

Policy Statement

Division or Office Name: Monitoring & Quality, Eligibility Division; County Relations, External Relations Division
Subject: Backlog for Applications and Redeterminations
Effective Date: Immediately

Purpose

This policy document clarifies the Department's stance on backlogged applications and redeterminations in relation to the timeliness of the cases. The Department's intention is to clarify and provide resources for working backlogged cases while maintaining court-ordered timeliness standards.

Background

With the implementation of the FY2015-16 County Incentives Program and its focus on reducing backlogged applications and redeterminations while maintaining court-ordered timeliness standards, the Department has received requests for clarification and further information from county partners on the use of COGNOS reports to reduce backlog numbers.

Policy

It is the policy of the Department that applications and redeterminations should be worked prior to the cases exceeding processing guidelines (EPG). While counties may work all incoming applications and redeterminations that are in their standard queue, there are resources available to assist counties in determining which cases are pending authorization prior to when the case becomes untimely and is placed in backlog.

Pending Reports in COGNOS

Previous guidance has focused heavily on cases that were already untimely and were found on the EPG report in COGNOS. The Department would like to shift emphasis from responding to cases that are already late to prioritizing cases that are *coming due*, allowing the county to authorize the case before it is untimely and backlogged. This is especially true for redeterminations where the Department has identified an increase in the numbers of redeterminations that are backlogged. One specific area of concern is redeterminations where the auto re-enrollment process was not successful. If a



Backlog for Applications and Redeterminations

Page 2

redetermination is not successfully auto re-enrolled on the 15th of the month, then the case needs to be manually authorized by the county prior to the end of the month or the case becomes untimely and is placed in backlog. The instructions below should assist counties in determining which cases failed the auto re-enrollment process and need to be manually authorized.

In order to determine which cases are pending authorization for redeterminations, counties should pull specific reports on specified dates in order to ensure that cases are authorized prior to the due date. In order to pull the necessary report, county users:

1. Log In to COGNOS
2. Select [Public Folders](#) Link
3. Select [Redeterminations Reports](#)
4. Select [Detailed Timely Processing of Medical Applicant Redeterminations-Adhoc](#)

This report details all redeterminations which are in pending status and have not yet been authorized. **For cases where the auto re-enrollment process failed, the county user must pull the Detailed Timely Processing of Medical Applicant Redeterminations-Adhoc after the 15th of the month.** Doing so allows the county the remainder of the month to manually authorize those cases which were not auto re-enrolled.

Mass Update Exception – Case Error Detail Report in COGNOS

Another resource available to counties to determine which redetermination cases need to be manually authorized prior to the end of the month is the Mass Update Exception – Case Error Detail Report found in COGNOS. This report is refreshed daily -. The Mass Update Exception – Case Error Detail Report provides information as to why a case failed the mass update process and what action is necessary to take. The county user should address the issue as to why the case failed a mass update and then authorize the case for the new redetermination period.

CBMS Build for March 2016 – Hyperlink for Exceptions

With the implementation of the March 2016 CBMS build, county users will now have the opportunity to access mass update exceptions (MUE) to any case without having to pull the entire Mass Update Exceptions – Case Error Detail Report. If any case in CBMS has mass update exceptions, the county user will see a “MUE Report” hyperlink in the header of each case; this hyperlink will only be visible if the case has exceptions. The county user should address the reasons for the mass update exceptions and authorize the case.



Backlog for Applications and Redeterminations

Page 3

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