HCPF/Eligibility Site Monthly Touch Base Meeting - 2024/12/12 14:41 MST - Transcript

Attendees

Betty Cage - CDHS-CTY, Blanche Means-Mcdonald - HCPF, Brandy Cobos, Carla Hill - HCPF, Cassie Apodaca - CDHS-CTY, Christine Woods - HCPF, Claudia Guillen - HCPF, Claudia Mendez - HCPF, Daisy Martinez - HCPF, Debra Fitzsimmons, Gina Martinez - HCPF, Jennifer VanCleave - C4HCO, Joanne Hine - HCPF, Kathleen Seese - HCPF, Kendall Pearson, Kindra Brenner, Lisa Pera - HCPF, Maida Zambrano - HCPF, Marivel Klueckman - HCPF, Mayra Zuniga, Mitchell Scott - HCPF, Molly Smith CO-Englewood, Monica Owens - HCPF, Nancy Brenes - HCPF, Nancy Ortiz - HCPF, Patricia Garcia - HCPF, Quinn Kaplow - HCPF She Her, Rebecca Ornelas - HCPF, Rebecca Ornelas - HCPF's Presentation, Robert Kraxberger - CDHS-CTY, Sharla Williams - HCPF, Sienna Lemaster - HCPF, Tiffany Watson - CDHS-CTY, Traci Weaver - CDHS

Transcript

00:15:00

Lisa Pera - HCPF: Hi everyone. It's 3:01 by my club. I'm gonna just wait another minute or two. See if we can get some more people on the call. Thank you for joining us today.

00:20:00

Lisa Pera - HCPF: All it's 302. I suspect we'll have some people hop on as we get started, but I'm going to go ahead and kick us off. And we lost our slide deck, but I'm sure it's going to come right back up. Perfect. Thank you, Rebecca. So, hello everyone. My name, if I don't know you, and I think I probably have met you before, my name's Lisa Pah. I am the eligibility division deputy director here at the Department of Healthcare Policy and Financing. And this is our monthly county and eligibility partner touch base.

Lisa Pera - HCPF: you may recall we combined our November and December meeting to today because we usually do it at the end of the month and we were trying to avoid both Thanksgiving and Christmas. So this is a combined early December touch base. And if I could have the next slide we only have two big topics for us to go over today and they are updates on topics that we have discussed at previous meetings.

Lisa Pera - HCPF: The first one is an update on the implementation of this 60-day extension project as part of our LTSS stabilization and then also want to provide an update on coverall Colorado the new program that is starting on January 1st and we will have time for questions and then at the end certainly can open it up because we as always want to hear from you. So with that, if I could have the next slide, I'm going to turn the presentation over to Kathleen CE who is going to talk with us about LTSS stabilization.

Kathleen Seese - HCPF: Hi guys, it's me again. before I jump in, I just want to just say thank you so much to all of our long-term care and buyin workers out there. It has been a very long year. talking about this project that we're getting ready to implement this weekend. We started it back in June that feels like yesterday and three years ago all at the same time. Where did it go? I don't know. it's been a crazy year. So, we go to the next slide. we can jump into the details. So this weekend on December 15th, we are going to be implementing project 10612 that's going to start the logic from project let me check 9472 that was actually implemented in August, but we did not turn that logic on.

Kathleen Seese - HCPF: So, what this project is going to do is it's going to implement a 60-day extension to all of our long-term care and buyin members for their termination dates. That those extensions are going to start applying January 1st and afterwards. we're also have a requirement within that project that is going to extend or move past due renewal dates to so example, we have May 2024 renewal that's kind of stuck out there because we've had the pend helped us ticket and the overrides entered on those cases, the member didn't provide the renewal. so instead of just continuing on removing everything and terminating them immediately, we're going to move their May 2024 renewal to May 2025.

Kathleen Seese - HCPF: that will ensure we can send out those packets, run exparte, get everything from those numbers we need so we can properly determine their ongoing eligibility. so following this weekend's build May 16th through the 21st, that's when we're expecting COLA to the COLA project is going in this weekend with all of the new updated numbers from the federal government. the actual COLA process is going to start on the 16th. Mass updates are going to start running on those case around the 19th. And on all of those cases for their medical assistance, we're going to remove the pend help desk tickets on those cases so that we can make sure that they are properly being determined for eligibility for January ongoing. If anybody is being terminated, those are going to be suppressed. Those members are going to be reinstated for January and February, they're going to have an overwrite entered.

00:25:00

Kathleen Seese - HCPF: that will be the override that we do at the end of this month will be the last overrides that we complete for these populations. I just said anybody who is failing for in those cola runs we're going to be putting an override sorry it's going to be the override is going to go through January February and March and we're also going to be putting the pen help desk ticket back on them to make sure they don't terminate before the renewal.

Kathleen Seese - HCPF: and then starting January 5th, that's where you're going to see the in biggest changes happening with these members. on 5th for January renewals, we're going to remove that pent help desk ticket from those members. Removing that pent help desk ticket is going to trigger all those cases to run through EDBC. which means any members who are no longer eligible starting February 1st and ongoing, they're not going to be terminate right away. they will be thrown into the 60-day extension. So instead of being terminated February 1st, they will have their eligibility extended through the month of March that daily process currently if a user goes in removes the pend helped us ticket and does not put it back on.

Kathleen Seese - HCPF: Currently, we have a process that automatically goes and puts it back on every single night. That process is going to be removed as of January 5th. So, if a user goes in, removes a pent help desk ticket, runs a case, and forgets to put it back on, and that member's renewal is not due until November of next year, that member could terminate before the renewal. And I have an example for that

coming up in one of the next slides. So ongoing after January, you'll see on the 5th of every month that we are going to remove the peneltus ticket for any renewals that are occurring in that month. So for February, we're going to be removing the pen help desk ticket on February 5th. March renewal cases, we'll have the pen help desk ticket removed on March 5th and then that's going to happen all the way through the end of December. I think we covered the rest of the stuff on that slide, so people can go to the next slide.

Kathleen Seese - HCPF: So, here's an example we have for a member who has a January renewal. So, on January 5th, we're going to remove the pen health ticket on all of our long-term care, buyin, and CBW cases for if they have a renewal in the month of January, excuse me. that's going to happen in a mass update. EDBC will be triggered when we remove that pent help desk ticket. If they are eligible nu February 1st and after we'll approve them and send them a notice. If they are not eligible, we're going to send them that notice. It is not a termination It's a 60-day NATO set notice that says if you do not provide verification that you meet eligibility as of this date and afterward, you're going to be terminating.

Kathleen Seese - HCPF: In this case, it would be March 31st. so, starting March 6th is when you're going to see all the generation of those notices. Those are going to be triggered to start going out. January 6th through March 10th, sorry. that is when you're going to start getting verification and information back from those user members. Let me close my window. There's a piece that so yeah, you'll start get getting verifications back from those members. if you receive everything you need, go ahead and process that case, get it done and moved on and you can get to your next cases. If the trigger to run all these cases, there's a trigger that's automatically going to run for anybody who has the extension through March. There's a trigger that's going to run on all the cases on March 10th.

Kathleen Seese - HCPF: If the member has not provided the information and documentation we need to determine their ongoing eligibility, they will terminate as of March 31st. If they do meet eligibility criteria, then we will go ahead and approve them for their regular coverage, whether it's on the long-term care and buyin me cases or if they need to move to another aid code, we will move them to that other aid code starting April 1st. for those members in this first renewal cohort that are going to be terminating as of May or I'm making up my own dates now. Sorry guys. if they're going to be terminating as of the end of March 30 31st, they have until If they're eligibility be determined on March 10th, they have until May 10th to submit their appeal.

Kathleen Seese - HCPF: And these same members will have until June 30th to submit information and re renewal information for their reconsideration period. That's the 90 days after their termination. So yeah, the most important dates you want to see them follow here are the fifth of the renewal month and then the 10th of the 60-day extension month. So the 10th of the second month. We can go to the next slide. here is an example where a member is that we're applying both 10day noticing and the help desk ticket is being removed prior to the renewal month. So on this example, we're on January 27th. That's after the 10day noticing cutoff. This member has a renewal due in September 2025.

00:30:00

Kathleen Seese - HCPF: The eligibility worker receives some updates saying that show that the member no longer meets eligibility. The user goes in, runs EDBC, authorizes the case. Since we're no longer doing the reinstatements, we're not going to put that penelope back on. This member will receive a 60-day notice. they won't be then thrown into that 60-day extension group until March 1st. We're after the 10day

cutoff noticing for February benefits. So we can't terminate them until March 1st. You'll see 10day noticing is applied for the month of February. And then starting March 1st, you'll see that the eligibility extension is granted from March 1st to April f April 30th.

Kathleen Seese - HCPF: So on January 28th, you'll see the generation of that 60-day notice that says their eligibility extension is being granted until April 30th. You'll start receiving verification and documentations back on these members between January 28th and February and April 10th. That cuto off date for that member to provide all their documentation is April 10th. And if they do not provide documentation or verification needed, they will be terminated as of April 30th. And they have until June 10th pro to appeal if they do not agree with that determination. And they have until July 31st to provide documentation for the 90-day reconsideration. So that's just an example.

Kathleen Seese - HCPF: The renewal isn't until September, but they can terminate it prior to the renewal month if the user goes in and removes that the pen help desk ticket. We can go to the next slide. This is an example of the 60-day notice that we're going to be sending our members. one thing I want to note out that Claudia updated for us is with this month's project, our peak team updated the size limit of that the members can update through peak. So, she updated on this slide, it is now 10 megabytes instead of three megabytes. and if you guys haven't seen this doc this, presentation is going to be sent out following this through our normal communications channels.

Kathleen Seese - HCPF: our next big update that we've counties requested and in order to help our members, we are going to be clearing verifications. So this isn't going to be completed as part of the project going in this weekend. We needed to be a little bit more flexible with the dates when we actually applied the data So instead of applying this data fix with the project this weekend, we're going to be clearing the verifications after the cola run. So, after COLA, which will be hopefully wrapping up by about the 21st or so, we're going to be clearing out all the verifications for all of our WAD, long-term care, and CBWD members. That, includes verifications such as resources, income, and any VCL that are tied to disability packets. So, we'll run through an example real quick just to make sure yall understand.

Kathleen Seese - HCPF: So, the example is a member did not return a resource verification at their June 2024 renewal and were kept approved for long-term care due to the MA reinstatement override. Following the 2024 COLA run, the VCL from June 2024 will be cleared. I have one more slide. and we're not going to just abandon you after we get this project We do still have all of our supports and resources in effect. if you guys run into any system issues, example, if you see that the renewal dates after this weekend's build, if you have a June renewal that did not update to June of next year, please submit a help desk ticket. We can get that research and get that fixed ASAP. If you have any questions that you need help policy clarification, please reach out to our Medicaid inbox.

00:35:00

Kathleen Seese - HCPF: we do have lots of training materials out there that our STD has helped us with. Thank you so much, SDDD, for bearing with us through all this lots of CDMS communications on our long-term care command center. I think I listed about 10 of them that we've sent out in the last two weeks that are all specific to long-term care. So, refer to those. they have memos attached. That's the next bullet and other training documents that we refer to. we are still going to have the long-term care command center. Currently, we have it scheduled through March. at that point, probably before that point, we're going to determine if we still need to complete or conduct those command centers, if we need to change

frequency, the days, etc. I'm sure we're going to continue them. We just need to determine what works best for everybody. So, keep your eyes peeled for a communication about those meetings.

Kathleen Seese - HCPF: Then we are still going to be holding these monthly statewide calls and the county director calls. So we'll still have if you have any questions that you can think of between now and the end of next year. hold on to them, bring them to these meetings, send them to the inbox. we are still here for you guys. Thank you guys so much. And if you guys have any questions, feel free to raise your hand or pop them in the chat. No qu all brain dead.

Kathleen Seese - HCPF: It's been a long day. Lots of meetings today. Hope you guys are all surviving.

Lisa Pera - HCPF: Yeah, thank you so much,…

Lisa Pera - HCPF: I want to acknowledge that I'm getting some chats and emails that there may be an issue particularly with the Google Meet invite. A number of you obviously were able to join with this invite, but Rebecca, I'm wondering if you wouldn't mind sending out the link to copy it from this meeting to the invite list to see if maybe we can get some folks to catch up and join for the second half of our call. of course, we have recorded it so we will be able to send out the recording for those of that for those who are not able to join us today.

Lisa Pera - HCPF: So, you would Rebecca, if you're able to do that, that would be terrific. Thank you. And then asking you to multitask. If you could go to the next slide. we just wanted to provide a really quick update on disability determination. Just a couple of reminders. as I think you are all aware, we have been working really closely with our determination vendor, since the spring to work through the backlog of disability determinations.

Lisa Pera - HCPF: We know there continues to be a delay in getting those returned to you and we in addition to working with the vendor really trying to tighten up our internal processes around disability determinations.

Lisa Pera - HCPF: Yes, Maravel. Yeah.

Marivel Klueckman - HCPF: Sorry, Lisa to interrupt.

Marivel Klueckman - HCPF: It looks like the email that was sent out to STA staff had a different invite.

Marivel Klueckman - HCPF: So, that invite I'm going to join it real quick. There's 38 people on that so let me give them this invite to come over, please. Sorry.

Lisa Pera - HCPF: Okay, thank you very much.

Lisa Pera - HCPF: Back to disability determinations while Maravevel works to get folks over here. in addition to working with the vendor trying to tighten up our internal processes. And so we really wanted again to remind you to please review and…

Robert Kraxberger - CDHS-CTY: Okay.

Lisa Pera - HCPF: submit those disability applications to our vendor within 5 days of receipt. And when you get those in, it's important that you review them for completeness. Make sure they're signed legible. If you have medical records, send those along as and then be sure to data enter that within CDMS that you

have received that and sent that over to the vendor so that the case will pend properly. And then when you get the completed disability determinations back, it's really important that you enter those into CBMS within 48 hours of receipt from the vendor.

Lisa Pera - HCPF: and then, one request that I didn't put on the slide, but one last request that we've made in a couple of different arenas is, if you do still have any disability applications from 2023 or earlier, please forward them to us. and I'm going to have you forward them to Valerie Gyos and I'll put her email address in the chat unless someone else can do that for me. we believe that ARG has completed everything from prior to 2024. and we appreciate your partnership in getting your lists over to us so that we could ensure that the vendor has received and completed those.

00:40:00

Lisa Pera - HCPF: So thank you very much for your attention to that matter.

Marivel Klueckman - HCPF: I'm so sorry. It's just we got a really large group on that other meeting and they can't join us over here via Google or call. So, I'm wondering if there's any way that we could try to get I don't know if that works to try and get this group to join that meeting over there. Sure.

Lisa Pera - HCPF: If you could put in the chat, I hope that this will work. If you could put the link to that meeting in the chat and then Marbel, I don't know if you'd be willing to stay on this call until all able to move over to the other call. And Rebecca, you can stop the recording. We do have the recording for this one.

Marivel Klueckman - HCPF: Thank you all so much.

Lisa Pera - HCPF: stop it and then we'll start it on the other call.

Meeting ended after 00:41:51 👋

This editable transcript was computer generated and might contain errors. People can also change the text after it was created.

HCPF/Eligibility Site Monthly Touch Base Meeting - 2024/12/12 14:41 MST – Transcript 2

00:05:43.943,00:05:46.943

Tiffany Watson - CDHS-CTY: When is the paper application being updated?

00:14:43.516,00:14:46.516

Mitchell Scott - HCPF: Hi Tiffany, we do not have an exact date when it will be available. The updates have been made but the application is going through large print formatting and translation at this time. When that is complete it will be made available

00:17:35.739,00:17:38.739

Valerie Mestas: Does CoLearn have data entry training for Cover all Coloradoans?

00:18:43.857,00:18:46.857

Jennifer VanCleave - C4HCO: The build notes that were sent out today included the language updates for PEAK :)

00:19:00.421,00:19:03.421

Claudia Guillen - HCPF: The Staff Development Division (SDD) published a build training summary and a new Web-Based Training (WBT):

-Cover All Coloradans Web-Based Training

-Cover All Coloradans October 2024 Build Summary

Project Release Notes were distributed on October 9, 2024, and a corresponding Knowledge Transfer Call was held on October 10, 2024.

00:19:29.736,00:19:32.736

Claudia Guillen - HCPF: Data entry is not changing with this project

00:19:41.573,00:19:44.573

Valerie Mestas: Awesome Thank you

00:30:21.197,00:30:24.197

Carmen Collins - CDHS-CTY: Thank you

00:30:33.808,00:30:36.808

Cassie Apodaca - CDHS-CTY: Thank you!

00:30:33.869,00:30:36.869

Shayla O'Connor - CDHS-CTY: Thank you

00:30:34.899,00:30:37.899

Betty Cage - CDHS-CTY: Thank you