review - either determined the case was correct with no errors or the date all errors were reconciled and a final decision was made.

_____

Example: January 7, 2019

Google Forms