



COLORADO DEPARTMENT OF HEALTH CARE POLICY & FINANCING

1570 Grant Street, Denver, CO 80203-1818 • (303) 866-2993 • (303) 866-4411 Fax • (303) 866-3883 TTY

John W. Hickenlooper, Governor • Susan E. Birch MBA, BSN, RN, Executive Director

December 5, 2011

RE: Performance Standards Contractor

Dear County and Medical Assistance Site Director:

The Centers for Medicare and Medicaid Services (CMS) conducted a review of Medicaid and CHP+ Eligibility and Enrollment systems and processes July 2010 through December 2010. As a result, the Department of Health Care Policy and Financing (the Department) has hired a consultant, ApregioHealth, to assist the Department and eligibility sites with developing uniform performance measures for medical eligibility determinations and redeterminations.

The consultant shall facilitate consensus on the development of performance measures/standards that will complement existing program success standards and shall be integrated into existing reporting structures. The performance measurements/standards shall document the eligibility sites' activities and achievements contributing to the improvement of eligibility and enrollment services for individuals, families and children in Colorado.

This project will be completed by March 31, 2012. Over the next several months, personnel from the Department and ApregioHealth will be reaching out to eligibility sites for the purpose of gathering information and providing sites the opportunity to collaborate with the Department in developing uniform performance measures for medical eligibility determinations and redeterminations.

The Department needs the support of all eligibility sites to meet the requirements of the CMS review. Thank you for your continued partnership as we work to meet the health care needs of Colorado's citizens.

If you have any questions, please contact me at Heather.Hewitt@state.co.us or 303-866-4429.

Sincerely,

A handwritten signature in black ink, appearing to read 'Heather Hewitt', is written over a horizontal line.

Heather Hewitt
County Oversight Liaison and Community Relations Manager

Cc: Susan E. Birch MBA, BSN, RN, Executive Director
Antoinette Taranto, Acting Client and Community Relations Office Director
Kim Eisen, Eligibility Monitoring and Quality Unit Supervisor