COLORADO
Department of Health Care
Policy & Financing

County Incentives Program Guide

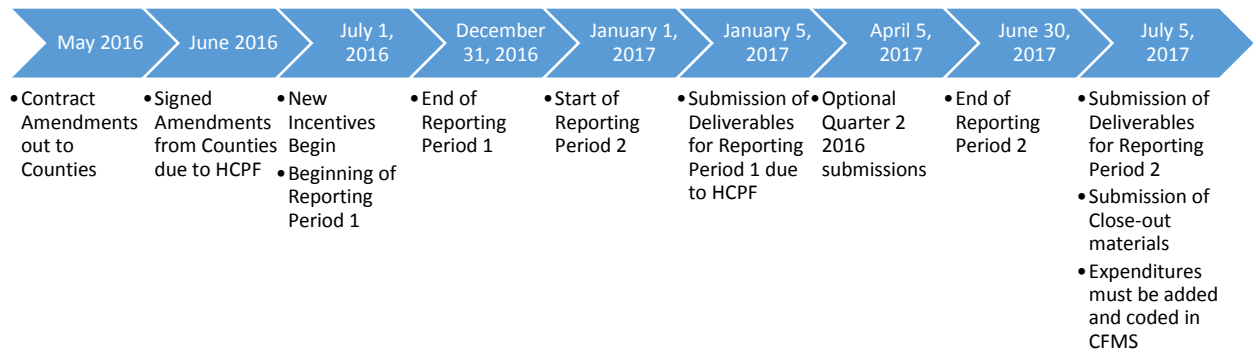*FY 2016-17*

Table of Contents

Part I

County Incentives Program Basics

Included in this section:

1. FY 2016-17 County Incentives Program Timeline

2. General Frequently Asked Questions (FAQs)

3. Accessing and Downloading Documents and Resources

    a. Staff Contacts for County Incentives Program

FY 2016-17 County Incentives Program Timeline

May 2016	June 2016	July 1, 2016	December 31, 2016	January 1, 2017	January 5, 2017	April 5, 2017	June 30, 2017	July 5, 2017
• Contract Amendments out to Counties	• Signed Amendments from Counties due to HCPF	• New Incentives Begin • Beginning of Reporting Period 1	• End of Reporting Period 1	• Start of Reporting Period 2	• Submission of Deliverables for Reporting Period 1 due to HCPF	• Optional Quarter 2 2016 submissions	• End of Reporting Period 2	• Submission of Deliverables for Reporting Period 2 • Submission of Close-out materials • Expenditures must be added and coded in CFMS

Due Date	Event
May 2016	Contract Amendments out to Counties
June 2016	Signed Amendments from Counties due to HCPF
July 1, 2016	New Incentives Begin – beginning of Report Period 1
December 31, 2016	End of Reporting Period 1
January 1, 2017	Start of Reporting Period 2
January 5, 2017	Submission of Deliverables for Reporting Period 1 due to HCPF
April 5, 2017	Optional Quarter 2 2016 Submissions
June 30, 2017	End of Reporting Period 2
July 5, 2017	Submission of Deliverables for Reporting Period 2/submission of close-out materials; expenditures must be added and coded in CFMS

Quarter References

July 1, 2016 – September 30, 2016	Quarter 3 2016
October 1, 2016 – December 30, 2016	Quarter 4 2016
January 1, 2017 – March 30, 2017	Quarter 1 2017
April 1, 2017 – June 30, 2017	Quarter 2 2017

County Incentives Program
Frequently Asked Questions (FAQs)

General Background

What is the County Incentives Program?
The county incentive program was developed following a budget action approved by the Colorado General Assembly in 2014. The first year for counties to participate in the program was FY 2014-15. The program was developed in collaboration with county partners to provide incentives for meeting agreed upon benchmarks. Incentives are included in a contract between the Department and individual county partners.

How was the program authorized?
The program was authorized through a budget request approved by the Colorado General Assembly. The FY 2014-15 R-6 budget request, titled "Eligibility Determination Enhanced Match" was approved in 2014.

How much funding is available through the incentive program?
In FY 2016-17 and ongoing, the total funding available is $4,394,717. Funding is dependent on annual legislative approval.

Who qualifies for the County Incentives Program?
Any county department of human/social services can participate in the County Incentives Program. Even if the county anticipates not being able to earn all the maximum incentives funds possible, the Department encourages county departments to participate and earn the maximum incentive funds possible.

What changes were made from FY2015-16 to FY2016-17?
Several changes were made based on lessons learned from the first two years of implementation. The incentives weights were changed based on the Department's need for prioritization of backlog and timeliness, as well as the accuracy of eligibility determinations. In addition, changes were made to the amount of training hours that are required for eligibility technicians, as well as changes to how those training hours are tracked.

Incentives

What are the incentives for 2016-17?
The incentives are outlined in detail in the contracts with county departments. In 2016-17, incentives are related to improving application processing timeliness, including both new applications and redeterminations, reducing any application and redetermination backlogs, improving collaboration with local partners, report submission compliance with the Medicaid Eligibility Quality Improvement Plan (MEQIP) and the accuracy of authorizations of eligibility determinations, and training for Medicaid eligibility staff.

What changes for the MEQIP and training incentives?

To earn the MEQIP incentive, counties must follow the MEQIP program guidelines. There are four quarterly reports and one annual report that must be submitted by the specified due dates. In addition, the accuracy of the authorization of eligibility determinations must be greater than or equal to 90%. The training incentive can be earned by documenting that 75% of Medicaid eligibility staff have undergone a certain number of training hours within the reporting periods. This training can be spread over both reporting periods.

What are the incentives for 2017-18?

The County Incentive Program for FY 2017-18 has not been finalized. The Department expects to engage counties on the incentives for next fiscal year at the beginning of 2017.

How were the incentives for the program determined?

Incentives and metrics were designed by identifying Department priorities and through a collaborative process with the counties.

Funding and Reporting Process

How does the County Incentive Program work?

There are 5 benchmarks: timeliness, backlog, collaboration, MEQIP, and training. Counties that meet the benchmarks earn a financial incentive which is reimbursed through the County Financial Management System (CFMS). Details about the incentives are outlined in the contracts with counties which can be found on the [County Administration website](#).

What are the reporting periods for this year, and how do they affect the incentives earned?

The reporting periods for FY 2016-17 will run from July 1, 2016 - December 31, 2016 (reporting period 1) and January 1, 2017 – June 30, 2017 (reporting period 2). Incentives earned will be split based on the reporting periods – 50% of incentives can be earned in reporting period 1, and 50% can be earned in reporting period 2.

How often and when are incentive payments made?

Incentive payments will be made annually, after the close out of the fiscal year. Because close out occurs in July, reimbursements can be expected within 90 days of the end of the fiscal year.

How much funding can be earned?

The amount of funding that can be earned by each county is dependent on the county's actual local share paid within the given fiscal year, due to federal regulations that prevent the state from reimbursing county departments more than the amount of the costs incurred. At execution of the contract, the Department provides a maximum amount earnable for each county. However, if the county paid less local share at the end of the fiscal year, the Department will adjust downward the amount of the incentives paid to meet the county's actual local share.

Do counties need to submit invoices? If so, how do they submit invoices?

No, counties do not need to submit invoices for the incentive program, counties only need to submit the information and documentation outlined in each year's contract; required forms that can be found in the County Incentives Program Guide, as well as on the County Administration website. Sample language from the base contract for FY 2016-17 including

documentation needed to qualify for incentives is available on the [County Administration website](#).

What are the reporting requirements for the program?
The reporting requirements for counties will vary from year to year depending on the incentive structure and individual contracts. For FY 2016-17 incentives, metrics related to timeliness and backlog will be pulled from existing reports so counties do not need to provide additional documentation for these incentives. Counties will need to provide documentation for the collaboration incentives and will need to utilize the template provided by the Department. MEQIP metrics will be pulled from the Department's Eligibility Division. Training reporting must be completed in the Department's Learning Management System (LMS). Reports pulled from the LMS will act as the training documentation for all counties.

When are the reports due to the Department?
Documentation for reporting period 1 is due on January 5, 2017. Documentation for reporting period 2 is due on July 5, 2017.

Department Contacts

Joshua Montoya and Crestina Martinez
HCPFCountyRelations@state.co.us

For more information visit [Colorado.gov/hcpf/county-admin](#)

Accessing and Downloading Documents and Resources

All documents necessary to fulfill the requirements of the FY 2016-17 County Incentives Program can be found on the County Administration website under *FY 2016-17 Documents and Resources – County Incentives Program*.

Staff Contacts and Getting Updates for the County Incentives Program

The County Relations team sends out regular updates on the County Incentives Program through their monthly publication called *County Connections*. The Department encourages staff who are responsible for tracking and implementing the County Incentives Program in their county to sign up for *County Connections* by utilizing the link below.

Sign Up for *County Connections*

While signing up, please ensure you check the box for *County Connections*. You can also sign up for other Department publications through the link above.

The Department contacts for the County Incentives Program can answer any other questions you may have. Contact information is listed below.

Joshua Montoya	Crestina Martinez
303-866-2403	303-563-9109

HCPFCountyRelations@state.co.us

More information can also be found on the County Administration website at
Colorado.gov/hcpf/county-admin

Part II

Medical Eligibility Quality Improvement Plan (MEQIP) Incentive

Included in this section:

1. MEQIP Incentive Frequently Asked Questions (FAQs)

2. MEQIP Deadlines and Resources

Medical Eligibility Quality Improvement Plan (MEQIP) Incentive Frequently Asked Questions (FAQs)

What is the MEQIP Incentive?

The MEQIP Incentive is designed to encourage county partners to submit their completed quarterly and annual reports to the Department timely. In addition, all counties, with some exceptions, must measure the accurate authorization rate of their eligibility determinations and report that data back to the Department. Counties that submit completed quarterly and annual reports timely and measure their accurate authorizations at or above a certain percentage can earn funds for the MEQIP Incentive.

When are quarterly and annual reports for MEQIP due?

Utilize the table below to determine due dates for both quarterly and annual reports; please note that for due dates that fall on non-working days, the due date will be the first working day after the due date:

MEQIP Quarterly Report	Reporting Period	Due Date*	Reporting Period
Quarter 1 Report	July, August & September	November 1st	1
Quarter 2 Report	October, November & December	February 1st	2
Revised Annual Plans	July 1st - June 30th	March 31st	2
Quarter 3 Report	January, February & March	May 1st	2
Quarter 4 Report	April, May & June	August 1st	1

How much funding is tied to the MEQIP Incentive?

For the FY 2016-17 County Incentives Program, fifteen percent (15%) of all incentives funds can be earned through the MEQIP Incentive. Each county's individual contract amendment specifies the base amount for the MEQIP Incentive.

What are reporting periods and how do they affect the MEQIP Incentive?

Reporting periods are units of time in which all incentives for the FY 2016-17 County Incentives Program are measured. For FY 2016-17, reporting period 1 will cover July 1, 2016 through December 31, 2016. Reporting period 2 will cover January 1, 2017 through June 30, 2017. Utilize the Due Dates table on this FAQ sheet to determine which quarterly/annual reports fall into which reporting period.

Where can I get the documents needed for MEQIP?

MEQIP documents can be found on the Department's MEQIP website. The following documents are available to counties to explain the background of the MEQIP process and to ensure compliance with the program:

Annual Plan Template	*Quality Improvement Plan Worksheet*
Case Time Sheet	*Quarterly Report*
COGNOS Pending Reports Reference Guide	*MEQIP FAQs*
Case Review Tool	*Standards Forum Presentation*
MEQIP Policies and Procedures	*Key Informant Interview Guide*
PDSA Template	*Summary of Key Informant Interviews*
Medical Eligibility Quality Improvement Plan Manual	

Who can my county contact for questions regarding MEQIP?

Questions regarding MEQIP should be directed to MEQIP@state.co.us. For questions regarding the MEQIP Incentive, contact HCPFCountyRelations@state.co.us.*Do incomplete quarterly and/or annual reports count towards the MEQIP Incentive?*

All MEQIP reports, both quarterly and annual, must be completed per the instructions provided in the Medical Eligibility Quality Improvement Plan Manual. In addition, any quarterly or annual plan submitted that requires revisions must be completed per the instructions provided by the MEQIP Program Manager. Incomplete reports or reports that do not follow instructions provided by the MEQIP Program manager will not count towards the MEQIP Incentive, and the county will not earn those MEQIP Incentive funds for the reporting period in question.

Where can I find the contract amendment references for the MEQIP Incentive?

Contract amendment references can be found at:

3.6 – Medical Eligibility Quality Improvement Plan (MEQIP) Incentive Standard
3.6.1 – MEQIP Incentive Requirements
3.6.1.1 – Accurate Authorizations
3.6.1.2 – Small County Exemption
3.6.1.3 – MEQIP Due Dates
3.6.1.4 – MEQIP Completion Requirements
3.6.2 – MEQIP Audit of Quarterly/Annual Reports
3.6.2.1 – MEQIP Corrective Action Plan (CAP)

What are "accurate authorizations?"

"Accurate authorizations" occur when eligibility technicians thoroughly review the eligibility determination wrap-up windows in the Colorado Benefits Management System (CBMS). These windows provide an overview of the eligibility determination that resulted from the technician's data entry. By thoroughly reviewing the eligibility determination results, an eligibility technician can determine and correct any data entry errors that can result in an inaccurate eligibility determination.

For the MEQIP Incentive, what is the accurate authorization rate that is required?

Cases reviewed for the MEQIP program must have accurate authorizations that measure **ninety percent (90%)** or above for the county to earn its MEQIP Incentive funds.

Is the accurate authorization rate measured each month for the quarterly report, or is it an average over the three months?

The accurate authorization rate is an average over the three months for the quarter that is being reported. For instance, a quarterly report includes accurate authorization rates of 97% for January, 92% for February, and 95% for March. The accurate authorization rate for the quarterly report would be 94.67%, which is the average across the three months.

Is there an exception to the accurate authorization rate for small counties?

Recognizing that the accurate authorization rate of ninety percent (90%) may be unattainable for small counties, the Department added a small county exemption for counties that complete ten (10) or less MEQIP case reviews for any given quarterly report. If a county completes ten (10) or less MEQIP case reviews for a given quarter, then the county's accurate authorization rate must be at or above **seventy percent (70%)**.

What is the MEQIP Audit of Quarterly/Annual Reports?

All quarterly and annual reports are subject to re-review by the Department at any time and without prior notification to the county. If the county reported accurate authorizations at or above ninety percent (90%) but the Department's re-review found that the county's accurate authorization number was below the ninety percent (90%) requirement, the county will be responsible for submitting a Corrective Action Plan (CAP) within 30 days of notification of the discrepancy. The CAP must address the root causes of the discrepancy as reported to the county.

My county requested an extension of the due date for our quarterly and/or annual report. Do we still meet MEQIP Incentive requirements?

A request for extension of the due date for quarterly and/or annual reports do not meet the requirements for the MEQIP Incentive. Any submission of a quarterly and/or annual report past the due dates specified within the contract will be deemed untimely and the county will not earn MEQIP Incentive funds for the reporting period in question.

Department Contacts

Joshua Montoya and Crestina Martinez
HCPFCountyRelations@state.co.us

MEQIP Deadlines and Resources

The Department is committed to improving the quality of eligibility and enrollment practices by collaborating with partners. The Medical Eligibility Quality Improvement Plan (MEQIP) describes a process and reporting mechanism to achieve this goal. The MEQIP Quarterly Report is due to the Department quarterly; please use the below chart to ensure your Quarterly Reports are submitted timely.

MEQIP Quarterly Report	Reporting Period	Due Date (Please note: If the due date falls on a non-working day, then submit the report the first working day after the due date.)
MEQIP Quarter 1 Report	July, August, & September	November 1st
MEQIP Quarter 2 Report	October, November, & December	February 1st
Revised Annual Plan	July 1st - June 30th	March 31st
MEQIP Quarter 3 Report	January, February, & March	May 1st
MEQIP Quarter 4 Report	April, May, & June	August 1st

The plan includes key performance areas for eligibility sites to monitor and a description of evaluation tools in order to update and educate sites statewide.
Below are tools and resources that support eligibility sites' quality improvement efforts.
Resources:
- Annual Plan Template
- Case Time Sheet
- Cognos Pending Reports Reference Guide
- Case Review Tool
- Medical Eligibility Quality Improvement Plan Manual (MEQIP)
- MEQIP Policy and Procedures
- PDSA Template
- Quality Improvement Plan Worksheet
- Quarterly Report
- MEQIP FAQs

Performance Standards Forum Materials:
- Standards Forum Presentation
- Key Informant Interview Guide
- Summary of Key Informant Interviews

Part III

Collaboration Incentive

Included in this section:

1. Collaboration Incentive Frequently Asked Questions (FAQs)

2. List of Medical Assistance (MA) Sites

3. List of Behavioral Health Organizations (BHOs)

4. List of Regional Care Collaborative Organizations (RCCOs)

5. List of Single Entry Point (SEP) Agencies

6. List of Community Mental Health Centers (CMHCs)

7. List of Community Centered Boards (CCBs)

8. List of Other Eligible Partners

9. Collaboration Template

Collaboration Incentive
Frequently Asked Questions (FAQs)

What is the Collaboration Incentive?

The Collaboration Incentive aims to encourage county departments of human/social services to collaborate with at least three (3) approved partners at least once (1) per calendar quarter, while jointly developing two to three (2-3) goals that should be accomplished through the collaboration.

Who are the approved partners that counties can collaborate with?

For the FY 2016-17 County Incentives Program, the following partners have been approved. Contact information for the approved partners can be found in the FY 2016-17 County Incentives Program Guide.

Behavioral Health Organizations	Local Public Health Agencies	Medical Assistance Sites
Regional Care Collaborative Organizations	Connect for Health Colorado	Hospitals and Clinics
Federally Qualified Health Center	Private Practice Providers	Community Mental Health Centers
Long-Term Care Facilities	Single Entry Point Agencies	Community Centered Boards
County Sheriff/Local Law Enforcement	Ute Mountain Ute Tribe	Southern Ute Indian Tribe

What does the county need to provide to prove the collaboration occurred?

The county must provide meeting minutes, sign-in sheets, and meeting agendas as documentation of the collaboration. The documentation must include the FY 2016-17 Collaboration Incentive Template.

When does the county need to submit documentation proving the collaboration occurred?

Collaboration documentation must be submitted by January 5, 2017 for reporting period one and July 5, 2017 for reporting period two. The county can submit the documentation at any time prior to the due date if the county so chooses.

What if the county collaborates with a partner that is not on the approved list?

Based on local needs, many counties collaborate with partners far beyond those on the approved partner list. However, for the purposes of the FY 2016-17 County Incentives Program, only collaboration with approved partners will count towards the Collaboration Incentive. If the county does not meet the requirements for the Collaboration Incentive, then the county will not earn Collaboration Incentive funds.

Does each county have to host its own collaboration meetings and come up with its own agenda?

No. Counties can collaborate together on meetings, in either individual or regional forums. However, each county must have at least one (1) representative present for each meeting. If multiple counties collaborate together with approved partners, each county is responsible for developing the agenda in collaboration with the other counties.

Is there any requirements on what the meeting agenda should include?

Meeting agendas shall include the following topics:

1. Recognition of the roles and responsibilities for each of the partners.

2. Cultivation of collaboration and the coordination of services among all of the partner agencies.

3. Establishing two to three (2-3) goals that the partners would like to accomplish over the next year to improve clients' access to care.

In some instances, counties have utilized existing collaborative meetings to fulfill the requirements of the Collaboration Incentive; thus, partners involved have already acknowledged the roles and responsibilities of each of the partners. In this instance, the meeting agenda would not be required to address roles and responsibilities.

Does each approved partner require a separate meeting?

No. The county can invite multiple approved partners to the quarterly meeting, as long as all approved partners present can develop the two to three (2-3) goals that are required for the Collaboration Incentive.

Why is local law enforcement an approved partner?

The FY 2014-15 County Incentives Program included the Correctional Facility Memorandum of Understanding (MOU) Incentive. This Incentive encouraged county departments of human/social services to establish a coordinated process with their local law enforcement for Medicaid eligibility for recently released inmates. The Collaboration Incentive includes local law enforcement in order to encourage continued progress in this area.

List of Medical Assistance (MA) Sites

ADAMS COUNTY			
Advanced Patient Advocacy at North Suburban Medical Center 9191 Grant Street Thornton, CO 80229 M - F; 7:30 am – 4:00 pm 1(877)-215-7736	**Children's Hospital (DH)** 13123 East 16th Avenue Aurora, CO 80045 M - F; 8:00 am – 5:00 pm (303) 602-2300	**Servicios de La Raza** At Historic City Hall 22 S. 4th Avenue Brighton, CO 80601 Tuesday & Thursday 8:00 am – 5:00 pm (303) 953-5943	
ARAPAHOE COUNTY			
Colorado Access 11100 E. Bethany Drive Suite 100, Aurora, CO 80014 M - F; 8:00 am – 5:00 pm (303) 755-4138	**Advanced Patient Advocacy** at Swedish Medical Center 01 E. Hampden Avenue Englewood, CO 80113 1st Monday of each Month 8:00 am – 4:30 pm 1(877)-215-7736	**Advanced Patient Advocacy** at Medical Center of Aurora 1400 S. Potomac Street Suite 200 Aurora, CO 80012 8:00 am – 4:30 pm 1(877)-215-7736	
DENVER COUNTY			
Advanced Patient Advocacy (APA) 4590 Geneva Street Denver CO 80238 M – F; 8:00 am – 5:00 pm 1(877) 215-7736	**Advanced Patient Advocacy** at Rose Medical Center 4567 E. 9th Avenue Denver, CO 80220 3rd Tuesday of each Month 8:00 am – 4:30 pm 1(877)-215-7736	**Advanced Patient Advocacy** at P/SL 1719 E. 19th Avenue Denver, CO 80218 4th Wednesday of each Month 8:00 am – 4:30 pm 1(877)-215-7736	**Denver Health (DH) Hospital & Authority Mailing Address:** 723 Delaware Street Denver, CO 80204 **Customer Service (all locations)** (303) 602-2300 **Screening Locations:**
723 Delaware Street (DH) Denver, CO 80204 M – F; 8:00 am – 5:00 pm (303) 602-2300	**Eastside Family Health Center (DH)** 501 28th Street Denver, CO 80205 M – F; 8:00 am – 4:45 pm (303) 602-2310	**La Casa/Quigg Newton Family Health Center (DH)** 4545 Navajo Street Denver, CO 80211 M – F; 8:00 am – 4:45 pm (303) 602-2310	**Lowry Family Health Center (DH)** 1001 Yosemite Street Denver, CO 80230 M – F; 8:00 am – 4:45 pm (303) 602-2310
Montbello Family Health Center (DH) 12600 E. Albrook Drive Denver, CO 80239 M – F; 8:00 am – 4:45 pm (303) 602-2310	**Park Hill Family Health Center (DH)** 4995 E. 33rd Avenue Denver, CO 80207 M – F; 8:00 am – 4:45 pm (303) 602-2310	**Sandos Westside Family Health Center (DH)** 1100 Federal Blvd. Denver, CO 80207 M – F; 8:00 am – 4:45 pm (303) 602-2310	**Westwood Family Health Center (DH)** 4320 West Alaska Place Denver, CO 80219 Third week of each month M – F; 8:00 am – 4:30 pm (720) 321-0425
Continued below			

DENVER COUNTY			
Women's Care Clinic (DH) 790 Bannock Street Pavilion C Denver, CO 80204 M – F; 8:00 am – 4:00 pm (303) 602-2310	**Pueblo StepUp** **HealthSet** 2420 W. 26th Avenue Suite D450 Denver, CO 80211 M – F; 8:30 am – 5:00 pm (303) 765-8851	**Servicios de La Raza** 3131 W. 14th Avenue Denver, CO 80204 M – F; 8:00 am – 5:00 pm (303) 953-5940	**Denver Indian Health &** **Family Services (DIHFS)** 1633 Fillmore Street Suite GL-1 Denver, CO 80206 M – F; 8:00 am – 5:00 pm (303) 953-6600
DOUGLAS COUNTY			
Advanced Patient Advocacy at Sky Ridge Medical Center 10101 Ridge Gate Parkway Lone Tree, CO 80124 2nd Friday of each Month 8:00 am – 4:30 pm 1(877)-215-7736			
EL PASO COUNTY			
Pueblo StepUp Colorado Springs SET Clinic 2864 S. Circle, Suite 450 Colorado Springs, CO 80906 M – F; 7:30 am – 4:00 pm (719) 719-776-8872	**Peak Vista Community** **Health Centers** 340 Printers Parkway Colorado Springs, CO 80910 M – F; 8:00 am – 5:00 pm (719) 344-6430	**Peak Vista Community** **Health Centers** 3207 North Academy Blvd. Colorado Springs, CO 80917 M – F; 7:30 am – 4:00 pm (719) 344-6430	**Peak Vista Enrollment** **Services** 2828 International Circle, Ste. 120 Colorado Springs, CO 80910 M – F; 8:00 am – 5:00 pm (719) 344-6430
FREMONT COUNTY			
Pueblo StepUp at St. Thomas More Medical Center 1338 Phay Avenue Canon City, CO 81212 (719) 719-776-8872 **Please call for appointment**			
JEFFERSON COUNTY			
Jefferson County Schools **(JEFFCO)** 1829 Denver West Dr. #27 Golden, CO 80401 M – F; 7:30 am – 4:30 pm (303) 982-1144	**Advanced Patient Advocacy** **at Lutheran Medical Center** 8300 W. 38th Avenue Wheat Ridge, CO 80033 M – F; 9:00 am – 5:00 pm (877) 215-7736		
PUEBLO COUNTY			
Parkview Medical Center 405 West 15th Street Suite 115 Pueblo, CO 81003 M – F; 8 am – 4:30 pm (719) 584-4508	**Pueblo Step-Up** 1925 E Orman Avenue Suite 640A Pueblo, CO 81004 M – F; 8:00 am – 4:00 pm (719) 557-5886	**CHICAA** 301 N. Main Street Suite 111 Pueblo, CO 81003 M – F; 8:00 am – 4:00 pm (719) 696-2396 **Saturday by appt. only**	

List of Behavioral Health Organizations (BHOs)

COUNTY	BEHAVIORAL HEALTH ORGANIZATION
Denver	Access Behavioral Care
Adams, Arapahoe, Douglas	Behavioral Healthcare Inc.
Alamosa, Archuleta, Baca, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, Delta, Dolores, Eagle, El Paso, Fremont, Garfield, Grand, Gunnison, Hinsdale, Huerfano, Jackson, Kiowa, Lake, La Plata, Las Animas, Mesa, Mineral, Moffat, Montezuma, Montrose, Ouray, Otero, Park, Pitkin, Prowers, Pueblo, Rio Blanco, Rio Grande, Routt, Saguache, San Juan, San Miguel, Summit, Teller	Colorado Health Partnerships
Boulder, Broomfield, Clear Creek, Gilpin, Jefferson	Foothills Behavioral Health Partners
Cheyenne, Elbert, Kit Carson, Larimer, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Weld, Yuma	Access Behavioral Care

List of Regional Care Collaborative Organizations (RCCOs)

Accountable Care Collaborative (ACC) Contact Information

RCCO Customer Service Phone Numbers

RCCO Region	RCCO Name	Local Phone Number	Toll Free Phone Number
1	Rocky Mountain Health Plans	970-254-5771	800-667-6434
2	Colorado Access	303-368-0035	855-267-2094
3	Colorado Access	303-368-0037	855-267-2095
4	Integrated Community Health Partners	NA	855-959-7340
5	Colorado Access	303-368-0038	855-384-7926
6	Colorado Community Health Alliance	303-256-1717	855-627-4685
7	Community Care of Central Colorado	719-314-2560	866-938-5091

RCCO Contacts for Providers and Stakeholders

RCCO Region	RCCO Name	Key Contact Name	Title	Contact Information
1	Rocky Mountain Health Plans	Jenny Nate	Region 1 Contract Manager	720-934-4293 Jenny.nate@rmhp.org
2	Colorado Access	Dave Rastatter	Region 2 Contract Manager	970-350-4665 Dave.rastatter@coaccess.com
3	Colorado Access	Molly Markert	Region 3 Contract Manager	720-744-5415 Molly.markert@coaccess.com
4	Integrated Community Health Partners	Jessica Provost	Provider Relations Manager	719-538-1430 Jessica.provost@valueoptions.com
5	Colorado Access	Sheeba Ibidunni	Region 5 Contract Manager	720-744-5413 Sheeba.ibidunni@coaccess.com
6	Colorado Community Health Alliance	Tony Olimpio	Region 6 Contract Manager	720-612-6922 Tony.Olimpio@cchacares.com
7	Community Care of Central Colorado	Amy Harder	RCCO 7 Contract Manager	719-632-5094 amy.harder@ppchp.org

List of Single Entry Point (SEP) Agencies

Boulder/Broomfield/Clear Creek/Gilpin Adult Care Management, Inc. 1455 Dixon Avenue, Suite 105 Lafayette, CO 80026 (303) 439-7011	**Mesa** Mesa County Dept. of Human Services 510 29 1/2 Road, PO Box 20000 Grand Junction, CO 81504 (970) 248-2888
Alamosa/Saguache Alamosa County Public Health Dept. 8900 Independence Way Alamosa, CO 81101 (719) 589-6639	**Dolores/Montezuma** Montezuma County Public Health Dept. 106 W. North Street Cortez, CO 81321 (970) 564-4768
Bent/Kiowa Bent County Public Health 701 Park Avenue Las Animas, CO 81054 (719) 456-0517	**Montrose/Ouray/San Miguel** Montrose County Dept. of Health and Human Services 1845 S. Townsend Ave. Montrose, CO 81401 (970) 252-7076
Custer/Fremont Central Mountain Options for Long-Term Care (OLTC) 172 Justice Center Road Canon City, CO 81212 (719) 275-2318	**Logan/Morgan/Phillips/Sedgwick/ Washington/Yuma** Northeast CO Area Agency on Aging 231 Main Street, Suite 211 Fort Morgan, CO 80701 (888) 696-7213
Conejos/Costilla Conejos County Nursing Services 19023 State Highway 285, PO Box 78 La Jara, CO 81140 (719) 274-4307	**Eagle/Garfield/Grand/Jackson/Moffat/Pitkin/Rio Blanco/Routt/Summit** Northwest Options for Long-Term Care (OLTC) 195 W. 14th St. Rifle, CO 81650 (970) 963-1639
Delta/Gunnison/Hinsdale Delta County Health and Human Services 196 W. Hotchkiss Ave Hotchkiss, CO 81419 (970) 872-1000	**Crowley/Otero** Otero County Dept. of Human Services 13 W. 3rd, PO Box 494 La Junta, CO 81050 (719) 383-3166
Jefferson Jefferson County Dept. of Health and Human Services 900 Jefferson County Parkway, Suite 170 Golden, CO 80401 (303) 271-4216	**Pueblo** Pueblo County Dept. of Social Services 201 W. 8th Street, Suite 120 Pueblo, CO 81003 (719) 583-6857
Cheyenne/Kit Carson/Lincoln Kit Carson County Health and Human Services 252 S. 14th Street Burlington, CO 80807 (719) 346-7158	**Mineral/Rio Grande** Rio Grande County Dept. of Social Services 925 6th Street Del Norte, CO 81132 (719) 657-4208
Larimer Larimer County Dept. of Human Services 2601 Midpoint Drive, Suite 112	**El Paso/Park/Teller** Rocky Mountain Options for Long-Term Care (OLTC)

Fort Collins, CO 80524 (970) 498-7780	310 S. 14th St. Colorado Springs, CO 80904 (719) 457-0660
Huerfano/Las Animas Las Animas County Dept. of Human Services 204 S. Chestnut Trinidad, CO 81082 (719) 846-2276	**Archuleta/La Plata/San Juan** San Juan Basin Health Dept. 281 Sawyer Drive Durango, CO 81301 (970) 247-5702
Adams/Arapahoe/Denver/Douglas/Elbert Colorado Access 3033 S. Parker Road, Suite 800 Aurora, CO 80014 (877) 710-9993	**Weld** Weld County Area Agency on Aging 315 N. 11th Avenue, PO Box 1805 Greeley, CO 80632 (970) 346-6950
Chafee/Lake Chaffee County Human Services 448 East 1st Street Salida, CO 81201 (719) 530-2505	**Baca/Prowers** Prowers County Public Health and Environment 1001 S. Main Street Lamar, CO 81052 (719) 336-1015

List of Community Mental Health Centers (CMHCs)

CMHC	Contact Information	Counties Served
Arapahoe/Douglas Mental Health Network Joan DiMaria, MSN, CAC III Executive Director/Chief Executive Officer	155 Inverness Drive West Suite 200 Englewood, CO 80112 (303) 730-8858	Arapahoe, Douglas
AspenPointe Dr. Mick Pattinson, President and CEO	525 North Cascade Road Suite 100 Colorado Springs, CO 80935 (719) 572-6330	El Paso, Park, Teller
Aurora Mental Health Center Randy Stith, Executive Director	Viewpoint Plaza 11059 E. Bethany Drive Aurora, CO 80014 (303) 617-2300	City of Aurora, parts of Arapahoe
Axis Health Systems Bern Heath, Executive Director	281 Sawyer Drive Durango, CO 81303 (970) 259-2162	Archuleta, Dolores, La Plata, Montezuma, San Juan
Centennial Mental Health Center Liz Hickman, Executive Director	211 W. Main Street Sterling, CO 80751 (970) 522-4549	Cheyenne, Elbert, Kit Carson, Lincoln, Logan, Morgan, Phillips, Sedgwick, Washington, Yuma
Mind Springs Health Sharon Raggio , Executive Director	6916 Highway 82 PO Box 40 Glenwood Springs, CO 81602 (970) 945-2583	Eagle, Garfield, Grand, Jackson, Mesa, Moffat, Pitkin, Rio Blanco, Routt, Summitt
Community Reach Center Rick Doucet, Executive Director	8931 N. Huron Street Thornton, CO 80260 (303) 853-3500	Adams
Jefferson Center for Mental Health Harriet Hall, Executive Director	4851 Independence Street Suite 200 Wheat Ridge , CO 80033 (303) 425-0300	Clear Creek, Gilpin, Jefferson
Mental Health Center of Denver Carl Clark, M.D., Executive Director	4141 E. Dickenson Place, Denver, CO 80222 (303) 504-1250	Denver
Mental Health Partners Barbara Ryan, Executive Director	1333 Iris Avenue Boulder, CO 80304 (303) 413-6263	Boulder, Broomfield
Midwestern Colorado Mental Health Center	2130 East Main Street Montrose, CO 81401 (970) 252-3200	Delta, Gunnison, Hinsdale, Montrose, Ouray, San Miguel

Jon Gordon, Executive Director		
North Range Behavioral Health Larry Pottorff, Executive Director	1300 N. 17th Avenue Greeley, CO 80631 (970) 347-2120	Weld
San Luis Valley Comprehensive Community Mental Health Center Fernando Martinez, Executive Director	8745 County Rd. 9 South PO Box 810 Alamosa, CO 81101 (719) 589-3671	Alamosa, Conejos, Costilla, Mineral, Rio Grande, Sagauche
Southeast Mental Health Services Becky Otteman, Executive Director	711 Barnes La Junta, CO 81050 (719) 384-5446	Baca, Bent, Crowley, Kiowa, Otero, Prowers
Spanish Peaks Mental Health Center Dorothy Perry, Ph.D., M.B.A. – Chief Executive Officer	1304 Chinook Lane Pueblo, CO 81001 (719) 545-2746	Huerfano, Las Animas, Pueblo
Touchstone Health Partners Randy Ratliff, Executive Director	125 Crestridge Street, Fort Collins, CO 80525 (970) 494-9870	Larimer
West Central Mental Health Center Louise Delgado , Executive Director	3225 Independence Road Canon City, CO 81212 (719) 275-2351	Chaffee, Custer, Fremont, Lake

List of Community Centered Boards (CCBs)

Adams

North Metro Community Services

1001 West 124th Ave

Westminster, CO 80234

Main Phone: 303-252-7199 or 303-457-1001

Alamosa / Conejos/ Costilla / Mineral / Rio Grande / Saguache

Blue Peaks Developmental Services

703 Fourth Street

Alamosa, CO 81101

Main Phone: 719-589-5135

Arapahoe / Douglas

Developmental Pathways

325 Inverness Drive South

Englewood, CO 80112

Main Phone: 303-360-6600

Archuleta / Dolores / La Plata / Montezuma / San Juan

Community Connections

281 Sawyer Drive #200

Durango, CO 81303

Main Phone: 970-259-2464

Baca / Bent / Kiowa / Prowers

Southeastern Developmental Services

1111 South Fourth Street

Lamar, CO 81052

Main Phone: 719-336-3244

Boulder / Broomfield

Imagine!

1400 Dixon Avenue

Lafayette, CO 80026

Main Phone: 303-665-7789

Chaffee / Custer / Fremont

Starpoint

700 South 8th Street

Canon City, CO 81052

Main Phone: 719-275-1616

Cheyenne / Elbert / Kit Carson / Lincoln / Logan / Morgan / Phillips / Sedgwick / Washington / Yuma

Eastern Colorado Services

617 South 10th Avenue

Sterling, CO 80751

Main Phone: 970-522-7121

Clear Creek / Gilpin / Jefferson / Summit

Developmental Disabilities Resource Center
11177 W. 8th Avenue
Lakewood, CO 80215

Main Phone: 303-233-3363

Crowley / Otero / Bent

Inspiration Field
612 Adams Avenue
La Junta, CO 81050

Main Phone: 719-384-8741

Delta / Gunnison / Hinsdale / Montrose / Ouray / San Miguel

Community Options
336 South 10th Street
Montrose, CO 81402

Main Phone: 970-249-1412

Denver

Rocky Mountain Human Services
9900 E. Iliff Avenue
Denver, CO 80231

Main Phone: 303-636-5600

Eagle / Garfield / Lake / Pitkin

Mountain Valley Developmental Services
700 Mount Sopris Drive
Glenwood Springs, CO 81602

Main Phone: 970-945-2306

El Paso / Park / Teller

The Resource Exchange
418 South Weber
Colorado Springs, CO 80903

Main Phone: 719-380-1100

Grand / Jackson / Moffat / Rio Blanco / Routt

Horizon Specialized Services
405 Oak
Steamboat Springs, CO 80477

Main Phone: 970-879-4466

Huerfano / Las Animas

Southern Colorado Developmental Services
1205 Congress Drive
Trinidad, CO 81082

Main Phone: 719-846-3388

Larimer

Foothills Gateway 301 Skyway Drive Fort Collins, CO 80525	**Main Phone:** 970-226-2345
Mesa	
Strive 950 Grand Avenue Grand Junction, CO 81502	**Main Phone:** 970-243-3702
Pueblo	
Colorado Bluesky Enterprises 115 West 2nd Street Pueblo, CO 81003	**Main Phone:** 970-243-3702
Weld	
Envision 1050 37th Street Evans, CO 80620	**Main Phone:** 970-339-5360

List of Other Eligible Partners

Type of Partner	Contact Information
Local Public Health Agency (LPHA) that serves the county	Contact your local LPHA
Hospitals and Clinics that serve the county	Contact your local hospital or clinic
Federally Qualified Health Center (FQHC)	Contact your local FQHC
Private Practice Providers, such as Medical, Dental, or Behavioral Health that serve the county	Contact your local private practice providers
Long-term Care facilities that serve the county	Contact your local long-term care facility
County sheriff/local law enforcement that serves the county	Contact your local law enforcement
Connect for Health Colorado	Contact Brenda LaCombe, blacombe@connectforhealthco.com
Ute Mountain Ute Tribe	Contact Crestina Martinez, HCPF Tribal Liaison
Southern Ute Indian Tribe	Contact Crestina Martinez, HCPF Tribal Liaison

County Incentives Program
Collaboration Incentive Template

FY 2016-17

County Contacts:

County: Choose Your County	Email: Click here to enter text.
County Contact(s): Click here to enter text.	Phone: Click here to enter text.

Meeting Date, Quarter, and Goals:

Select Quarter: Select a Quarter

Meeting Date(s): Enter Meeting Date

Please list the 2-3 goals the county and the partner attendees would like to accomplish over the next year to improve clients' access to care:

1.   **Enter Goal 1**

2.   **Enter Goal 2**

3.   **Enter Goal 3**

   Are the goals and partners being reported for FY 2016-17 the same as those reported for FY 2015-16? ☐**Yes** or ☐**No**

If "**Yes**" was selected above, please provide a narrative that describes the progress the county and the selected collaboration partners have made towards achieving the stated goals.

Click here to enter text.

Supporting Attachments (please check all that apply):

☐Agenda   ☐Minutes   ☐Sign-in Sheet   ☐Other: Please Describe

Partner Attendees (please check all that apply):

☐Behavioral Health Organization (BHO)	☐Regional Collaborative Care Organization (RCCO)
☐Local Public Health Agency (LPHA)	☐Medical Assistance (MA) Site
☐Connect for Health Colorado	☐Hospital/Clinic serving County
☐Federally Qualified Health Center (FQHC) serving County	☐Private Practice Providers serving County
☐Single Entry Point (SEP) Agency serving County	☐Long-Term Care Facilities serving County
☐County Sheriff/Local Law Enforcement serving County	☐Tribes
☐Community Mental Health Centers serving County	☐Community Centered Board (CCB)
	☐Other: Please Describe

Additional Info:

Enter Any Additional Information Here

Department Contacts:

Joshua Montoya and Crestina Martinez
HCPFCountyRelations@state.co.us
303-866-2403 / 303-563-9109 cell

Part IV

Timeliness and Backlog Incentives

Included in this section:

1. **Timeliness and Backlog Incentives Frequently Asked Questions (FAQs)**

2. **County Incentives Program: COGNOS Reports**

3. **Instructions for Accessing Court Report Timeliness and Backlog Data**

4. **Small, Medium, and Large County List**

5. **Backlog Requirements by County Size**

6. **Policy Statement: Tips for Reducing Backlog**

7. **Exemption Form for Unusual Circumstances**

Timeliness and Backlog Incentives Frequently Asked Questions (FAQs)

What is the Timeliness Incentive?

The Timeliness Incentive is designed to encourage the timely processing of new applications and redeterminations for all county departments of human/social services. Timeliness must be measured at 95.00% or above. The Department utilizes COGNOS reports to measure the performance of counties. Those counties that ensure 95.00% timeliness of both new applications and redeterminations are paid Timeliness Incentive funds.

What is the Backlog Incentive?

The Backlog Incentive is designed to encourage county departments of human/social services to keep the number of unprocessed and untimely new applications and redeterminations below a certain benchmark. These benchmarks are based on the size of the county – small, medium, or large – and have different benchmarks for new applications and redeterminations. Those counties that have backlog measured at or below the benchmarks for new applications and redeterminations are paid Backlog Incentive funds.

How and when is timeliness measured for the Timeliness Incentive?

The timeliness of new applications and redeterminations is measured over each reporting period during the fiscal year, on the first working day after the conclusion of each reporting period. For the FY 2016-17 County Incentives Program, there are two reporting periods: July 2016 through December 2016 and January 2017 through June 2017.

Timeliness is measured by taking the total number of timely new applications and timely redeterminations and dividing that number by the total number of new applications and redeterminations processed during the reporting period. The calculation is:

(Timely Applications + Timely Redeterminations) / (Total Applications + Total Redeterminations) = Timeliness

Does that mean that each month the county must meet the 95.00% benchmark?

No. The calculation allows for month-to-month variation to ensure local conditions are taken into account. When timeliness is measured at the conclusion of each reporting period, the average over the six months of the reporting period will be the benchmark utilized to determine which counties earn Timeliness Incentive funds.

When is backlog measured for the Backlog Incentive?

The Backlog Incentive is measured at the conclusion of each reporting period, on the first working day after the reporting period ends.

For the Timeliness Incentive, there is a small county exemption that is built into the contracts signed by all counties. If the county processes 240 or fewer new applications and redeterminations per month, the county will have been deemed to meet the benchmark of the Timeliness Incentive as long as the county has eighteen (18) or fewer untimely new applications and redeterminations during the reporting period that was measured.

For the Backlog Incentive, a small county will be deemed to have met the backlog benchmark as long as the county's backlog is measured at or below the amounts listed in the contract for small counties.

When is a case considered backlog?

New applications and redeterminations that have a due date on or before December 31 will be considered backlog for the first reporting period if the county fails to authorize eligibility on or before December 31.

New applications and redeterminations that have a due date on or before June 30 will be considered backlog for the second reporting period if the county fails to authorize eligibility on or before June 30.

My county timely works all cases in which we receive documentation from the client. How do we have backlog?

The measurement of backlog includes all cases that require action, which includes cases for which no documentation has been submitted for the client. Per 10 C.C.R. 8.100.3.P.4, the client is not required to return a redetermination form in order to continue eligibility. The lack of documentation is to be taken as the client reporting that there are no changes to the client's eligibility. This is referenced as automatic reenrollment.

Auto reenrollment occurs in the Colorado Benefits Management System (CBMS) on the 15th of each month. Any client-reported changes should be entered into the system prior to the 15th of the month to ensure an accurate eligibility determination. However, in certain circumstances, auto reenrollment for a case may not be successful; for these cases, the county must manually authorize the redetermination. If the county fails to manually authorize an unsuccessful auto reenrollment, the case will count towards the county's backlog. To avoid this, the county should pull the relevant COGNOS report and manually authorize all auto reenrollments that were not successful.

What COGNOS report should we pull for unsuccessful auto reenrollments?

The *Detailed Timely Processing of Medical Applicant Redeterminations-Adhoc* report should be pulled after the 15th of each month to determine which cases need to be manually authorized. The report will contain a "Due in Number of Days" column, which

counts down to the end of each month. By ensuring unsuccessful auto reenrollments are manually authorized prior to the end of each month, the county will ensure that the case is both timely and not counted in backlog.

What are the backlog benchmarks based on county size?
Use the table below to determine the maximum number of cases allowed in backlog for the purposes of the Backlog Incentive.

Type of Determination	County Size	Limit
New Applications	Large	≤100
	Medium	≤15
	Small	≤5
Redeterminations	Large	≤360
	Medium	≤36
	Small	≤12

What if our county exceeds the Timeliness and/or Backlog benchmark numbers?
At the conclusion of each reporting period, the Department will report final data and metrics to the county director **only** if the county has exceeded the Timeliness and/or Backlog benchmarks. This allows the county the opportunity to submit a request for exemption. The county must research case-level data to determine why cases exceeded processing guidelines. If any of the cases are eligible for an exemption, the Department will remove those untimely cases from the calculation of the Timeliness and/or Backlog Incentive.

For more information on exemptions, please refer to the FY 2016-17 Exemption for Unusual Circumstances Frequently Asked Questions.

Can the Department pull the required reports for the county?
Due to staffing limitations, the Department cannot pull reports for county departments. Each county is responsible for ensuring at least one staff member is trained in utilizing the COGNOS system in order to pull the necessary reports for the county.

The Staff Development Center is offering trainings on the use of the COGNOS system. The Department encourages counties to sign up for this training in order to pull the necessary reports.

Department Contacts

Joshua Montoya and Crestina Martinez
HCPFCountyRelations@state.co.us

County Incentives Program: COGNOS Reports

In order to meet the timeliness and backlog requirements of the County Incentives Program, county departments of human/social services must utilize the COGNOS system. The COGNOS system is designed to provide information on cases that require action by the county.

In determining whether a county met the Timeliness and/or Backlog Incentives when completing determinations and redeterminations within the county, the Department will utilize the COGNOS/DSS01 systems to pull the following reports:

1. Weekly Timeliness

2. Detailed Timely Processing of Medical Applicant Determinations

3. Detailed Timely Processing of Medical Applicant Redeterminations

4. Mass Update Case Error Details

5. Non-MAGI Redeterminations Due

6. Redeterminations Due for Self-employment and individuals without a Social Security Number

7. Verifications Due

Please note that the above list is not all-inclusive and the Department may add additional reports from the COGNOS/DSS01 systems to determine whether the county met the Timeliness and/or Backlog Incentives, or any other Incentive Standard.

The Department will continue to communicate to the county, through various pre-existing methods such as CBMS Communications, Agency Letters, County Connections, and others, when new reports are available that may be utilized by the county to manage the cases in the county's caseload.

If the county does not have sufficient experience in utilizing the COGNOS system, the Health Care and Economic Security Staff Development Center (SDC) offers COGNOS training to inexperienced users. A schedule of COGNOS trainings can be accessed on the SDC's Course Listings page.

Instructions for Accessing Court Report Timeliness and Backlog Data

All Court Report Timeliness and Backlog Data is found in COGNOS; each county has a reports representative that is responsible for COGNOS reports.

New Applications backlog - included within the Detailed Timely Processing of Medical Applicant Determinations-Adhoc report, the report is in the Application Reports folder. Once the report is generated, the county can filter the results by the "Due in # of days field," those cases with a negative number are the backlog records.

RRR Applications backlog - included in the Detailed Timely Processing of Medical Applicant Redeterminations-Adhoc report, the report is in the RRR Reports folder. Once the report is generated the backlog case can be filtered by the "Due in # of days" field as the backlog are the records with a negative number.

Court Report Untimely case details are in the COGNOS Adhoc environment, the county needs to have access to Report Studio or Query Studio to be able to access the HCPF Timely or HCPF Untimely logical models. Once they log in and find the logical model for HCPF Untimely model, they can filter the report by the months needed and by filtering for MA programs and by untimely records. The report will generate and the county staff can conduct the necessary review. Applications are differentiated by the application type "A" and the redeterminations by an "R."

Small, Medium, and Large County List

The below categorizes counties as small, medium and large for purposes of qualification of exemptions for timeliness and/or backlog incentives.

Small

Archuleta	Grand	Phillips
Baca	Gunnison	Pitkin
Bent	Hinsdale	Rio Blanco
Cheyenne	Jackson	Routt
Clear Creek	Kiowa	San Juan
Costilla	Kit Carson	San Miguel
Crowley	Lake	Sedgwick
Custer	Lincoln	Summit
Dolores	Mineral	Washington
Elbert	Ouray	Yuma
Gilpin	Park	

Medium

Alamosa	Garfield	Morgan
Broomfield	Huerfano	Otero
Chaffee	La Plata	Prowers
Conejos	Las Animas	Rio Grande
Delta	Logan	Saguache
Douglas	Moffat	Teller
Eagle	Montezuma	
Fremont	Montrose	

Large

Adams	Pueblo
Arapahoe	Weld
Boulder	
Denver	
El Paso	
Jefferson	
Larimer	
Mesa	

Backlog Requirements by County Size

	County Size	Limit
New Applications		
	Large	< 100
	Medium	< 15
	Small	< 5
Redeterminations		
	Large	<360
	Medium	<36
	Small	<12

Policy Statement

Division or Office Name: Monitoring & Quality, Eligibility Division; County Relations, External Relations Division
Subject: Backlog for Applications and Redeterminations
Effective Date: Immediately

Purpose

This policy document clarifies the Department's stance on backlogged applications and redeterminations in relation to the timeliness of the cases. The Department's intention is to clarify and provide resources for working backlogged cases while maintaining court-ordered timeliness standards.

Background

With the implementation of the FY2015-16 County Incentives Program and its focus on reducing backlogged applications and redeterminations while maintaining court-ordered timeliness standards, the Department has received requests for clarification and further information from county partners on the use of COGNOS reports to reduce backlog numbers.

Policy

It is the policy of the Department that applications and redeterminations should be worked prior to the cases exceeding processing guidelines (EPG). While counties may work all incoming applications and redeterminations that are in their standard queue, there are resources available to assist counties in determining which cases are pending authorization prior to when the case becomes untimely and is placed in backlog.

Pending Reports in COGNOS

Previous guidance has focused heavily on cases that were already untimely and were found on the EPG report in COGNOS. The Department would like to shift emphasis from responding to cases that are already late to prioritizing cases that are *coming due*, allowing the county to authorize the case before it is untimely and backlogged. This is especially true for redeterminations where the Department has identified an increase in the numbers of redeterminations that are backlogged. One specific area of concern is redeterminations where the auto re-enrollment process was not successful. If a redetermination is not successfully auto re-enrolled on the 15th of the month, then the case needs to be manually authorized by the county prior to the end of the month or the case becomes untimely and is placed in backlog. The instructions below should

assist counties in determining which cases failed the auto re-enrollment process and need to be manually authorized.

In order to determine which cases are pending authorization for <u>redeterminations</u>, counties should pull specific reports on specified dates in order to ensure that cases are authorized prior to the due date. In order to pull the necessary report, county users:
1. Log In to COGNOS
2. Select <u>Public Folders</u> Link
3. Select <u>Redeterminations Reports</u>
4. Select Detailed <u>Timely Processing of Medical Applicant Redeterminations-Adhoc</u>

This report details all redeterminations which are in pending status and have not yet been authorized. **For cases where the auto re-enrollment process failed, the county user must pull the Detailed Timely Processing of Medical Applicant Redeterminations-Adhoc after the 15th of the month.** Doing so allows the county the remainder of the month to manually authorize those cases which were not auto re-enrolled.

Mass Update Exception – Case Error Detail Report in COGNOS

Another resource available to counties to determine which redetermination cases need to be manually authorized prior to the end of the month is the Mass Update Exception – Case Error Detail Report found in COGNOS. This report is refreshed daily -. The Mass Update Exception – Case Error Detail Report provides information as to why a case failed the mass update process and what action is necessary to take. The county user should address the issue as to why the case failed a mass update and then authorize the case for the new redetermination period.

CBMS Build for March 2016 – Hyperlink for Exceptions

With the implementation of the March 2016 CBMS build, county users will now have the opportunity to access mass update exceptions (MUE) to any case without having to pull the entire Mass Update Exceptions – Case Error Detail Report. If any case in CBMS has mass update exceptions, the county user will see a "MUE Report" hyperlink in the header of each case; this hyperlink will only be visible if the case has exceptions. The county user should address the reasons for the mass update exceptions and authorize the case.

Department Contacts
Crestina Martinez & Joshua Montoya – <u>HCPFCountyRelations@state.co.us</u>
County Relations, External Relations Division

Jose Barrios – <u>jose.barrios@state.co.us</u>
Monitoring & Quality, HIO Operations Division

Exemption for Unusual Circumstances Frequently Asked Questions (FAQs)

What is the exemption for unusual circumstances?

The exemption for unusual circumstances applies to the **Timeliness Incentive and/or Backlog Incentive only**. This process allows for those counties that have not met the Timeliness and/or Backlog Incentives benchmarks to request exemption from timeliness and/or backlog calculations for cases that were delayed for reasons beyond the county agency's control.

How does the county request an exemption for the Timeliness and/or Backlog Incentive?

The county department must utilize the *Exemption Form FY 2016-17* to request an exemption. The county will be responsible for researching case-level data to determine why cases were delayed beyond the case due date.

Which cases are eligible for an exemption?

Per 10 C.C.R. 2505-8.100.3 D (d), in unusual circumstances, documented in the case record and CBMS case comments, the case may be delayed beyond the applicable deadline for instances where there is a delay or failure by the applicant or examining physician to take required action such as submitting documentation, or an administrative or other emergency beyond the agency's control.

Examples of this, beyond those mentioned above, may include staff or training vacancies, weather-related shutdowns, and any situation in which the county cannot control the reason for delay.

Which cases are NOT eligible for an exemption?

The contract amendment that details the exemption process provides specific examples of cases which **are not** eligible for an exemption. Those reasons are:

1. Failure of the county to timely act on an application or redetermination that does not meet the timeliness requirements as specified in state statute and the contract.
2. Failure of the county to act on client verification that was submitted timely which was requested for an application or redetermination.
3. Failure of the county to manually authorize an application or redetermination with a mass update exception.
4. Failure of the county to manually authorize a redetermination when the auto re-enrollment or Ex Parte processes were not successful.
5. Failure of the county to pull any and all applicable COGNOS reports.

An exemption form that requests exemption for any of the above reasons will automatically be denied and the county will not earn Timeliness and/or Backlog Incentives funds. In addition, the Department reserves the right to deny exemption requests for reasons beyond those stated above.

Where can I find the exemption form?
The *Exemption Form FY 2016-17* can be found on the County Administration website under "FY 2016-17 Documents and Resources – County Incentives Program."

My county will be requesting exemptions for both the Timeliness and Backlog Incentives; do we need two forms?
Only one form is required; the form requires that the county specify which exemption is being requested. If the county is requesting an exemption for both Timeliness and Backlog Incentives, please ensure the appropriate boxes are checked.

My county had staff shortages and personnel changes that affected our timeliness and backlog numbers; what do we need to provide to submit an exemption?
If the county is requesting an exemption for the Timeliness and/or Backlog Incentives due to personnel issues, the county must ensure that the appropriate information is provided under Section 3 on the exemption form. Section 3 requests information on county personnel, workload, and vacancy information. This data allows the Department to quantify the issues the county is reporting in order to determine how many cases should be exempted.

My county's exemption form does not include any of the automatic denial reasons; will it be automatically approved?
The County Relations team will review all exemption requests and approve or deny based on the context and data the county provided. The Department reserves the right to deny any exemption request for any reason. In addition, the Department may, at its discretion, limit the total number of exemptions allowed for all counties in any given reporting period.

Prior to denying an exemption request, the County Relations team may, at its discretion, reach out to the county requesting the exemption for more information.

Department Contacts

Joshua Montoya and Crestina Martinez
HCPFCountyRelations@state.co.us

For more information visit Colorado.gov/hcpf/county-admin

County Incentives Program
Exemption Form for Unusual Circumstances

Unusual Circumstances for Untimely and/or Backlogged Applications and Redeterminations:

The County Incentives Program allows for individual counties to submit exemption forms for applications and/or redeterminations that are untimely and/or backlogged due to unusual circumstances as defined at 10 C.C.R. 2505-8.100.3.D(d):

10 C.C.R. 2505-8.100.3 D (d) "In unusual circumstances, documented in the case record and in CBMS case comments, the eligibility site may delay its decision on the application beyond the applicable deadline at its discretion. Examples of such unusual circumstances are a delay or failure by the applicant or an examining physician to take a required action such as submitting required documentation, or an administrative or other emergency beyond the agency's control."

In order to submit an exemption form, follow the instructions below. Please ensure all sections are filled out and adequate information has been provided for the Department to quantify the issues the county is reporting.

Section 1: County Contact Information – please fill out with the contact information for the individual(s) responsible for submitting the exemption form and any follow up information that may be required.

Section 2: Exemptions Requested and Benchmarks Reported – please fill out with the exemptions your county is requesting and the benchmark measurements that were reported to your county. *Only fill out the portions for which you are requesting an exemption.*

Section 3: County Personnel, Workload, and Vacancies – please fill out this section if you are requesting an exemption due to vacancies, training, or any other unusual circumstances where an eligibility technician was unable to complete regular production and the issue needs to be quantified.

Section 4 and Section 5: Exemptions for Applications and Exemptions for Redeterminations – please fill out these sections if you are requesting an exemption for timeliness and/or backlog for applications and/or redeterminations. You must ensure you check all appropriate boxes and quantify the number of cases that were affected by the issue. *If you select "Other," you must provide a narrative in the box below.*

Section 1: County Contact Information

County:	Choose Your County	County Contact(s):	Click here to enter text.
Email(s):	Click here to enter text.	Phone(s):	Click here to enter text.

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Section 2: Exemptions Request and Benchmarks Reported

My county is <u>requesting an exemption</u> for the following *(check all that apply):*

☐Applications – Timeliness   ☐Applications – Backlog
Fill out Section 4: Exemptions for Applications if you checked the above boxes.

☐Redeterminations – Timeliness   ☐Redeterminations – Backlog
Fill out Section 5: Exemptions for Redeterminations if you checked the above boxes.

Applications Only	**Timeliness**	**Backlog**
County's Measurement		
Contract Measurement	Choose Measurement	Choose Measurement
Redeterminations Only	**Timeliness**	**Backlog**
County's Measurement		
Contract Measurement	Choose Measurement	Choose Measurement

Section 3: County Personnel, Workload, and Vacancies

If your county is requesting an exemption based on workload, personnel, or vacancy issues, you <u>must</u> provide the following information:

Questions:	Metric(s):
What is the total number of eligibility technicians in your county?	
What is the average amount of applications/redeterminations each eligibility technician completes in a day?	
If your county is claiming an exemption based on vacancies or staff training, provide dates and timeframes for when the vacancies and/or trainings occurred:	
If you county is claiming an exemption based on personnel, workload, and/or vacancy issues, please provide a below narrative on how this impacted your county's workload to the detriment of application/redetermination timeliness and/or backlog:	
Enter Narrative Here	

Section 4: Exemptions for Applications

Check One or more:	Reason for Delay	Number of Cases Affected	Documented in CBMS?
☐	Delay or failure by the client to submit documentation		
☐	Delay or failure by a provider to submit documentation		
☐	CBMS system outages		
☐	Outstanding Help Desk Tickets		
☐	Other		

Please provide a narrative in the box below if you selected "Other" or if you wish to provide further information on the potential reasons for delay

Enter Narrative Here

Section 5: Exemptions for Redeterminations

Check One or more:	Reason for Delay	Number of Cases Affected	Documented in CBMS?
☐	Delay or failure by the client to submit documentation		
☐	Delay or failure by a provider to submit documentation		
☐	CBMS system outages		
☐	Outstanding Help Desk Tickets		
☐	Other		

Please provide a narrative in the box below if you selected "Other" or if you wish to provide further information on the potential reasons for delay

Enter Narrative Here

Department Contacts and Submission Instructions:

Please submit to the below email address by the due date specified by the Department. You can also contact the individuals below with any questions.

Joshua Montoya and Crestina Martinez
HCPFCountyRelations@state.co.us

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Part IV

Training Incentive

Included in this section:

1. Training Frequently Asked Questions (FAQs)

2. Training Requirements per County Incentives contracts

3. Process for Requesting Approval of County Trainings

4. Instructions: How to Add External Trainings

Training Incentive
Frequently Asked Questions (FAQs)

What is the Training Incentive?

For the FY 2015-16 County Incentives Program, the Department added a Training Incentive which set a benchmark for ongoing training of county eligibility staff. In order to earn Training Incentive funds, the county ensured that eligibility staff completed a specified minimum number of hours within the contractual period and kept documentation of the ongoing training.

For FY 2016-17, the Department refined the Training Incentive by changing how the minimum number of hours were calculated and how counties kept documentation of the ongoing training.

What is the minimum number of hours of ongoing training required for county eligibility staff?

For FY 2016-17, the minimum number of training hours is dependent on the High Level Program Groups (HLPGs) that the eligibility staff works with; this includes certain Colorado Department of Human Services (CDHS) HLPGs from a Department-approved list.

For an eligibility technician/supervisor who works Medical Assistance HLPG only, the minimum number of training hours to complete by June 30, 2017 is **nine (9) hours**.

For an eligibility technician/supervisor who works Medical Assistance HLPG plus one additional HLPG, the minimum number of training hours to complete by June 30, 2017 is **six (6) hours**.

For an eligibility technician/supervisor who works Medical Assistance HLPG plus two additional HLPGs, the minimum number of training hours to complete by June 30, 2017 is **three (3) hours**.

What trainings are eligible to count towards the Training Incentive?

Trainings offered through the Department, the Staff Development Center (SDC), or a SDC-certified trainer using SDC materials, are automatically approved and count towards the Training Incentive.

County-developed trainings require pre-approval from the Department to count for the Training Incentive. By utilizing the Learning Management System (LMS), counties can create workflows and request approval of locally-developed trainings. Once approved, the local training would count towards the Training Incentive.

Why do county-developed trainings require pre-approval?

To ensure the accuracy of the content being presented to eligibility technicians, county-developed trainings will be reviewed by the Department's Policy Unit. In addition, the SDC will review these trainings to ensure they follow adult learning principals. Finally, the County Relations team will ensure that the training meets the requirements of the incentives contracts. Utilize the table below to determine which trainings require pre-approval:

Trainer Status	Training Material	Method for Pre-Approval
SDC-Certified Trainer	SDC-Certified Material	No pre-approval required
SDC-Certified Trainer	Non SDC-Certified Material – developed locally	Pre-approval required; request via *Add an External Training.* Must include copy of training to review.
Non SDC-Certified Trainer	Non SDC-Certified Material – developed locally	Pre-approval required; request via *Add an External Training.* Must include copy of training to review.

What is the timeframe for requesting pre-approval of county-developed trainings?
The workflow for pre-approval depends on the type of training. If a training for a group requires pre-approval, then the Department recommends that counties begin the pre-approval process at least three weeks prior to conducting the training. This allows for the SDC and the Policy Unit to review the content to ensure accuracy and adherence to adult learning principals.

There may be instances where county-developed trainings may require revisions if the training contains factually inaccurate data and/or concepts, or does not adhere to adult learning principals. The Department will inform the county that the training requires revision prior to approval being granted.

Do trainings beyond those offered by the SDC or county training teams, like stand-up trainings, count?
Team stand-ups **will not** count for the FY 2016-17 Training Incentive. Other trainings, such as over-the-shoulder training, conferences and seminars, and others, will count. However, these types of trainings will have to be manually added utilizing the *Add an External Training* feature in LMS. A workflow will then be created for pre-approval.

If county cannot determine if a training would require pre-approval, you can request a preliminary review by contacting HCPFCountyRelations@state.co.us.

What is the process for becoming a certified trainer through the SDC?

To become a certified trainer, visit the SDC's Trainer Certification page. The Department encourages counties who do not have an SDC-certified trainer to take advantage of this opportunity. By becoming an SDC-certified trainer and using SDC-certified materials, the county can skip the training documentation pre-approval process.

Training Requirements per County Incentives contracts

The FY 2016-17 County Incentives Program changed the way training hours are calculated for eligibility staff. Previously, the amount of hours required depended on a complex formula that required the county to estimate the amount of time spent processing Medical Assistance cases. For the 2016-17 fiscal year, the amount of training hours required is now dependent on the number of High Level Program Groups (HLPGs) that eligibility staff works with. To take into account the generalist model of eligibility processing that has been adopted by a number of counties, the Department will now specify how many hours are required based on the programs that are worked. This takes into account any work done for programs managed by the Colorado Department of Human Services (CDHS).

To determine how many hours of training are required for each eligibility staff, which includes eligibility technicians and supervisors, utilize the table below.

Number of Programs Worked	Number of Training Hours Required	List of HCPF-approved CDHS programs
Medical Assistance Only	9 hours in fiscal year	1. Supplemental Nutrition Assistance Program (SNAP) 2. Temporary Assistance to Needy Families (Colorado Works)
Medical Assistance + 1 CDHS Program	6 hours in fiscal year	3. Adult Financial 4. Child Welfare 5. Child Support Services 6. Adult Protective Services
Medical Assistance + 2 or more CDHS Programs	3 hours in fiscal year	7. Low Income Energy Assistance Program 8. Colorado Child Care Assistance Program 9. Employment First

Please note that the type of staff subject to the Training Incentive is dependent on the system access granted for the Colorado Benefits Management System (CBMS). There are two types of CBMS access that are subject to the Training Incentive:

Type of Access	Description of Access
Management	This user access role should be assigned to managers, supervisors, quality assurance, trainers, lead workers, or those serving as liaison between the Department and a contract agency. Users generally do not have caseloads. *Users will have supervisory update access.*
Eligibility Enrollment Specialist (EES)	This user access role should be assigned to Department and contracted Eligibility/Enrollment Staff. Users have caseloads. *Users will have update access in all relevant windows. (User must have access to authorize Medical Assistance Programs)*

Process for Requesting Approval of County Trainings

For the FY 2016-17 County Incentives Program, trainings developed by pre-approved sources do not require Department approval. Pre-approved sources for training include:

1. Staff Development Center (SDC)
2. Department of Health Care Policy & Financing
3. SDC-Certified Trainers using SDC-Certified Materials

Those not developed by pre-approved sources will have to be uploaded into the Learning Management System (LMS, also known as CO.Learn) to request approval. **Only those trainings that pertain to Medical Assistance from a pre-approved source or those trainings that were granted Department approval through the LMS approval process will count towards the Training Incentive.**

For training hours to count towards the Training Incentive for the FY 2016-17 County Incentives Program, **they must be logged and/or entered into the LMS**.   Please utilize the tables below for information on the training materials approval process and how to enter training hours in the LMS.

Table 1 – Training Material Approval – utilize this table to determine if your training materials require pre-approval. Please ensure you request pre-approval of training materials at least three (3) weeks prior to when the training will occur.

Trainer Status	Training Material	Method for Pre-Approval
SDC-Certified Trainer	SDC-Certified Material	No pre-approval required
SDC-Certified Trainer	Non SDC-Certified Material – developed locally	Pre-approval required; request via *Add an External Training.* Must include copy of training to review.
Non SDC-Certified Trainer	Non SDC-Certified Material – developed locally	Pre-approval required; request via *Add an External Training*. Must include copy of training to review.

Table 2 – Training Hours Approval – utilize this table to enter training hours into the LMS. Please note that the method for entering training hours is dependent on the trainer's status (SDC-certified or county trainer), the approval status of the training material (SDC/HCPF developed or county developed), and the number of staff undergoing training.

When requesting approval of training hours in LMS utilizing one of the methods below, please note that the training material must have completed the pre-approval process

described in Table 1 above. Once training material is pre-approved, training material does not have to be attached to the request for approval of training hours.

Type of Training	SDC-Certified Trainer	Number of Staff	How to Enter Course in LMS/ Request Pre-Approval	How Training Hours will be entered in LMS
SDC/HCPF Approved	Yes	N/A	Hours will be entered in LMS per current process	SDC-Certified Trainer will add session for users to register for in LMS
SDC/HCPF Approved	No	N/A	Send spreadsheet to HCPFCountyRelations@state.co.us. Spreadsheet must include first name, last name, and email for each trainee.	Department will batch upload training hours
Non-approved; locally developed	N/A	<30	Each employee must request approval of training hours via *Add an External Training*	Hours will be granted once approval process is complete
Non-approved; locally developed	N/A	>30	Send spreadsheet to HCPFCountyRelations@state.co.us. Spreadsheet must include first name, last name, and email for each trainee.	Department will batch upload training hours

Pre-Approved County Trainings on the SDC Website

Once a county-developed training is pre-approved, the county can elect to share the training with other counties by having the training posted on the SDC's website. To do so, go to the SDC's Request for Posting of HCPF Training Incentive Materials webpage. County-developed trainings that are posted on the SDC's website are pre-approved and do not require further approval.

If a county elects to utilize another county-developed training that is pre-approved, utilize table 2 to determine how the training hours will be uploaded into the LMS. To access county-developed trainings that are pre-approved, go to the SDC's HCPF Training Incentive Materials webpage.