

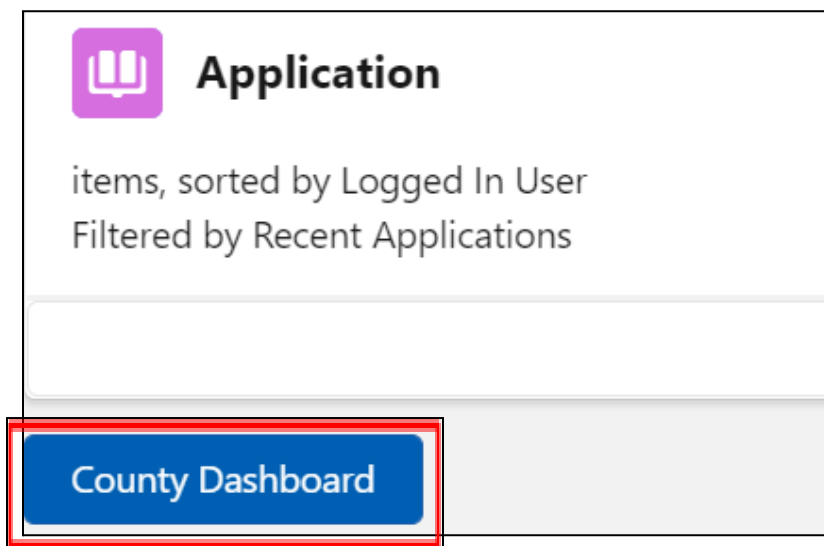


Researching Untimely Members in County Dashboard Desk Aid

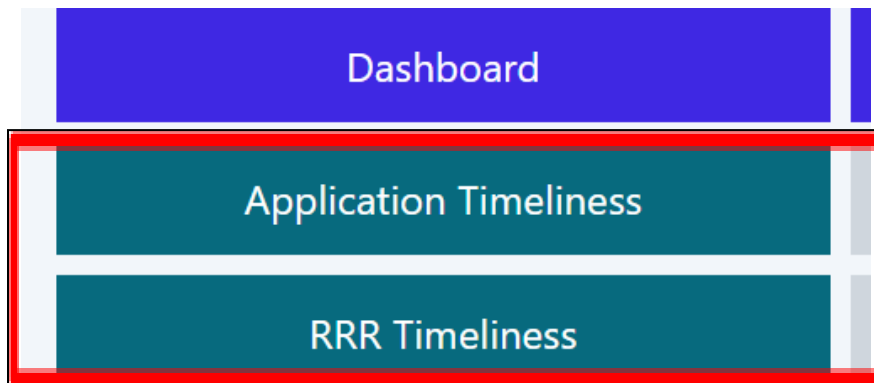
The following desk aid has been created by the HCPF Continuous Improvement (CI) Team to assist sites in reaching their Timeliness targets for the Medical Assistance Performance (MAP) program. The goal is to identify areas to improve your Business Process and ensure that Colorado residents have timely access to Medicaid Benefits. Reviewing this data will allow your Site to identify causes of untimely processing. The steps below demonstrate how to view and download Untimely members via the County Dashboard.

How to Access Untimely Data:

Step 1: Login to CBMS > Click on County Dashboard near the bottom of the Home Page



Step 2: Click on Application Timeliness or RRR Timeliness (same process for both)





Step 3: Select your County/Eligibility Site from the County list

App Timeliness

County

Q Search for values...

All [Show Selected \(1\)](#)

| | |
|-------------------------------------|----------|
| <input checked="" type="checkbox"/> | EL PASO |
| <input type="checkbox"/> | ELBERT |
| <input type="checkbox"/> | FREMONT |
| <input type="checkbox"/> | GARFIELD |
| <input type="checkbox"/> | GILPIN |
| <input type="checkbox"/> | GRAND |

Note: Your County or Eligibility Site should be the only Site displayed.

Step 4: To the right of the County list, select the Report Period month you want to review

Report Period

Q Search for values...

All [Show Selected \(1\)](#)

| | | |
|-------------------------------------|--------|-------|
| <input type="checkbox"/> | 202202 | 7,054 |
| <input type="checkbox"/> | 202203 | 7,638 |
| <input type="checkbox"/> | 202204 | 7,622 |
| <input type="checkbox"/> | 202205 | 6,957 |
| <input checked="" type="checkbox"/> | 202206 | 7,130 |
| <input type="checkbox"/> | 202207 | 1,057 |

Example: Selecting “202206” refers to June 2022 data.



Step 5: To the right of the Report Period, under HPLG select “Medical Assistance”

The screenshot shows a dropdown menu titled "HPLG" with a search bar and a list of categories. The "Medical Ass..." category is selected, indicated by a red box around its checkbox and a count of 2,095.

| Category | Count |
|--|-------|
| Adult Finan... | 448 |
| Colorado W... | 480 |
| Expedited F... | 787 |
| Food Assist... | 3,320 |
| <input checked="" type="checkbox"/> Medical Ass... | 2,095 |

Step 6: Further to the right, under “Auth User ID” section, check the boxes for ONLY the Authorized User names from your Site. By leaving the “MUD” or “RTE” boxes unchecked, the data filters out anything system-related.

The screenshot shows the "Auth User ID" filter dropdown menu. The "MUD00..." and "RTE001B" categories are unchecked, while several other categories are checked, as indicated by a red box around the checked checkboxes.

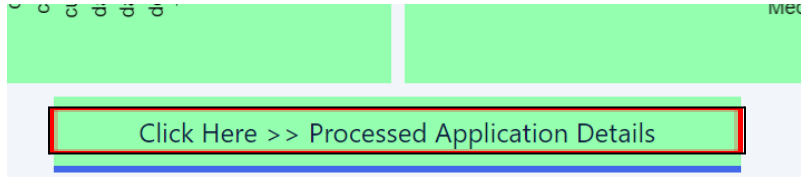
| Category | Count |
|--|------------|
| MUD00... | 166 |
| RTE001B | 401 |
| <input checked="" type="checkbox"/> [Redacted] | [Redacted] |
| <input checked="" type="checkbox"/> [Redacted] | [Redacted] |
| <input checked="" type="checkbox"/> [Redacted] | [Redacted] |
| <input checked="" type="checkbox"/> [Redacted] | [Redacted] |
| <input checked="" type="checkbox"/> [Redacted] | [Redacted] |

Data will update below after selections are made and should look like this:

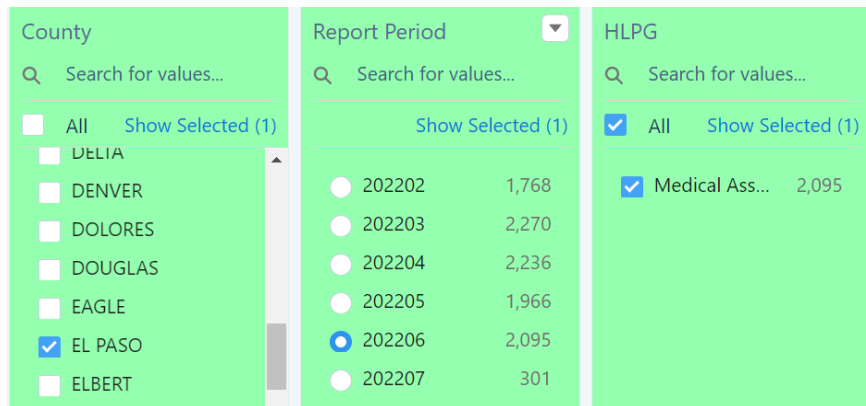
| | | | | | | | |
|--------------|-------|----------|-------|----------------|----|------------|------|
| Timely Count | 2,055 | Timely % | 98.09 | Untimely Count | 40 | Untimely % | 1.91 |
|--------------|-------|----------|-------|----------------|----|------------|------|



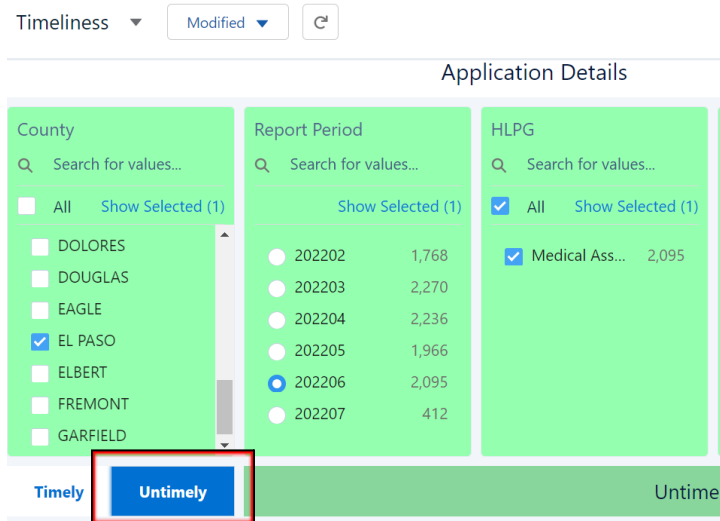
Step 7: Scroll to bottom of page and click “Processed Application Details”



Once on the Details page, scroll back to top to make the three corresponding selections again (this will properly refresh the data): Select your County > Select correct Month > Select Medical Assistance > Filter out system (RTE/MUD) authorizations



Click the “Untimely” Tab near the left of the page

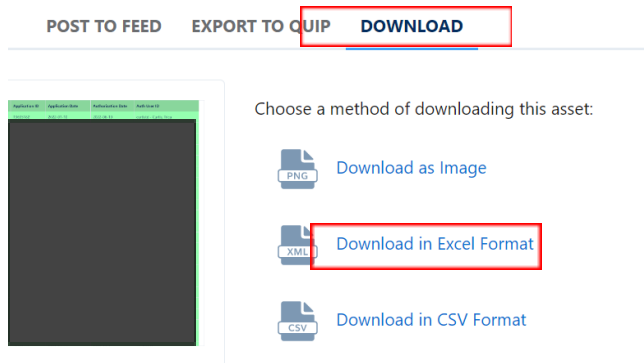




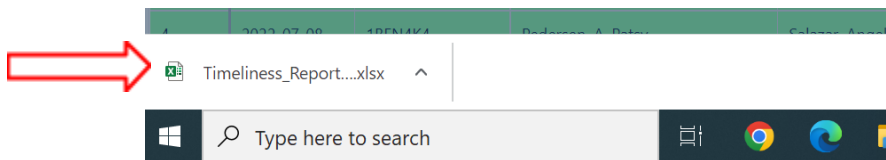
To download/share a list of individual members: Click on the small drop down on the right of the screen and select “Share.” *Please note: Blacked out boxes are for privacy and will not look like this on your screen.*

| Today Date | CS_ID | Client Name | Caseload User | Application ID | Application Date ↑ | Authorization Date | Auth User ID |
|------------|-------|-------------|---------------|----------------|--------------------|--------------------|--------------|
| 2022-07-08 | 1 | [Redacted] | [Redacted] | [Redacted] | 2022-01-10 | 2022-06-10 | [Redacted] |
| 2022-07-08 | 1 | [Redacted] | [Redacted] | [Redacted] | 2022-01-10 | 2022-06-10 | [Redacted] |
| 2022-07-08 | 1 | [Redacted] | [Redacted] | [Redacted] | 2022-01-10 | 2022-06-10 | [Redacted] |
| 2022-07-08 | 1 | [Redacted] | [Redacted] | [Redacted] | 2022-02-10 | 2022-06-02 | [Redacted] |
| 2022-07-08 | 1 | [Redacted] | [Redacted] | [Redacted] | 2022-02-17 | 2022-06-02 | [Redacted] |

Select the “Download” Tab, then “Download in Excel Format”



Open the file in Excel to view/share raw data



Research that leads to a CBMS System related issue outside of Eligibility Site Control



For any CBMS system related issue that decreases your Site's timeliness percentage, please follow the steps outlined in the example below:

- Example: LIS Batch caused the application to be untimely.

| Application # | PEAK Trackin... | Application N... | Application S... | Application D... | Application L... | Program(s) | Create User I |
|---------------|-----------------|------------------|------------------|------------------|------------------|------------|---------------|
| | | | | | 04/27/2022 | MA | LIS_BATCH |

1. Submit a Help Desk Ticket to OIT Help Desk
2. Email the Help Desk Ticket number to the following email address:
hcpf_mapdashboards@state.co.us
 - a. Indicate which month the systems issue decreased your Eligibility Site's timeliness
 - b. Indicate that your Eligibility Site is looking for us to expunge/re-calculate the month timeliness was decreased
3. The Department will review the Eligibility Site request and will email the outcome once reviewed by the MAP Team.