



COLORADO

Department of Health Care
Policy & Financing

Timeliness and Backlog Incentives Frequently Asked Questions (FAQs)

FY2016-17 County Incentives Program

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:

$$(\text{Timely Applications} + \text{Timely Redeterminations}) / (\text{Total Applications} + \text{Total Redeterminations}) = \text{Timeliness}$$

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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.

Is there an exemption process for counties that process an extremely small amount of cases?

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.

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

