

# Reaching into QA Maturity Level 3 & Beyond

## Continuous Improvement Learning Session

Presented by:

Rahem Mulatu

Vanessa Garcia

Arturo Serrano



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# Purpose of this Learning Session

- County Incentives Contract
- Please submit the names of those attending from your County to [Rahem.Mulatu@state.co.us](mailto:Rahem.Mulatu@state.co.us)



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# Introductions

- **Rahem Mulatu- County Program Administrator**
- **Vanessa Garcia - Continuous Improvement Specialist**
- **Arturo Serrano - Continuous Improvement Specialist**



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# Overview

- Ground Rules & Google functionality
- Recap of 1<sup>st</sup> Quarter QA Meetings
- QA Learning Session Content
- Post Learning Session Expectations and Due Dates



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# Ground Rules

- Arrive on time.
- Keep your microphone muted.
- If possible remain on video at all times.
- Please do your best to stay engaged during the duration of this Session.
- In Continuous Improvement everyone's voice matters. Please ask questions or share any thoughts/ideas that might come up. We will do our best to address all questions during the Session.

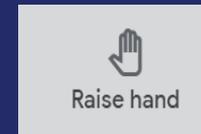


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# Google Functionality

- At anytime feel free to add a comment or question within the chat feature.
- You can use the Raise hand icon at any time during the Learning Session(bottom right of your screen).





# Questions?



# Recap of 1<sup>st</sup> Quarter QA Meeting's



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# Why we need to improve MA Quality Assurance?

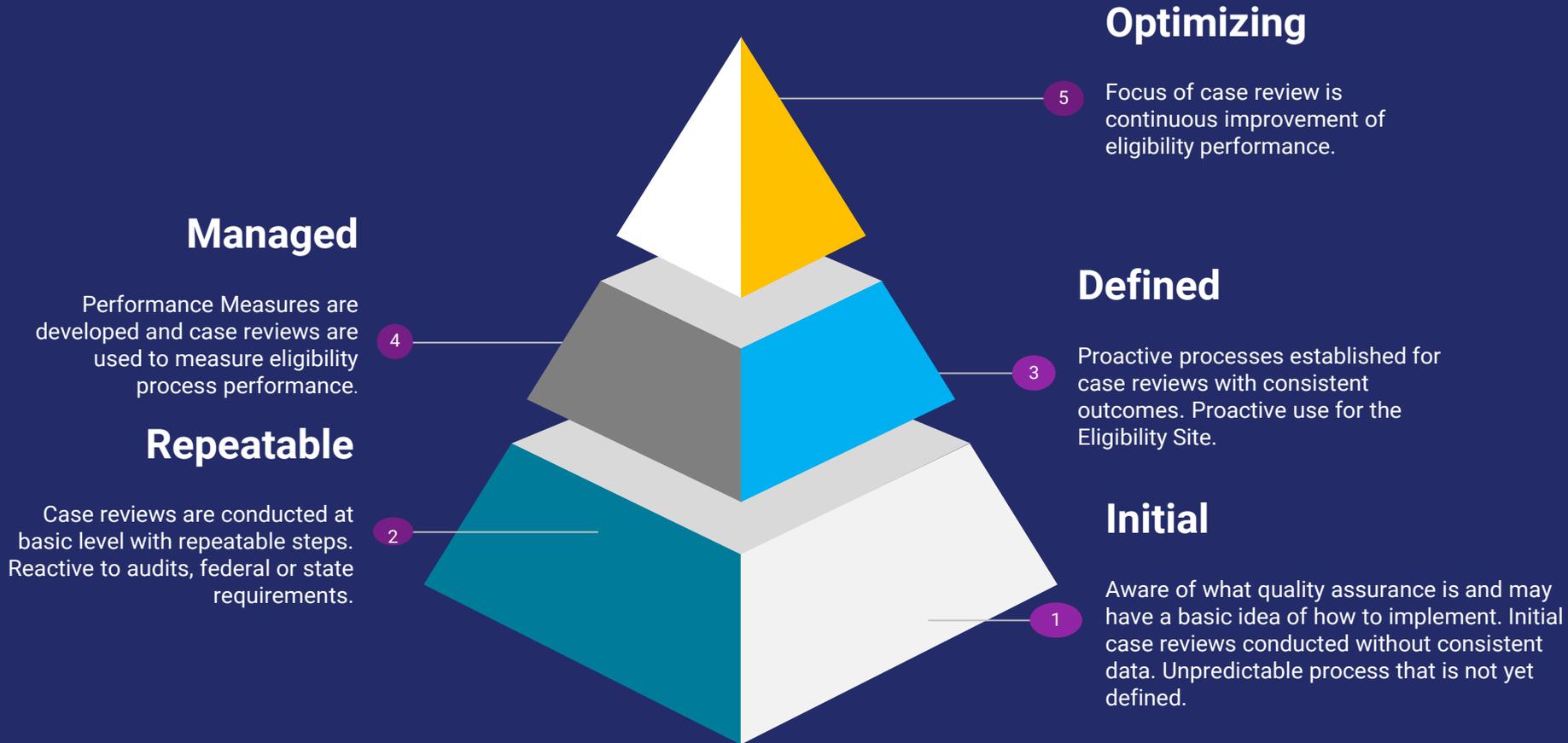
- Ensuring MA timeliness and accurate eligibility determinations for Colorado residents.
- Audit findings with fiscal implications for State & Counties.



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# Quality Assurance Maturity Model



# How will we improve the County QA process?

- The Department will be providing tools and resources that will help mature your QA process.
- The Department will share County QA best practices.
- The Department has hired a QA team which will be conducting Statewide QA reviews.



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# Adams County Quality Assurance



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# Post -Auth Review

Reviewer To Do List | Reviewer WrapUp/Validation To Do | **Create Review - CBMS Download** | Create Review Manually | Find Reviews | Find WrapUp Reviews | Find Review Validation | Reports | Probationary End Date

**1. Date Range**

Date Range

1/25/2021

TO

2/ 2/2021

**2. Get Data**

Select worker or leave blank for all in my unit, then click Get Data.

Worker Name:

Show All

**2. Get CBMS Data**

**3. Create Reviews in ToDo list using highlighted OR Random using selected Worker.**

Highlight row(s) in list

Add selected to Reviewer ToDo List

Highlight worker(s)

Generate Random Case Reviews for Selected Workers

# per worker

count: 2176

| CS_ID | Worker | SupervisorName | programs                            | ClientName |
|-------|--------|----------------|-------------------------------------|------------|
|       |        |                | CW:A. EX:A. FS:A. FS:C. MA:A. MA:C. |            |
|       |        |                | CW:A. EX:A. FS:A. FS:C. MA:A. MA:C. |            |
|       |        |                | CW:A. EX:A. FS:A. FS:C. MA:A. MA:C. |            |
|       |        |                | CW:A. EX:A. FS:A. FS:C. MA:A. MA:C. |            |
|       |        |                | CW:A. EX:A. FS:A. FS:C. MA:A. MA:C. |            |
|       |        |                | CW:A. EX:A. FS:A. FS:C. MA:A. MA:C. |            |



# Pre -Auth Review

[Reviewer To Do List](#)
[Reviewer WrapUp/Validation To Do](#)
[Create Review - CBMS Download](#)
[Create Review Manually](#)
[Find Reviews](#)
[Find WrapUp Reviews](#)

Manual Create - Enter info and select programs then click Create

Client Name:

CBMSCase Id:

Reviewer:

Tech:

Show All

Review Type:

Check Programs for this Review

|                                     | Code | Program               | Outcome              |
|-------------------------------------|------|-----------------------|----------------------|
| <input type="checkbox"/>            | AF   | Adult Financial       | <input type="text"/> |
| <input type="checkbox"/>            | CD   | County Diversion      | <input type="text"/> |
| <input type="checkbox"/>            | CW   | Colorado Works        | <input type="text"/> |
| <input type="checkbox"/>            | EX   | Expedited Food Stamps | <input type="text"/> |
| <input type="checkbox"/>            | FP   | Family Presevation    | <input type="text"/> |
| <input checked="" type="checkbox"/> | FS   | Food Stamps           | <input type="text"/> |
| <input checked="" type="checkbox"/> | MA   | Medical Assistance    | <input type="text"/> |

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# How does Adam's County Quantify Findings and Errors?



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## Review Guide Sheet

| REVIEW ELEMENT                  | POTENTIAL ERRORS  | WEIGHT       | ERROR CITED IF:   | Programs          |
|---------------------------------|---|--------------|---|-------------------|
| <b>RESOURCES</b><br>(continued) | All reported resources were not entered in CBMS                                 | Non-Critical | CSS failed to enter or update resources reported by client including bank accounts, vehicles, real estate, life insurance, etc.   | AF, EX, FA, MA    |
|                                 | Did not update all fields and/or child screens correctly                        | Non-Critical | <ul style="list-style-type: none"> <li>Non-Critical data entry errors were made on case</li> <li>Non-mandatory fields were not completed with info provided by the client</li> </ul>    | AF, EX, FA, MA    |
|                                 | Amount of Balance Considered Current Income not addressed/incorrectly addressed | Non-Critical | <ul style="list-style-type: none"> <li>Failed to update Amount of Balance Considered Current Income field</li> <li>Entered incorrect income amount</li> </ul>                           | AF, MA (non-MAGI) |
|                                 | Disposition Window was not completed correctly                                  | Non-Critical | <ul style="list-style-type: none"> <li>CSS failed to update Disposition window for resources no longer owned by client.</li> <li>CSS updated Disposition window incorrectly</li> </ul>  | AF, EX, FA, MA    |
|                                 | Incorrect Effective Begin or End Dates  | Non-Critical | CSS failed to correctly update Effective Begin Dates  | AF, EX, FA, MA    |
|                                 | Incorrect AF/CW/FA Use Month  | Non-Critical | <ul style="list-style-type: none"> <li>FA/CW Use Month is incorrect per Simplified Reporting rules</li> <li>FA Use Month Change was not requested</li> </ul>                            | AF, CW, FA        |
|                                 | Incorrect Fair Market Value   | Non-Critical | Fair Market value does not match what client reported or verified   | AF, EX, FA, MA    |
|                                 | Newly discovered/questionable info was not addressed properly                   | Non-Critical | CSS failed to address new information reported by client or discovered via other means (failed to question inconsistent info, request verification or update CBMS with new information) | AF, EX, FA, MA    |
|                                 | Resource incorrectly identified as revocable/irrevocable                        | Non-Critical | Life Insurance, Burial Policy incorrectly marked as irrevocable when it has a cash surrender value  | AF, MA            |

Elements are added to the review based on the case mode, circumstances, and HLPGs on the case. Accuracy scores are determined by the number of correct elements divided by total elements reviewed.

“Sub-elements” determine whether the main element will be marked **Correct** or **Incorrect**.

“Critical” errors affect the *Pass/Did Not Pass* score. “Non-Critical” errors affect the *Accuracy* score.

These are the programs the Review Element and Potential Errors are applicable to.

This is the criteria reviewers use to determine whether to cite an error for the sub-element.



IN TEST MODE

Client Name: [Redacted]  
Case Id: [Redacted]  
Reviewer: [Redacted]

Date Checked: --  
Date Due: --  
Tech Name:

|    |                    |          |
|----|--------------------|----------|
| FS | Food Stamps        | Approved |
| MA | Medical Assistance | Approved |

Route to Tech

Edit >

Save Header Info Changes

Review Status  
**Pending Reviewer**  
  
Pending Action  
**Pending Completion**

|                     |      |                  |       |
|---------------------|------|------------------|-------|
| Score               | PASS | Accuracy         | 0.00% |
| # Elements Correct  | 0    | # Incorrect      | 0     |
| Total Errors Found: | 0    | # Tech Rebuttals | 0     |

Review Type : RRR Review  
Id: 24307

Delete Review

1. Select an Element

2. Select all that apply, if any.

3. Enter Notes(if applicable), then click Save.

Selected Element:  
RRR PACKET RECEIVED

Element Outcome

3. Save

\* = comments

|            |   |
|------------|---|
| incomplete | RRR PACKET RECEIVED                           |
| incomplete | INTERVIEW                                     |
| incomplete | RESEARCH                                      |
| incomplete | IDENTITY / CITIZENSHIP                        |
| incomplete | SSI DETAILS                                   |
| incomplete | NON-CITIZEN INFORMATION                       |
| incomplete | HH COMP                                       |
| incomplete | EARNED INCOME                                 |
| incomplete | UNEARNED INCOME                               |
| incomplete | Individual Compliance/Sanctions/ Disquals/POI |
| incomplete | MEDICAL CONDITIONS                            |
| incomplete | STUDENT INFORMATION                           |
| incomplete | RESOURCES                                     |
| incomplete | HEALTH INSURANCE INFORMATION                  |
| incomplete | SHELTER EXPENSES                              |
| incomplete | OTHER EXPENSES                                |
| incomplete | ELIGIBILITY SUMMARY / WRAP-UP                 |
| incomplete | BUSINESS PROCESSES                            |
| incomplete | CASE COMMENTS                                 |
| incomplete | TIMELINESS                                    |
| incomplete | MEQC  |

|                          |  |
|--------------------------|--|
| Is_Error                 |  |
| <input type="checkbox"/> | RRR was not signed (Non-Critical)                                |
| <input type="checkbox"/> | RRR was not started in CBMS with the correct date (Non-Critical) |
| <input type="checkbox"/> | RRR was not used correctly for all programs (Non-Critical)       |

Reviewer Comments for selected Element

Add

Remove

[Empty text area for reviewer comments]

Enter Optional Comments

Add

[Empty text area for optional comments]



Client Name: [redacted] Date Checked: 8/23/2019 **IN TEST MODE** CW Colorado Works Approved  
 Case Id: [redacted] Date Due: 8/28/2019 FS Food Stamps Approved  
 Reviewer: [redacted] Tech Name: [redacted] MA Medical Assistance Approved

Save Header Info Changes Route to Reviewer

---

Score PASS Accuracy 80.00% Review Type: Changes/VCL Review  
 # Elements Correct 8 # Incorrect 2 Id: [redacted]  
 Total Errors Found: 2 # Tech Rebuttals 0

2. Check Rebuttal to any that apply 3. Enter Optional Notes or Comments

Selected Element: **UNEARNED INCOME**

Reviewers enter their feedback here regarding errors.

3. Save

| Correct       | RESEARCH                                     | Is_Error                            | Rebuttal   | SupAck                   |
|---------------|--|-------------------------------------|--|--------------------------|
| Correct       | RESEARCH                                     | <input type="checkbox"/>            | Did not update all fields and/or child screens correctly (Non-Critical)      | <input type="checkbox"/> |
| Correct       | HH COMP                                      | <input type="checkbox"/>            | Failed to enter all income reported (Non-Critical)                           | <input type="checkbox"/> |
| *Correct      | EARNED INCOME                                | <input type="checkbox"/>            | Income entered under incorrect household member (Non-Critical)               | <input type="checkbox"/> |
| Incorrect (1) | UNEARNED INCOME                              | <input type="checkbox"/>            | Incorrect Effective Begin or End Dates (Non-Critical)                        | <input type="checkbox"/> |
| N/A           | Individual Compliance/Sanctions/Disquals/POI | <input type="checkbox"/>            | Incorrect FA/CW Use Month (Non-Critical)                                     | <input type="checkbox"/> |
| Correct       | SHELTER EXPENSES                             | <input type="checkbox"/>            | Incorrect Frequency (Non-Critical)   | <input type="checkbox"/> |
| Correct       | OTHER EXPENSES                               | <input type="checkbox"/>            | Incorrect Gross Income (Non-Critical)  | <input type="checkbox"/> |
| Correct       | ALL OTHER CHANGES/VERIFICATION               | <input type="checkbox"/>            | Incorrect Income Type (Non-Critical)   | <input type="checkbox"/> |
| Incorrect (1) | ELIGIBILITY SUMMARY / WRAP-UP                | <input checked="" type="checkbox"/> | Newly discovered/questionable info was not addressed properly (Non-Critical) | <input type="checkbox"/> |
| Correct       | BUSINESS PROCESSES                           | <input type="checkbox"/>            | Verification source indicated is not on file (Non-Critical)                  | <input type="checkbox"/> |
| Correct       | CASE COMMENTS                                |                                     |  |                          |
| Correct       | TIMELINESS                                   |                                     |  |                          |
| Correct       | MEQC   |                                     |  |                          |

Reviewer Comments for selected Element

8/23/2019 [redacted] The VCL on file is not acceptable as it does not have any identifying information. However, we do have access to DOLE and can verify this information that way. I checked and was able to verify that client did in fact apply for UIB. Please pull the UIB application screen and upload to HSC for additional verification. Thanks..

Enter Corrective Action(s)

Check to Acknowledge all Corrections have been made in CBMS and/or applicable system(s) for this Element.

Scores for both critical errors (pass/did not pass) and non-critical errors (accuracy) are listed here.

Reviewers enter their feedback here regarding errors.

Once all errors have been acknowledged/corrected and comments have been entered, reviewees route the review back to the reviewer.

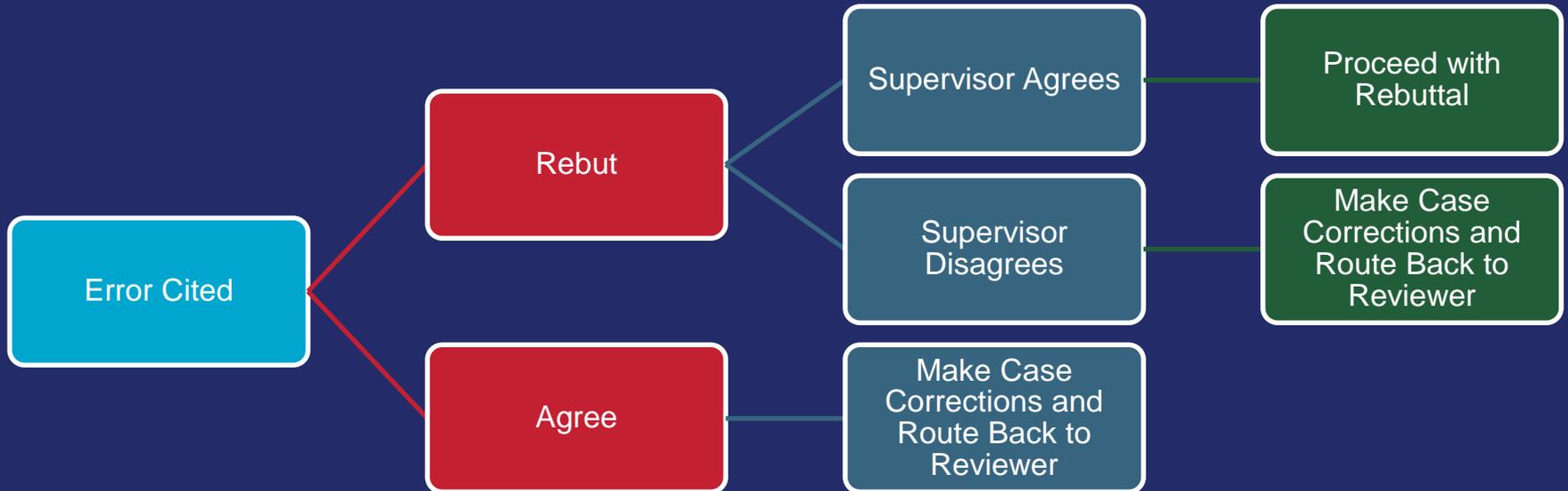
The list of review elements here is conditional based on review type and programs associated with the case.

These are the "sub elements"/potential errors that could occur under each element. Scores are based on # of correct elements/total elements.

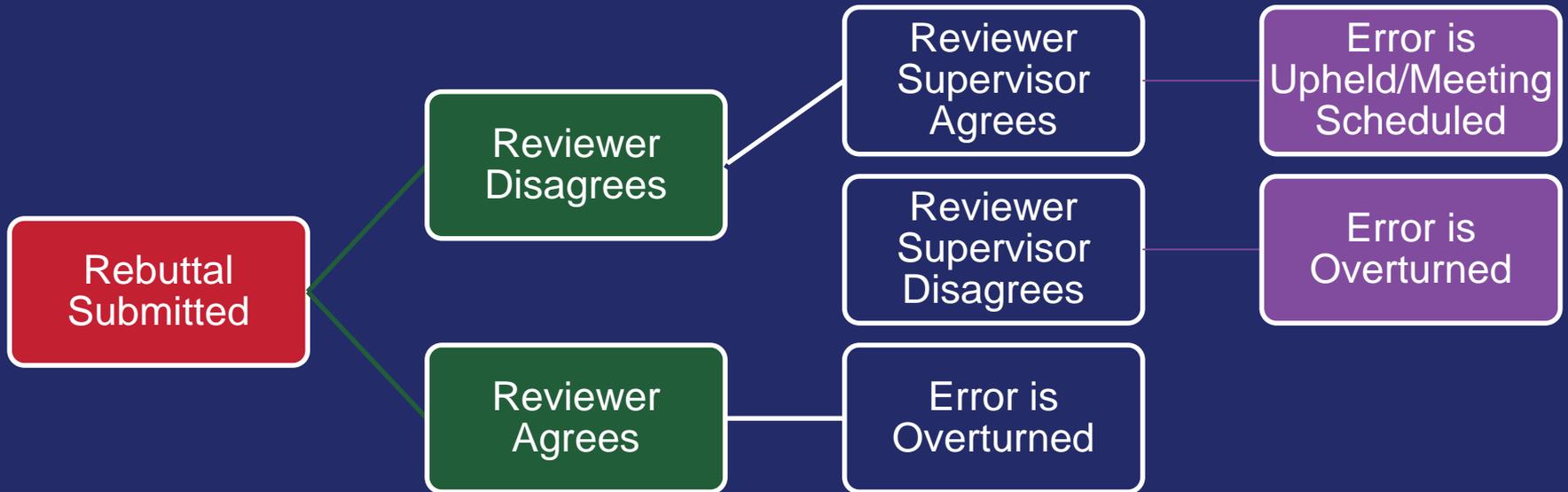
Reviewees enter rebuttal comments/questions/indicate the error has been fixed here.



# To Rebut or Not to Rebut?



# Onward with the Rebuttal!



Reviewer To Do List | Reviewer WrapUp/Validation To Do | Create Review - CBMS Download | Create Review Manually | Find Reviews | Find WrapUp Reviews | Find Review Validation | Reports | Probationary End Date

Enter one or more filter selections and click Search.

Tech:  Reviewer:   Date Range  TO  Date Checked  Status  Case#

Closed  Pending Technician  Pending Reviewer  Pending QA

Get All

Grid Count: 79

| #     | Status             | PendingAction            | Tech | DateChecked | Case# | Reviewer | Score | Probationary | TaskName           | DateDue   | CloseDate   | DateCreated | ClientName |
|-------|--------------------|--------------------------|------|-------------|-------|----------|-------|--------------|--------------------|-----------|-------------|-------------|------------|
| 31458 | Closed             | None                     |      | 02/01/2021  |       |          | PASS  | Yes          | Intake (II) Review |           | 2/1/2021... | 2/1/2021... |            |
| 31457 | Pending Technician | Pending Tech Corrections |      | 02/01/2021  |       |          | PASS  | No           | RRR/PRF Review     | 02/08/... |             | 2/1/2021... |            |
| 31456 | Closed             | None                     |      | 02/01/2021  |       |          | PASS  | No           | RRR/PRF Review     |           | 2/1/202...  | 2/1/2021... |            |
| 31455 | Closed             | None                     |      | 02/01/2021  |       |          | PASS  | Yes          | RRR/PRF Review     | 02/05/... | 2/2/202...  | 2/1/2021... |            |

The **"Status"** here indicates where the review is currently routed and which party is responsible for taking action.

**"Pending Action"** is more specific about what needs to happen next with the review. This can include the reviewee needing to make corrections, the reviewer needing to review corrections made, or supervisors needing to sign off on rebuttals.

This is the date the case review was first routed to the team member.

The score here only pertains to critical errors on the case, which affects the Pass/Did Not Pass score but not the Accuracy score.

**"Probationary"** is the status given to our "Rookies" who are on 100% sup auth while they learn FA/MA. "Cadets" learning cash programs are not considered probationary.

This refers to the case review type- Intake vs RRR vs Changes vs LTC, etc.

Team members have 5 business days to respond to the review once it's routed.

This is the date the review was fully completed by all parties.

This is the date the reviewer began creating the review in the database but not necessarily when the review was sent to the reviewee



# Are Targeted Reviews Conducted?



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**Task to Elements to ErrorCode Association** | Task Admin | **Element Admin** | Error Code Admin | Other | Email Log

**All Tasks**

- AI Task Review
- Changes/VCL Review
- Intake (II) Review**
- LTC - 5615/DSS1 Review
- LTC - Changes/VCL Review
- LTC - Intake Review
- LTC - RRR/PRF Review
- RRR/PRF Review

**Elements for Task: Intake (II) Review**

- AI PROCESS
- INTERVIEW
- RESEARCH
- TIME CLOCK
- IDENTITY / CITIZENSHIP
- SSI DETAILS
- NON-CITIZEN INFORMATION
- HH COMP
- EARNED INCOME
- UNEARNED INCOME
- Compliance/Sanctions/ Disquals/POI
- MEDICAL CONDITIONS
- AND-SO ADDITIONAL INFORMATION
- STUDENT INFORMATION
- RESOURCES
- HEALTH INSURANCE INFORMATION
- SHELTER EXPENSES
- OTHER EXPENSES
- ELIGIBILITY SUMMARY / WRAP-UP
- BUSINESS PROCESSES
- CASE COMMENTS
- TIMELINESS
- MEQC

**All Elements**

- 5615**
- AI PROCESS
- AI Process (SA)
- AI Process (Shelter)
- ALL OTHER CHANGES/VERIFICATION
- ALL OTHER CHANGES/VERIFICATION
- AND-SO ADDITIONAL INFORMATION
- AND-SO ADDITIONAL INFORMATION (
- Business Proces (Shelter)
- BUSINESS PROCESSES
- BUSINESS PROCESSES (SA)
- CASE COMMENTS
- CASE COMMENTS (SA)
- CASE COMMENTS- TARGETED REVIE
- Compliance/Sanctions/ Disquals/POI
- Compliance/Sanctions/ Disquals/POI (S
- DSS1/HCA CALC SHEET
- EARNED INCOME
- EARNED INCOME (SA)
- ELIGIBILITY SUMMARY / WRAP-UP
- ELIGIBILITY SUMMARY / WRAP-UP (S
- ELIGIBILITY SUMMARY/WRAP UP- TA
- Eligibility Summary/Wrap-Up (Shelter)
- EXPENSES
- HEALTH INSURANCE INFORMATION
- HEALTH INSURANCE INFORMATION (
- HH COMP
- HH Comp (Shelter)
- HH COMP (SA)
- HH COMP- TARGETED REVIE
- IDENTITY / CITIZENSHIP
- IDENTITY / CITIZENSHIP (SA)
- INCOME
- INTERVIEW
- INTERVIEW (SA)
- Interview (Shelter)
- LTC/HCA Screens
- MEDICAL CONDITIONS

**Error Codes for Element / Task: Intake (II) Review**

Element: --  
Task: Intake (II) Review

**All Error Codes**

- "Receiving" Yes or No is incorrect
- "Receiving" Yes or No is incorrect\*
- 5615 was not uploaded to HSCONnects
- 60 Months were not addressed correctly
- 60 Months were not addressed correctly\*
- Address for all HH Members was not updated correctly
- Agreement not to Sponsor is not on file
- Agreement not to Sponsor is not on file \*
- All discrepancies/claims were not correctly addressed
- All discrepancies/claims were not correctly addressed\*
- All programs requested were not entered
- All programs requested were not entered\*
- All reported resources were not entered in CBMS
- All reported resources were not entered in CBMS\*
- All reported Utilities/shelter expenses were not entered
- All reported Utilities/shelter expenses were not entered \*
- All Required Individuals were not entered on Application
- All required Mandatory Members were not included
- All required Mandatory Members were not included\*
- Amount of Balance Considered Current Income not addressed/incr
- Annualized Income Screen was not updated correctly
- Annualized Income Screen was not updated correctly\*
- Application pending to incorrect Case #
- Application was not signed
- Application was not signed\*
- Appointment Letter is not on file
- Assigned to incorrect caseload
- Assigned to incorrect caseload\*
- Authorized Rep was not updated correctly
- Case Comments Not Entered
- Case Transfer Procedure was not followed and documented
- CBMS Case was not updated with all changes prior to RRR interv
- CDHS Interview Screen was not updated correctly
- CDHS Interview Screen was not updated correctly\*
- Child Support Referral page was not addressed/was incorrectly ad
- Claim information was not shared with Recovery
- Client declares shelter and utility costs were not discussed during th
- Cold Call was not attempted

On the **Task Admin** tab, new Review Types can be created.

On the **Task to Elements to Error Code Association** tab, Elements and Sub-Elements can be added to or removed from each Review Type

On the **Error Code Admin** and **Element Admin** tabs, new elements/sub-elements can be created, re-worded, or made active/inactive. Elements can be coded as informational or as impacting accuracy.

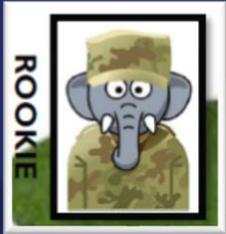


# What are Our Accuracy Benchmarks?



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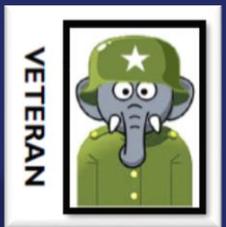
New CSS team members who do not have current CBMS experience will have 4 benchmarks to achieve before being removed from Supervisor authorization. The Sup Authorization requirement will be steadily decreased as they demonstrate increased proficiency.

**For Food and Medical Assistance, the following benchmarks must be met:**

- **First Benchmark** - CSS will achieve an 80% Pass Rate on a rolling 30 cases
- **Second Benchmark** – CSS will maintain an 80% for one full calendar month. Once they have achieved this, they will be reduced to 50% Supervisor Authorization.
- **Third Benchmark** – CSS will continue to maintain 80% Pass Rate for another calendar month. Once they have achieved this, Supervisor Authorization will be reduced to 25%
- **Fourth Benchmark** – CSS will continue to maintain an 80% Pass Rate for one calendar month. Once they have achieved this, they will be removed from Supervisor Authorization and they will have full access to authorize cases in CBMS. They will also be added to Veteran Review status of four cases reviewed each month.



- Obtain an 80% pass rate over a rolling 45 cases.
- Within the rolling 45 cases, a minimum of 10 ongoing cases must show pass, ongoing includes both changes and redeterminations.
- Within the rolling 45 cases, a minimum of 10 intake cases must show pass.



In addition to meeting the Pass Rate and Accuracy Rate to progress, each CSS will demonstrate their program understanding by being able to maintain the Pass and Accuracy Rates by processing programs across tasks. This means in the three months being monitored for Career Progression purposes:

- A minimum of at least 25% of the cases reviewed will be from the Intake task.
- A minimum of at least 25% of the cases reviewed will be from the Ongoing task.
- In addition to the above expectations, at least 25% of the case reviews completed should be for at least one cash program to progress to a CSS II and both cash programs to progress to a CSSIII.
- Example – Of the 10 cases that are needed for career progression, at least 3 of them should include cash programs, and 3 of them should be of the opposite task (Intake or Ongoing). Three cases may represent both 25% expectations.

# Career Progression Matrix

| Team Member Level | Norms/Values | Experience Required   | Education Required  | Pass Rate (Averaged over 3 consecutive months with a minimum of 10 case reviews) | Accuracy Rate (Averaged over 3 months with a minimum of 10 case reviews) | Production (3 consecutive months) | Attendance       | Job Technical Skills  | Servant Leadership  | Notes   |
|-------------------|--------------|---|---|--|--|-----------------------------------|------------------|---|---|---|
| Probationary      | Meet/Exceed  |   |   | 80%  |  | 50%                               | Adhere to policy | Pass Medical & Food Assessments   | Understand Servant Leadership   | Production needs to be 50% of CSS I   |
| CSS I             | Meet/Exceed  | 2 years office of clerical or extensive public contact experience | Bachelors or Associates preferred. High School Diploma or GED required. | 80-89% (not including any months on sup auth)                                    | 90%  | 95-100%                           | Adhere to policy | Pass Medical & Food Assessments   | Understand Servant Leadership   |   |
| CSS II            | Meet/Exceed  | At least 6 months determining eligibility required.               | Bachelors or Associates preferred. High School Diploma or GED required. | 90%+ (no including any months on sup auth)                                       | 92%  | 100%                              | Adhere to policy | CSS I and Pass 1 Cash Assessment  | Exhibits Servant Leadership   | Able to perform job duties with minimal supervision<br><br>Intake and Ongoing functions must each be represented in at least 25% of the Case Reviews completed during the review period.<br><br>In addition, 25% of the reviews completed should include one cash program during                                |
| CSS III           | Meet/Exceed  | At least 2 years determining eligibility required.                | Bachelors or Associates preferred. High School Diploma or GED required. | 90%+ (not including any months on sup auth)                                      | 94%+   | 100%                              | Adhere to policy | CSS II, Pass 2 Cash Assessments Pass FA Use Month Test (95%) or (90% plus the 3 supplemental questions correct) within the last year. | CSS II and Assist with training, participate in division/departmental projects--mission focused | Able to perform job duties with minimal supervision<br><br>Intake and Ongoing functions must each be represented in at least 25% of the Case Reviews completed during the review period.<br><br>In addition, 25% of the reviews completed should include cash programs with a minimum of one CW and one AF case |



# How are Error Trends Shared with Staff?



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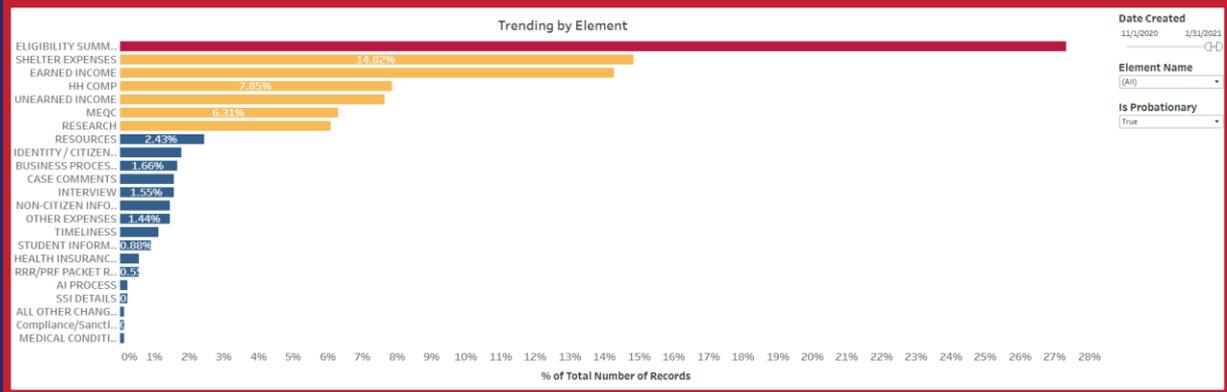
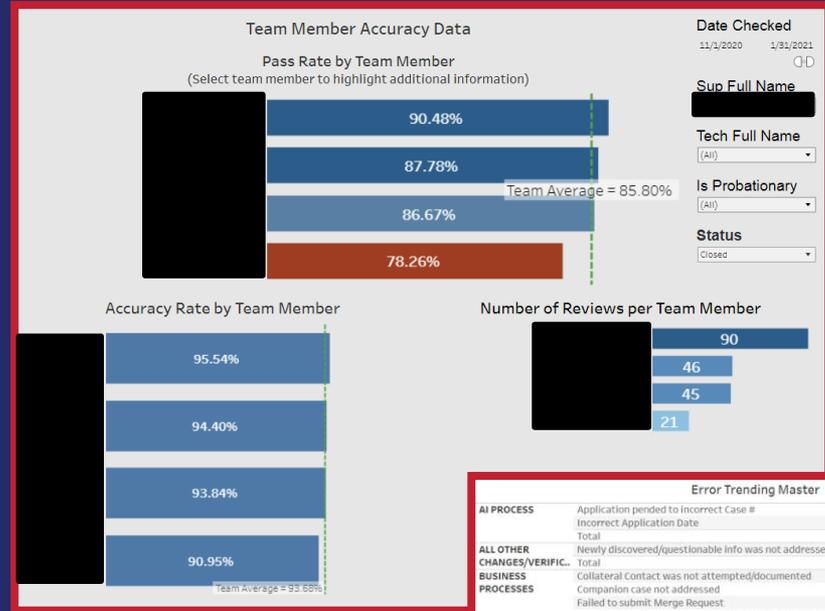
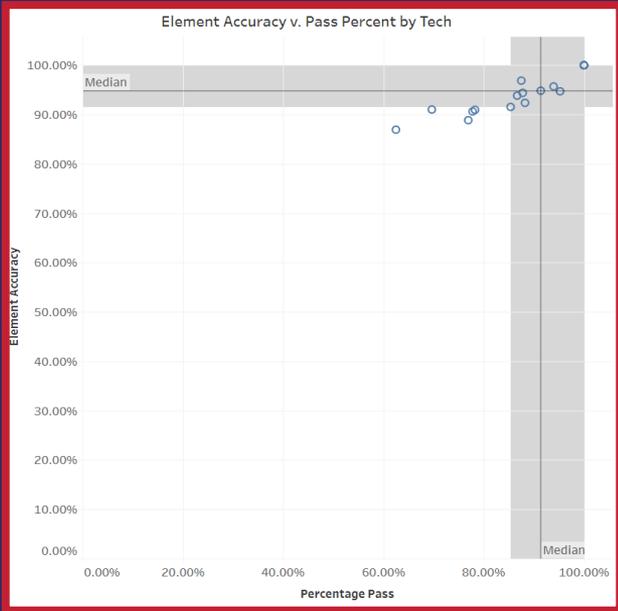
Print Highlighted Report

| #  | Name                                      | ReportDescription   |
|----|---|---|
| 1  | Agency Summary                            | Score Summary for all Reviews, excluding any Probationary Reviews, in given date range.   |
| 2  | Summary By Supervisor                     | For all Reviews in given date range, excluding any Probationary Reviews. Score Summaries are given by Tech and Supervisor.        |
| 3  | Probationary Only - Summary By Supervisor | Probationary Reviews Only. Score Summaries are given by Tech and Supervisor.  |
| 4  | Probationary Only - Agency Summary        | Score Summary for all Probationary Reviews in given date range.   |
| 5  | Element Error Trending - Agency Summary   | Summary of Elements with checked Error Codes  |
| 6  | Accuracy Summary By Review Type           | Breaks out Probationary and Non-Probationary and pulls by Date Closed   |
| 7  | Program Accuracy - Single Program         | Based on Elements and Errors associated with selected Program.  |
| 8  | Element Error Trending By Supervisor      | Summary of Elements with checked Error Codes  |
| 9  | Program Accuracy - All Programs           | Based on Elements and Errors associated with Program. Also shows Errors codes.  |
| 10 | Overdue Reviews                           | Reviews not Closed with Date Due before today's date.   |
| 11 | Wrap Up Review Summary                    | Counts and scores of Closed WrapUp Reviews by date.   |
| 12 | Tech Summary                              | All Closed Reviews for selected Tech.   |
| 13 | Wrap Up Error Trending                    | Count of Errors for Closed Wrap Up  |
| 15 | Summary by Review Type                    | Summarizes by Review Type for given date range.   |
| 16 | Program Accuracy with Error Codes         | Based on Elements and Errors associated with Program for both Probationary and non-Probationary Reviews. Also shows Errors codes. |
| 17 | Completion Summary by Reviewer            | Averages between Start Date, First Routed, and Close Date   |
| 18 | Accuracy based on ErrorCodes Only         | Summary by Tech / Sup computing accuracy by total error codes divided by # error codes incorrect (excluding InAccuracy Elements)  |



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### Error Trending Master

| Category   | Description   | Count |
|--|---|-------|
| AI PROCESS   | Application pending to incorrect Case #                         | 1     |
|  | Incorrect Application Date                                      | 1     |
|  | Total   | 2     |
| ALL OTHER CHANGES/VERIFIC..                                      | Newly discovered/questionable info was not addressed properly   | 1     |
|  | Total   | 1     |
| BUSINESS PROCESSES   | Collateral Contact was not attempted/documented                 | 5     |
|  | Companion case not addressed                                    | 2     |
| CASE COMMENTS  | Failed to submit Merge Request                                  | 6     |
|  | Task was not completed within processing timeframes             | 2     |
|  | Total   | 15    |
| Compliance/Sanctions/Disqual..                                   | Case Comments Not Entered                                       | 3     |
|  | Required Case Comment Template not used                         | 3     |
|  | VCL User Notes missing  | 8     |
| EARNED INCOME  | Total   | 14    |
|  | Cure/Comply was not updated correctly                           | 1     |
| ELIGIBILITY SUMMARY / WRAP-UP                                    | Total   | 1     |
|  | Failed to enter all income reported                             | 15    |
|  | Incorrect AF/CW/FA Use Month                                    | 1     |
|  | Incorrect Check Type (Representative, Non-Representative)       | 7     |
|  | Incorrect Effective Begin or End Dates                          | 30    |
|  | Incorrect Employment Begin and End Date                         | 4     |
|  | Incorrect Frequency   | 4     |
|  | Incorrect Income Amount Used                                    | 9     |
|  | Incorrect Monthly Amount Earned or Estimated Average Hours/week | 14    |
|  | Incorrect Pay Periods or Pay Dates                              | 1     |
|  | Newly discovered/questionable info was not addressed properly   | 35    |
|  | Reasonable Compatibility was not correctly addressed            | 1     |
| Self-Employed was not updated correctly                          | 3   |       |
| Verification source indicated is not on file/does not match CBMS | 5   |       |
| Total  | 129   |       |
| ELIGIBILITY SUMMARY / WRAP-UP                                    | All discrepancies/claims were not correctly addressed*          | 9     |
|  | Assigned to incorrect caseload                                  | 20    |
|  | Case Transfer Procedure was not followed and documented         | 2     |
|  | Employment First referral documentation is not on file          | 6     |
|  | Incorrect Correspondence  | 6     |
|  | Incorrect EF Exemption  | 11    |
|  | Incorrect outcome for EX FA                                     | 3     |
|  | Incorrect outcome for FA  | 57    |
|  | Incorrect outcome for MA  | 11    |



January 2021

# One Bite at a Time

Volume 3, Issue 1

## Return of the Case Checking

We've gone there and back with Year-end Reviews, Targeted Reviews, and even temporarily suspending case reviews all together. But now the time has come to once again journey forward on our pursuit toward accuracy.

As we know, it's a perilous quest fraught with CBMS build changes, Use Month updates, State rule changes, business process monitors, and USB traps. But before you resign yourself to a comfortable life in the shire, blissfully unaware of the errors you may be making, let's remember why any of us agree to embark upon this quality adventure in the first place.



Both State and Federal partners have quality expectations for their programs beyond "did we pay the right people the right things?" "Quality" also means do the documents in the case file match those reported to CBMS and referenced in case comments? Did we refer the customer to other community organizations and non-profits to help assist them with other needs? Did we thoroughly explore good cause reasons to exempt them from pursuing child support or participating in a work program when they had pre-work barriers? Did we unnecessarily request verification we could have obtained another way or used FPP to accept their declaration?

"Quality" for our customers means not having to pay back benefits they were overpaid because we were untimely processing a reported change or we data entered the wrong frequency on a payroll. It means documenting our actions in case comments so we can provide them correct guidance when they call in, visit our office, or complete an interview. "Quality" means we have taken the time to inform them of their reporting obligations, right to appeal, and how to access the benefits and services they are applying for.

Then we also have our "internal customers" to think about. Are we uploading our research into HSCconnects so the next person to touch the case can see what we found? Are we taking the time to properly research prior cases and client IDs before creating duplications? Are we updating Case Assignment documents are correctly routed to the right teams? "Quality" here means thinking of our colleagues and avoiding adding to their workload with claims, merge requests, incomplete cases, and data entry cleanup.



WELCOME TO PARENTAWAY!

What's Changed with Case Files?

Our CBMS is back, but not for long. This week, we've started seeing some previously "On Hold" benefits start to go out. This great news for our customers, but it also means we need to know what we're looking at. We'll take some time in the next few Migration emails to break down different USB scenarios as they come up. Please send members to [usb@colorado.gov](mailto:usb@colorado.gov) if you have any questions.

**EXAMPLE USB Program: Housing, Temporary, and the return of FICA**

| Program     | Effective Begin Date | Effective End Date |
|-------------|----------------------|--------------------|
| REGULAR     | 12/15/2020           | 4/15/2021          |
| Standard UI | 5/31/2020            | 5/29/2021          |

Here we can see that this customer was originally eligible for Regular or Standard USB but may have exhausted those benefits. The customer was able to take advantage of the Pandemic Emergency Unemployment Compensation program and extend the length of their USB claim by up to 24 weeks.

| Program | Week End Date | Payment ID | Payment Date | Weekly Benefit Amount | Payment Amount | Additions |
|---------|---------------|------------|--------------|-----------------------|----------------|-----------|
| PERC    | 1/26/2021     | 20         | 1/26/2021    | \$280.00              | \$560.00       | \$300.00  |
| PERC    | 1/23/2021     | 19         | 1/23/2021    | \$280.00              | \$560.00       | \$300.00  |
| PERC    | 1/16/2021     | 18         | 1/16/2021    | \$280.00              | \$560.00       | \$300.00  |
| PERC    | 1/9/2021      | 17         | 1/9/2021     | \$280.00              | \$560.00       | \$300.00  |
| REGULAR | 1/2/2021      | 16         | 1/2/2021     | \$280.00              | \$560.00       | \$300.00  |

On this screen, we can see that the change happened in the past few weeks.

- First, we can see when the change happened between the two Program Items.
- Second, we can see there are **REGULAR** deposits listed to go and to compare the benefits that were likely what would be the case being applied for. **REGULAR** is being applied for.
- Third, we can see that on 1/2/21, the payment was denied and **REGULAR** was assessed. **REGULAR** is being applied for.
- Finally, we can see something new in the Additions column showing a partial payment on top of the normal USB weekly benefit. Although not labeled as such, we can see that this is the recently revised Federal Pandemic Unemployment Compensation (FPUC) payment.



## Target Practice #1- January 2021

\* Required

Email address \*

Your email

#1. This is the 5th question in the FAST template. \* 5 points

Is the case running offline?

CBMS Case #

This is what I think should happen.

Program(s)

This is what I have reviewed.

#2. If there are NO penalty weeks assessed for an over payment, we should count: \* 5 points

### Semi-Weekly All Staff Announcements

## Monthly QA/Training Team Newsletters



Another Friday in the books!



| So...how are we doing? | Adult Financial       | Colorado Works        | Food Assistance         |
|------------------------|-----------------------|-----------------------|-------------------------|
|                        | 95.61% CAR (97% goal) | 98.81% CAR (97% goal) | 20.45% CAPER (21% goal) |
|                        | 96.39% PAR (97% goal) | 100% PAR (97% goal)   | 7.15% PER (3% goal)     |

What happened this week in Adult Financial:



What happened this week in Colorado Works:



What happened this week in Food Assistance:

## Monthly Target Practice Quizzes



### Weekly State QA Stats E-mails



# Questions?



## Contact info

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# “Lean Tools”



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# What is Lean?

- Lean is a collection of tools that helps organizations identify bottlenecks and solve problems, create countermeasures that lead to action plans for improvement.
- In a Medicaid eligibility context, Lean identifies steps in the eligibility process that may lead to error, ways to reduce duplication, and ways to improve processing times.



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# Collection of Lean Tools

- A3 - 8 Step Problem Solving
- Fishbone Tool
- 5 Whys
- Value Stream Mapping
- 8 Waste & Waste Walk
- PDCA - Plan, Do, Check, Act
- Performance Matrix e.g. - XMR charts



# What is an A3?

- An A3 is a blank template of paper, split up into eight sections.
- Use an A3 to guide your thinking through the 8-step problem solving method, and to share your ideas, plans and work.



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# Why an A3?

| <u>A3 8-step problem solving worksheet</u>                                      |                 | Problem  |
|---|-----------------|--|
| Responsible person  | People involved | bale   |
| <b>1 Clarify the Problem (Plan)</b><br>Current situation:<br>Desired situation: |                 | <b>5 Develop countermeasure (Plan)</b>   |
| <b>2 Breakdown the Problem (Plan)</b>   |                 |  |
| <b>3 Set the Target (Plan)</b>  |                 | <b>6 Run experiments to validate countermeasures(Do)</b><br>Owner                  Support people                  Dates |
| <b>4 Root cause analysis (Plan)</b>   |                 |  |
|   |                 | <b>7 Monitor results from experiments(Check)</b>   |
|   |                 | <b>8 Standardize successful countermeasures (Act)</b>  |



# An A3 captures

A specific problem

Material to help people see where the problem occurs

Targets for improvement

Analysis around the root cause of the problem

A list of possible countermeasures, with prioritization

A detailed plan for an experiment to try out a countermeasure

Status of results from the experiment

Decisions made about what to do after an experiment ends

A countermeasure is a suggested or proposed solution. We don't call them solutions because they're ideas about what might address the problem—you can call it a solution once you know it works.



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# Why use an A3?

A3 is structured, but flexible. An A3 is completed in a small group.

It is the way you "do" continuous improvement, using the Plan, Do, Check, Act (PDCA) cycle. It is a tool for conversation and building shared understanding.

It is a way to show respect for people by getting everyone involved in problem solving.

It is a snapshot of your thinking about a particular problem that is affecting your work and impeding the delivery of value to your customers.



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# Questions?



# Pulse Check

- Why use an A3?
  - A3 is structured, but flexible. An A3 is great for small groups and gives everyone a voice in the process.



# Pulse Check

- What is an A3?
  - An A3 is a blank template of paper, split up into eight sections.



# Pulse Check

- **Why an A3?**

- Those that developed these steps could capture all the ideas/steps on this A3 – 11 by 17 paper. A part of lean is visual management and they wanted display these plans in the office so that everyone could see the A3 process = the plan/experiment.



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# Pulse Check

- What does an A3 capture?
  - Analysis around the root cause of the problem



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# Let's review an A3 step by step for this Learning Session!



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# Post Learning Session Expectations and Due Dates

- Complete and Finalize the Action Plans.
- Action Plans will be due March 23, 2021!
  - Email: [Rahem.Mulatu@state.co.us](mailto:Rahem.Mulatu@state.co.us)
- If you need additional assistance with Action Plans, you can call into the optional Countermeasure Action Plan call February 24 @ 1:00 PM-2:00 PM.



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# Questions?



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# Thank you!

