Health Care Policy and Financing Knowledge Transfer Call
Medical Programs CBMS August Implementation
Medical IEVS Wage Process Meeting Minutes
November 3, 2011

Following are the topics discussed for the IEVS Wage Interface Project along with status updates:

1. Overwhelming concern – IEVS letter sent out has generated a large volume of calls and increased walk-ins for the eligibility sites. Clients are confused and concerned about the income that was posted.
    a. Feedback received from community and eligibility sites:
        i. Inadequate wording on the notice makes clients think they are in trouble and will lose benefits
        ii. Clients typically stop reading the letter at the point where it states, "This may change your eligibility status." They call immediately and do not go on to read that, "A separate letter will be sent notifying you of any changes in eligibility."
        iii. Notices don't identify client's name (such as who worked at the job) so clients are confused
    b. Response from the Department :
        i. We have heard your feedback and apologize that it has been overwhelming for everyone. Due to this being a new project, there was no previous data to give us an idea of the response the letter would get. Thanks to your feedback, we will be taking action to mitigate and streamline this process so it makes it easier for all.
2. IEVS Speed Letter - Currently we are looking at updating verbiage to provide additional clarification and simplify the process for clients. We understand there was great confusion around the current verbiage that states "This may change your eligibility status. A separate letter will be sent notifying you of any change in eligibility."

    <u>Plan of action</u>

    a. Short-term solution #1
        i. We are moving forward with suppressing the IEVS speed letter for clients whose eligibility is not negatively impacted. This will take a while to complete. As soon as we have an implementation date, we will make sure to let everyone know.
        ii. In the meantime, we can make language modifications to the IEVS speed letter to minimize confusion. We are requesting feedback from eligibility workers on suggested language.

1. Feedback was due by 11/04/2011 in order to have time to make the updates.

b. **11/30/2011 Update to short-term solution #1** – Thanks to everyone that took the time to provide a response with suggestions on how to improve the IEVS speed letter. We incorporated the changes and modified this letter. A copy of the new letter can be found on the HCPF website. This updated letter has been sent to clients who had an IEVS Wage record posted on 11/30/2011.

c. Short-term solution #2
   i. The IEVS speed letter will be translated into Spanish and be made available to manually hand out to clients until it is automated in CBMS.

d. **11/30/2011 Update to short-term solution #2**
   i. There was a collaborated effort amongst the Department, eligibility sites, and community partners to translate the previous version of the IEVS letter. Now that the English IEVS speed letter has been modified, we need to do a new translation. Target date to make this available on HCPF's website is the week of December 5th.

e. Long-term solution
   i. Suppress IEVS Speed letter for those whose eligibility is not impacted by the IEVS wage income record

f. **11/30/2011 Update to long-term solution**
   i. The requirements have been submitted and the change request has been initiated. We are currently waiting on an implementation date.

3. EDBC Run – Once IEVS wage records are posted, cases have to wait their turn in the queue to run EDBC. At the first of the month, CBMS is running mass update batch cases every night. A number of triggers are run at end of month. Now we have added the IEVS Wage. Each case will be run in its turn. CBMS runs every night as many as possible until all triggers are run. Unless the worker wants to go in and manually run each case that has not yet run, the case will be run in its turn.
4. Double counting of IEVS income – We have reviewed several cases in which it was thought that income was being double counted for cases. After researching further, it was determined that the income is not being double counted within the **Wrap-up** window. Various records may be displayed within the **Employment History** page but the IEVS income record is the only one being used for eligibility as long as it hasn't been effective end dated.
   a. Example: Eligibility worker entered income for two employers for client. During the IEVS match, an income discrepancy is identified and an IEVS Wage record is created effective 4/1/2011. Unless the IEVS Wage record is end dated, eligibility will be determined using the IEVS Wage record only.

CBMS Web Application

Colorado Benefits Management System

Search Case ID GO

Navigation

Additional Interview Questions
Authorized Representative
Case Individual
Case Information
Case Special Indicators
Case Special Needs/Other Assistance
Case Questions
Case Wrap Up
CHP+ MCO/HMO
Colorado Disaster Food Assistance
Conviction/Parole
Data Conflict
Diversion Details
Employability Details
Employment History
Estate Recovery
Expense Details
Funeral/Burial/Cremation Detail
Hardship Details
HCBS Program
Collapse All

My Favorites
Application / Case Info
History

Employment History

Summary

Employer Name	Monthly Amount Earned	Effective Begin Date	Effective End Date
M	$0.00	05/31/2006	03/31/2007
E	$0.00	04/01/2007	12/31/2007
H	$987.80	08/06/2008	
FE	$0.00	02/16/2011	
N	$1,478.00	04/01/2011	

Add

Case has three active employment records, two previously entered by eligibility worker and one entered by the IEVS interface.

Detail

*Effective Begin Date 04/01/2011

*Self-Employed: Yes No

Farming: Yes No

Occupation: Other

Employment Type: Permanent (over 9(

Monthly Amount Earned: $ 1478 . 00

Estimated Average Hrs/Week: 35 . 00

Employer Information

Earned Income | Self Employment Income | Voluntary Striker | Employment Info

Display Family Medical Eligibility Results

Case #: Case Name:

Payment Month: 04/2011

Net Income Test | Resource Test

Since there is no Effective End Date, the IEVS Wage record of $1,478 is used to determine eligibility regardless if there is an Effective End Date on other manually entered income records.

Gross Earned Income:	$1,478.33
Child Care Disregard:	$75.00
Other Earned Disregard:	$90.00
Child/Spousal Support:	$.00
Net Earned Income:	$1,313.33
Gross Unearned Income:	$.00
Unearned Income Disregard:	$.00
Net Unearned Income:	$.00
Net Income:	$1,313.33
Net Income Standard:	$1,863.00
Test Result:	PASS

Individual Details...

Override

5. Entering an Effective End Date (EED) for IEVS Wage records – As of 10/14/2011, there is a high priority ticket to fix the functionality of end dating the IEVS Wage Employment History record. Currently when an EED is entered, a new record is created with an Effective Begin Date (EBD) effective the day after the EED and another record with a blank EBD. This is problematic as the cases cannot be properly updated based on recent income information. In addition, CBMS is reading the "new" record as a user record and is using this record for financial programs.
    a. **11/30/2011 Update to help desk ticket**
        i. This ticket will be resolved during the weekend of December 11, 2011.
6. When to effective end date IEVS wage records – The IEVS Wage records (within the **Employment History** page) can be end dated for the following reasons:
    a. Client no longer employed with IEVS wage employer – If a client reports they are no longer employed with the employer reported by Colorado Department of Labor and Employment (CDOLE), the record can be end dated. The end date should be at the end of a quarter.
    b. Client reports fraudulent activity – If the client states they were never employed with the employer, the record can be end dated with the same date as the begin date.
    c. Client provides updated income – If a client provides recent income verification, the IEVS wage record can be end dated and the new income verification can be entered.
7. Excluded programs – The Adult Medical categories of SSI Mandatory, OAP-A Med, OAP-B Med, OAP-A HCP, OAP-B HCP and BCCP are excluded from using the IEVS wage income to determine eligibility. This also includes the Family Medical categories of Needy Newborn, Expanded Pregnant, Qualified Pregnant, 4-Month Extension, and Transitional Medicaid. However, the IEVS Wage record will still be posted for these clients and a letter will be generated.
    a. Once the long-term solution of suppressing IEVS letters is implemented, these clients will no longer receive the IEVS letter.
8. IEVS Reports – These reports are informational only and are not required to be worked by eligibility workers

Any questions regarding these meeting minutes may be directed to medicaid.eligibility@hcpf.state.co.us.