

STATE OF COLORADO

DEPARTMENT OF HEALTH CARE POLICY & FINANCING

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May 30, 2006

Bill Owens
Governor

Stephen C. Tool
Executive Director

Re: Processing of CHP+ Cases
INFORMATIONAL ONLY

Dear County Director and Medical Assistance Site Director:

During the Department's review of pending cases that are exceeding processing guidelines, we have identified that many cases that are pending for CHP+ is because the Family Med was approved and authorized, but the CHP+ denial was not authorized. This is a critical processing step that needs to take place in order to complete the eligibility determination process.

We have also received several comments from county technicians, through our research of the pending cases, that they have been instructed by their supervisors not to process the CHP+ cases or to transfer the incomplete CHP+ program to the State's vendor (ACS). This letter is to remind counties of their responsibilities to process both Family Med and CHP+ programs for every families and children's application that is received by the county. Therefore, each county is responsible to:

1. For CHP+ clients applying at the county, enter the HMO selection for the applicant, if a PCP has been provided, enter that information as well, if not, the technician can select the default provider for the PCP.

If an applicant has not designated an HMO on his/her application, please contact the applicant and refer him/her to the following link which provides all HMOs in each area: <http://www.CHPplus.org/>, select what language to display, and go to the Health and Dental Care button on the left and select HMOs. Then have him/her scroll down to the HMO Availability section and click on the link labeled HMOs. This will bring up a map of Colorado, have him/her click on the applicable county and the list of HMOs will appear. If the client does not have access to the internet, please have your technician go through the process and let the applicant know what HMOs are available in the area. Another option is that a letter can be sent through CBMS requesting that the applicant select an HMO. There will be agency letter sent out by the Department providing specific instructions on how to generate the letter. Note: If the applicant is pregnant, that individual's HMO selection must always be Anthem.

2. Notify the applicant if there is an enrollment fee due

To identify if there is an enrollment fee due, please instruct your technicians to go into Wrap Up, on the Display CHP+ Enrollment Fee Detail window, the enrollment fee will be displayed. If there is an enrollment fee due, the "Notify Client" button will be enabled. Have your technicians click that button which will trigger a notice to be sent out to the client notifying them that they must submit their payment in order to be determined eligible. At this point, the CHP+ program cannot be authorized; it will remain in a pending status until the payment is received at ACS. If there is no enrollment fee due, the "Notify Client" button will be grayed out which means that no action needs to be taken on this screen. The technician will be able to authorize the CHP+ program eligibility results.

3. Unless an enrollment fee is due, authorize the CHP+ program eligibility results. This will ensure that the case will not remain in a pending status.

4. Ensure that the CHP+ program has been transferred in CBMS to the ACS

When a case is assigned with a CHP+ program on the case, the Select MA Site Office window will appear. Please instruct your technicians to select "MA-ACS-CHP" from the Office field, this will ensure that the CHP+ program will be transferred to ACS. After the case has been authorized by the county technician, or placed in pending status due to enrollment fee, the county should check to see if the case has been transferred to ACS by checking the case assignment.

Ongoing case maintenance for the CHP+ program, which includes processing redeterminations, is the responsibility of the Department's CHP+ vendor, ACS. If there are any questions regarding processing CHP+ applications, CBMS is displaying incorrect eligibility results under Med Spans or general CHP+ program questions, please feel free to email ACS' member maintenance team at member.maintenance@acs-inc.com.

If you need additional information, please feel free to contact me at 303-866-2136 or via email at gayle.fowler@state.co.us.

Sincerely,



Gayle E. A. Fowler
Eligibility Operations Section Manager

cc: Lisa Esgar
Bill Heller