County Incentives Program

*Exemption Form for Unusual Circumstances*

SFY 2016-17

# 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. |

## Section 2: Exemptions Request and Benchmarks Reported

My county is requesting an exemption 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 must 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