



COLORADO

Department of Health Care  
Policy & Financing

# Exemption for Unusual Circumstances Frequently Asked Questions (FAQs)

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FY2016-17 County Incentives Program

## *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

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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**

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

