



HCPF Member Escalations

Partner Integration Workgroup

9/12/2025

Purpose:

HCPF, County and CMA representatives to discuss the HCPF Member Escalations Partner Integration.

Goal:

Do one final review of the County/CMA SLA, take a sneak peek inside the Bright platform, review the training schedule for each Cohort

Agenda Item Number	Topic	Details
1	Final Review of SLA	1. Final review of the County/CMA SLA
2	Tour of Bright	1. Let's review the Bright platform which we will utilize for all Partner Integration training!
3	Review of Training Schedule for each Cohort	1. Let's look at the timeline and schedule for each cohort, including the Bright playlist which is built of all the training modules that will be required.
4	Wrap Up & Final Questions	1. Please let us know what final questions you may have! 2. Let us share with you our thoughts for ongoing HCPF support in this space

Notes

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Action Items - This Meeting



Item	Date Open	Description	Owner	Status	Due Date
1					
2					
3					

Action Items - Prior Meetings

Item	Date Open	Description	Owner	Status	Due Date
1	8/29/25	Review of draft SLA and finalize any feedback to HCPF by 9/12/25	County & CMA Attendees	Completed	9/12/25
2	8/29/25	Review draft of County/CMA Subject Area picklist and finalize any feedback to HCPF by 9/12/25	County & CMA Attendees	Completed	9/12/25
3	8/29/25	Email templates in use and sent to workgroup to see how they would function	Sarah R...	Completed	8/29/25
1	8/15/25	Draft County/CMA SLA	Sarah R...	Completed	8/29/25
2	8/15/25	Start picklist items for a dropdown option for County/CMA subject areas	Sarah R...	Completed	8/29/25
3	8/15/25	Can Counties or CMAs purchase additional Salesforce licenses if they want more than the allotted 1-2 seats	Sarah R...	Completed	8/29/25
1	8/1/25	Aric to investigate the purpose and content of county-managed escalation logs, especially those used in ME reviews and beyond the scope of dispute resolution	Aric Bid...	Completed	8/15/25
2	8/1/25	Sarah to adjust the Partner Integration Cohorts: <ul style="list-style-type: none"> Weld county & CMA together (Cohort 2) 	Sarah R...	Completed	8/15/25



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		<ul style="list-style-type: none"> • RM Health Plans & Mesa county together (Cohort 1) • Douglas, Arapahoe & Developmental Pathways together (Cohort 1) • Montrose, Ouray, San Miguel together (Cohort 4) 			
1	7/18/25	Post the 7/18/25 recording and resource documents to the HCPF Escalations website.	Sarah R...	Completed	7/18/25
2	7/18/25	Coordinate with OCL to determine if Salesforce data can auto-populate in the CMA required complaint log and/or if the complaint log can be sunset once full CMA integration is completed in Salesforce	Aric Bid...	Completed	8/1/25
3	7/18/25	Follow up with OCL on rules limiting communication with provider agencies and whether CMAs must act as intermediaries	Aric Bid...	In Progress	8/1/25