

Telephonic Signature Director's Call

February 3, 2023



COLORADO

Department of Health Care
Policy & Financing

Policy Requirements

Medical Assistance Programs

- Federal regulations (42 C.F.R 435.907(a) and (f)) require that states provide individuals various means through which an applicant or member can apply or manage their Medical Assistance coverage. This includes submission by mail, in person, online, and over the telephone.
- Verbal attestations (telephonic signatures) can be accepted over the telephone for completed applications or renewals.
- An audio recording of the verbal attestation is required to constitute a valid telephonic signature.



Policy Requirements

Medical Assistance Programs

- Eligibility sites must have the ability to:
 - accept new applications and signatures for renewals by telephone; and
 - record and save the verbal attestations (telephonic signatures)
- Recorded attestations will be **maintained in the state platform**. CBMS is the source of record.



Implementation Timeline

Telephonic Signature for Renewals

- User Testing (1/11)
- CBMS Build Date (2/11)
- Web-based Training (week of 2/20)
- Operational Memo Published (week of 2/20)
- Eligibility Site Business Processes Implemented to Accept Telephonic Signatures for Renewals & Support Members (3/31)
- * **Implement the new functionality starting April 1, 2023**



Operational Goals

Telephonic signature supports the COVID Unwind Operational Goals:

1. Maximize member continuity of coverage
2. Focus on the member experience and smooth transition in coverage, and
3. Minimize impact to county and eligibility workforce

Questions?



