

CICP COMMUNICATES

November 2015

COLORADO INDIGENT CARE PROGRAM

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CICP STAKEHOLDER FORUM

The main discussion item takeaway from the July 30 Stakeholder Forum was the Department's goal to implement a dental write-off for CICP clinic providers. The discussion centered on providers' sliding fee scales, and the proposed reimbursement methodology the Department would adopt.

The Department held an Executive Forum for both CICP clinic and hospital providers on September 15, 2015 to discuss allowing CICP clinics to write off dental charges. The overall consensus from providers was they did not find the proposed reimbursement methodology financially feasible for them to endorse, and chose not to support moving forward with creating a CICP clinic dental write-off. The Department agreed. A dental write-off will not be implemented.

The next CICP Stakeholder Forum is Thursday January 28, 2016 from 9:00 a.m. to 11:00 a.m. at 303 East 17th Avenue, Conference Room 7B, Denver CO 80203.

DEPARTMENT UPDATES

- Glen McNair, Financing Analyst, has left the Department. Providers should continue to direct all CICP Electronic Application inquiries to the CICP email box cicpcorrespondence@state.co.us.
- Kevin Berg, Provider Fee Analyst, has left the Department. Providers should contact Nancy Dolson Director, Nancy.Dolson@state.co.us with Provider Fee questions.
- After 7 ½ years, Karen Talley, has left the CICP Special Financing team. "Working with all my CICP and Primary Care Providers has been a very humbling experience. I appreciate the cooperation I have received from all, as well as the hospitality extended to me for annual trainings.

I look forward to possibly working with many of you in my new role within the Strategic Information Technology Initiatives Unit in the Health Information Office of the Department. Thank you all for your stellar participation as CICP and Primary Care Providers."

Please continue to send your inquiries to the CICP email cicpcorrespondence@state.co.us.



COLORADO
Department of Health Care
Policy & Financing

DEPARTMENT COMMUNICATION POLICY

Due to the very high volume of calls and emails from CICIP providers' staff, the Department requests that provider staff personnel discuss any questions first with their direct supervisors, managers or internal trainers. If questions remain after utilizing the available tools located on the [Department's website](#), please send inquiries to the CICIP email cicipcorrespondence@state.co.us. Please note that it may take up to two business days for Department staff to respond.

CICP PROVIDERS IN THE NEWS

Sunrise Community Health (Sunrise) based in Evans, Colorado, received two federal grants to be used to renovate, expand and add staff to some of its dental programs in Northern Colorado.

Sunrise is a federally qualified community health center that provides a variety of services including medical, dental, behavioral health, laboratory, radiology, pharmacy, care management and health education. It operates 10 clinics in Greeley, Evans and Loveland.

Community Health Centers Celebrate Across Colorado. 2015 marks the 50th anniversary of the Community Health Center (CHC) program. Colorado CHCs celebrated this anniversary as well as National Health Center Week (NHCW) with energy and enthusiasm across the state.

Metro Community Provider Network (MCPN) kicked off the celebrations with their annual Celebrity Golf Classic, hosted by former Broncos player Ebenezer Ekuban, in Castle Pines, Colorado.

Peak Vista Community Health Centers (Peak Vista) showcased the newly renovated Academy Campus in Colorado Springs and a provider meet-and-greet in Limon.

Sheridan Health Services (Sheridan) cut the ribbon and celebrated the expansion of their facility at the Fort Logan Campus in Denver with live music by Oscar Del Barrios.

Salud Family Health Centers (Salud) introduced Fort Collins to their new pharmacy and dental wings.

Sunrise and Colorado Coalition for the Homeless (CCH) incorporated back-to-school into their NHCW events. Sunrise joined the Greeley-Evans School District at the beginning of the school year at Island Grove Park in Greeley. CCH collected school supplies during NHCW for their back-to-school Healthy Kids Fair held later in August.

High Plains Community Health Center (High Plains) hosted a community BBQ at their administrative site in Lamar with door prizes, awards, and appreciation for staff and community partners. High Plains also celebrated its 20th anniversary, and commemorated the event with a balloon release in Lamar. In addition, they held patient appreciation days at all High Plains sites.

Uncompahgre Medical Center (UMC) held a community and staff BBQ in Norwood with fire truck rides, ambulance and helicopter tours, face painting, and giveaways.

Northwest Colorado VNA CHC (NWCOVNA) hosted a mixer for chamber members to celebrate NHCW with food, drinks, and door prizes.

OPEN ENROLLMENT

November 1, 2015, marks the beginning of Open Enrollment Year 3 to purchase private health insurance through the Marketplace, Connect for Health Colorado. Open enrollment continues through January 31, 2016.

As you know, there is no open enrollment for Medicaid or Child Health Plan Plus (CHP+), and individuals can apply at any time.

Inquiries regarding the status of Connect for Health Colorado (C4HCO) applications and benefits should go directly to the C4HCO web site: ConnectforHealthCO.com, or the C4HCO phone line, 1-855-Plans-4-You (1-855-752-6748) for assistance.

Inquiries regarding applications for medical, food, cash or child care assistance programs, locating a Medicaid or CHP+ provider, reporting a change, or replacement medical cards, should go directly to the PEAK website at www.colorado.gov/PEAK.

Individuals contesting Medicaid or CHP+ eligibility determinations should contact their county of residence. www.colorado.gov/HCPF/Counties.

BREAKING MEDICAID NEWS

Medicaid no longer makes a distinction between same sex and different sex marriage when determining eligibility.

In December 2014, the Department issued [Agency Letter 14-017](#) clarifying that Medicaid is required to treat all marriages, whether same sex, different sex, or common law, the same for determining Medicaid eligibility. This policy change is compliant with state and federal law and is scheduled to be implemented in CBMS in October 2015.

Eligibility workers now need to make sure that they complete the relationship questions, including marital status, for an application to be successfully submitted. Self-declaration of marriage will be accepted, unless the applicant provides questionable information.

Civil unions and domestic partnerships do not meet the definition of marriage under Colorado law. As a result, individuals in civil unions and domestic partnerships will be treated as single, as opposed to married, for the purpose of determining Medicaid eligibility.

For more information, contact Shawn Bodiker, shawn.bodiker@state.co.us

FREQUENTLY ASKED QUESTIONS

Question: Would a patient of the Colorado Mental Health Institute, who has been found unfit to stand trial, be eligible for CICIP?

Answer: If the patient is not free to leave, it is assumed that he or she is under government control. Applicants under government control are not eligible to receive services under CICIP.

Question: Does the CICIP application and all relevant worksheets need to be signed even if the applicant does not qualify for CICIP?

Answer: Yes, the application and all associated worksheets must be signed. Auditors may audit any application, therefore an unsigned application or worksheet would be considered a finding.

Question: When is a Medicaid denial needed?

Answer: Any applicant that appears to be categorically eligible for Medicaid must provide a denial letter prior to applying for CICIP. Both programs backdate 90 days, therefore it is not necessary for an applicant to be on CICIP while awaiting Medicaid approval.

Question: How many co-pays can be charged to clients receiving multiple services?

Answer: A provider is allowed to charge less for any visit but cannot charge more than the applicable co-pay. CICIP clinics and emergency rooms can charge multiple co-pays as appropriate. There is only one co-pay for a hospital setting.

Question: If a client has a history of not paying co-pays can he or she be denied or removed from the program?

Answer: It is a best practice to collect co-pays before services are rendered; however, hospital and non-FQHC providers can pursue CICIP co-payments through the normal collection process. Providers cannot refuse emergent medical care to patients based on non-payment of co-payments. CICIP FQHC providers are required to accept CICIP clients regardless of a client's copayment history and may not send delinquent clients to collections.

Question: Can a CICIP co-payment be written off to charity?

Answer: CICIP providers must honor grants to CICIP clients from non-profit, tax-exempt, charitable foundations specifically for CICIP clients' co-payments. Any co-payments written off to charity must still be included in the annual CICIP data submitted to the Department.

Additional frequently asked questions can be located through the Department's website [Frequently Asked Questions for Providers](#).

POLICY REMINDERS

Providers should have implemented the following new policy changes that were effective on July 1, 2015:

1. Increase Personal Vehicle Equity Limit to \$7,500 from \$4,500
2. Modification of the Medical Deduction policy to:
 - Allow deduction for documented payment of outstanding medical bills, regardless of the age of the bill
 - Continue to allow deduction for current verifiable medical expenses and/or pharmaceuticals prescribed by a physician and filled by either an internal or external pharmacy
3. CICP clinic providers can provide services to CICP clients who have primary insurance that is not accepted by the provider. Providers may seek a waiver to by-pass the necessity of providing proof of claim denial prior to adjusting the patient account to reflect CICP discounts and writing off charges to CICP.
 - Providers should send their waiver request to cicpcorrespondence@state.co.us

GENERAL REMINDERS

- Providers should send questions to CICP Correspondence for a timely response; however, providers can also send specific inquiries directly to the following staff:
 - Taryn.Jorgensen@state.co.us for provider billing reports and information
 - Eugene.Advincula@state.co.us for provider audits and information
- If you would like assistance concerning CICP payment information, please contact our Special Financing Accountant, Gina.Decrescentis@state.co.us. She can answer questions about current and prior payments, EFT direct authorization, W-9 forms, or other payment related information. Gina can also be reached at 303-866-5718.
- Providers can access CICP information at:
 - www.colorado.gov/hcpf/programs-Adults - General Information
 - www.colorado.gov/hcpf/Colorado-Indigent-Care-Program-stakeholder-forum - Stakeholder Forum
 - www.colorado.gov/hcpf/CICP - Program Manual, newsletters, etc.
- Clients can reach the Department's Customer Contact Center at 1-800-221-3943.

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