

Case Comments and Accuracy Gallery Feedback

Presented by: Nicole Duran Jones
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Agenda

- PuMP: Where are we?
- Case Comments Lean Coffee
- Accuracy Measure Gallery Feedback
- Next Steps
- Questions

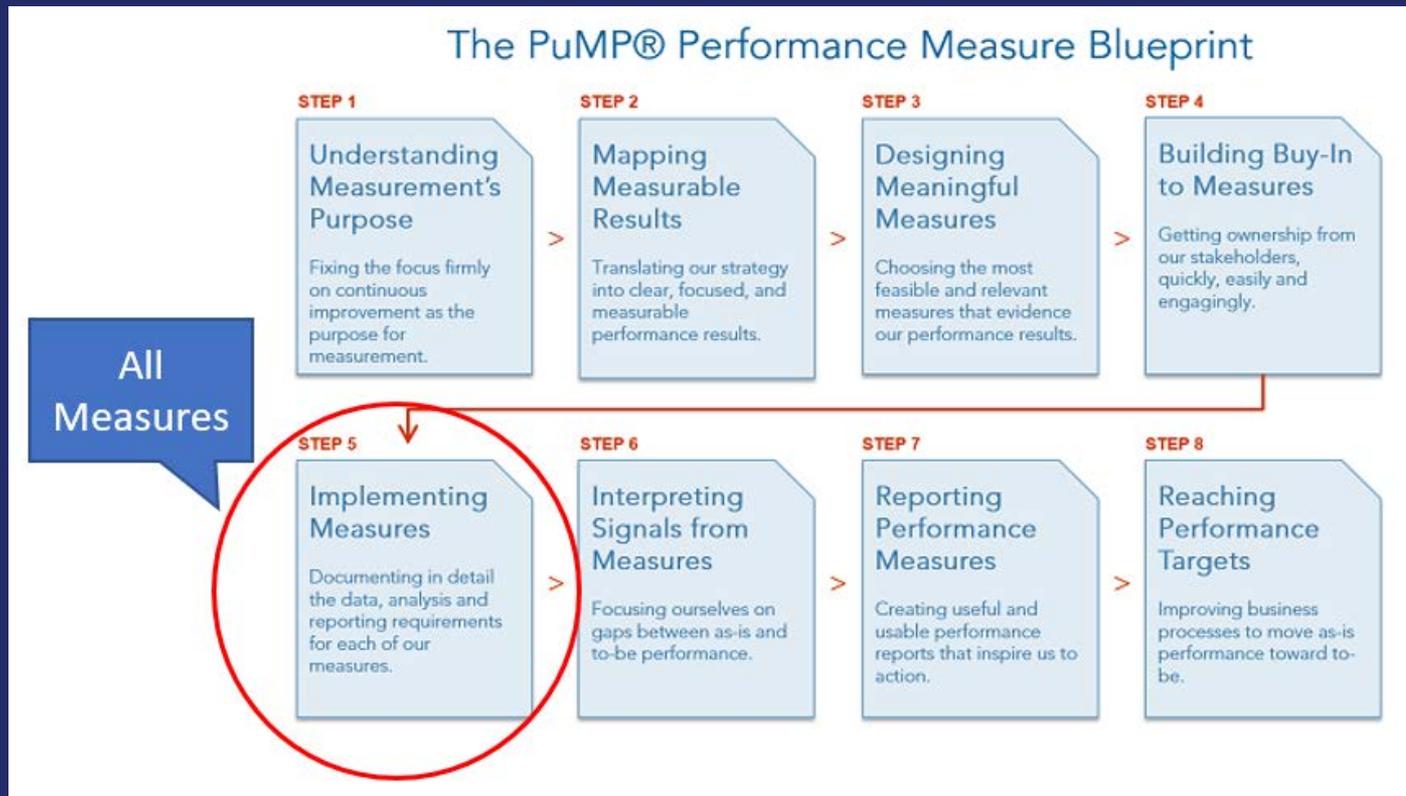


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PuMP: Where are we?

All Measures: Step 5, Implementing Measures



Lean Coffee: Case Comments

Round table discussion: What are your lessons learned and best practices?

- Template can be great - but can be difficult if MA changes from MSP request initially and then shifts to LTC
- Please tell counties and MA sites the points that need to be made in case comments - min. requirements
- List the points that we should be looking at so Supervisors can easily identify if its there or not
- EVERY county and MA site needs to follow the mins
- Don't duplicate the FA & cash case comments
- Combo case guidance
- Some templates lead to closed-end answers which for the reviewer can leave out missing information as to what occurred on a case.
- Do we need to say exactly when and how DRA was obtained?
- Do we need to show how we got to the exact income Wrap Up



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What does SDC and Policy Say?

Current Case Comment training:

- Case Comments WBT (Co Learn)

9 instances in Policy:

- 8.100.5.B.h
- 8.100.4.B.3
- 8.100.3.D.d
- 8.100.3.P.1
- 8.100.3.P.4.C
- 8.100.3.P.5
- 8.100.4.B.6.a
- 8.100.4.B.6.b
- 8.100.3.C.5



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Case Comment Example

Case Comments should answer (at a minimum)...

Who: is this information for; who is providing this information (cannot always rely on CBMS user ID).

What: action was taken or what information was provided to the organization.

When: is this information applicable for

Where: did this information come from?

Why: is this information important

Discrepancies in information and what you did about it.

Example: *NOT all inclusive and not representative of HCPF's minimum recommendations



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Questions?



Accuracy Measure Gallery Feedback

Result: There are no errors that do not impact eligibility of approved or denied individuals.

Feedback: This is a double negative - maybe re-phrase?

Dept Response: We agree that this is a double-negative and have rephrased to "there are no errors that don't impact eligibility." We welcome feedback if this helps clarify the language. Melissa and Josh M

Feedback: Could we consider using a word other than "error" for something that was incorrect but didn't actually cause an incorrect eligibility determination? (Re: Rate of errors that did not impact eligibility)

Dept Response: "Error" aligns with federal audit methodology, and our overall goal is to reduce our federal errors; thus, it's best to keep the language in alignment. In addition, we decided to split the measures by impact instead of using terms that could be confusing. Melissa and Josh M



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Accuracy Measure Gallery Feedback Cont'd

Continued Result: There are no errors that do not impact eligibility of approved or denied individuals.

Feedback: reduced to what? Very vague

Re: List sensory evidence of the result:

- The total number of errors that did not impact eligibility will go down
- The Department will see a reduction in mistakes in processing caused by incorrect data entry, missing documentation, incorrect system processing, and/or insufficient training for caseworkers

Dept Response: In this part of the exercise, we are trying to find sensory evidence of the result happening. It's not a specific target for this project, just what we hope/expect to happen by improving eligibility accuracy. Melissa



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Accuracy Measure Gallery

Feedback Cont'd

Result: There are no errors that do not impact the eligibility of approved or denied individuals

Feedback: this appears to be a double negative again - confusing; also I think NO errors is unrealistic and sets up everyone for failure

Dept Response: Result oriented goals are a state of performance that can be continually improved.

While no errors may not be realistic to achieve, it should be the goal that we continually strive to achieve. While the goal would be no errors, we understand with system and processes this is unrealistic and will set targets to reach with individual benchmarks for sites as needed- Nicole

Although the goal we continually strive to achieve would be no errors, counties would not be held contractually accountable, or corrective actions put in place, when a county does not achieve no errors. Contractual accountability and corrective actions would take place based on benchmarks and targets determined through the PuMP process in coordination with counties. Josh M.



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Accuracy Measure Gallery Feedback Cont'd

Continued Result: There are no errors that impact the eligibility of approved or denied individuals

Feedback: Shouldn't these be divided by the number of individuals in the sample as a whole instead of by the individuals with an incorrect elig determination?

Re: Incorrect denial/termination rate - Number of individuals that were incorrectly denied/terminated divided by the total number of individuals with an incorrect eligibility determination

Dept Response: Yes, the denominator will be changed to number of individuals in the sample. Melissa

Feedback: Will there be a definition for an "insufficient guidance error"- it seems very subjective. I agree with the concept, but I also believe that the state and county's definition of "sufficient" could be very different.

Dept Response: Yes, we agree that "insufficient guidance" is unclear and could have different definitions. For now, insufficient guidance means that written guidance doesn't exist so the county had to act without proper direction. This definition may evolve over time. Melissa and Josh M



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Accuracy Measure Gallery

Feedback Cont'd

Continued Result: There are no errors that impact the eligibility of approved or denied individuals

Feedback: How would an "insufficient guidance" error be identified/determined during the case review?

Dept Response: See previous slide - for now, insufficient guidance means that the caseworker had to act without proper direction because the state has not issued written guidance. For example, entering bank statements into CBMS. Per the SDC, caseworkers are supposed to enter the ending account balance. This requirement is not in writing - it is delivered verbally in the long term care training. Should QA identify an error where the caseworker entered the wrong account balance, the error would go to the state for insufficient guidance.

Melissa and Josh M



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Feedback Cont'd

Topic: General Feedback

Feedback: This describes incorrect approvals and incorrect denials/terminations should this be broken down further to include incorrect approval/denial of MA aid code?

Re: Incorrect approval rate - Number of individuals that were incorrectly approved divided by the total number of individuals with an incorrect eligibility determination
Incorrect denial/termination rate - Number of individuals that were incorrectly denied/terminated divided by the total number of individuals with an incorrect eligibility determination

Dept Response: Yes, this will be broken down further to highlight which incorrect determinations caused the client to be approved for the incorrect category of assistance. For those that were incorrectly denied and had their benefits terminated, we may track which category of assistance the client SHOULD have been enrolled in. Melissa



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Accuracy Measure Gallery Feedback

Cont'd Topic: General Feedback

Feedback: Out of the 13 Measures under no errors that impact and don't impact eligibility, will counties be held to a certain percentage in all of these measures or just the rate that calculates the total errors out of the total sample under each?

Dept Response: Generally speaking, measures that are classified as Compliance or Outcome with the Director elevation will be used as accountability measures for corrective action plans and contracts. However, the Department is still determining how the measures selected will be used ongoing.
Josh M

Feedback: Will there be a measure for the correct category or program?

Dept Response: Yes, these measure(s) will be added. Melissa

Feedback: What are weasel words?

Dept Response: A 'Weasel Word' is a word that has no specific, obvious and singular meaning. Weasel words are identified in the PuMP (Performance Measurement Process) to get result oriented goals everyone understands so that performance measures can be developed around a common understanding of what we are trying to achieve. Nicole



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Questions?



Next Steps

- HCPF to take back Case Comments feedback from the Lean Coffee
- Performance Measures
 - Finalize calculations
 - Finalize data requirements
 - Test available data
- Dashboards
 - Finalize HCPF internal processes



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Break Out Session

- Key takeaways from this presentation
 - 20 minutes to answer three questions (same as last time)



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Questions?



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Thank you!



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