



Colorado  
Cross-Disability  
Coalition

Nothing about us, without us.

## Suggested Questions for HCPF

- o How is what has happened with this case in this instance different than what should have happened? We always hear that an issue will be “looked into” but never get an answer to this question.
- o Who oversees the process and the status of a case as a whole, and has ultimate decision making authority?
- o How many governments or contract partners touch a case?
- o What are the staff retention rates for staff who weigh in on the case within each entity?
- o Who tracks if there are trends in errors made across not only the within the county, but statewide?
- o When someone makes a mistake does he or she receive coaching or training to teach them the appropriate process?
- o What is a reasonable error rate within the system regarding eligibility determination, re-determination, and other important administrative actions?
- o How much time (annually or monthly, you can choose the measure) is reasonable for a client or an alternative representative to spend gathering or providing information; advocating or resolving case concerns?
- o How do they go about reaching out to clients and stakeholders?
- o How many workarounds exist in CBMS?
- o What is the number of pending help desk tickets and how long to resolve them— what is the longest time frame? Is there a county break down of help desk tickets?
- o What is the current list of fixes in queue?
- o Once something is fixed how do they communicate? We hear things are fixed but then experience the opposite.
- o Do they take customer service data and use to figure out or prioritize system fixes?
- o Why do they consistently refuse to speak to advocates when the client is clearly requesting this communication?

## Specific to Buy-In

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- o Why do they continue to ask for asset information for Buy-In clients when there is no asset test and threaten to kick people off when they do not respond?
- o Why do people who are on long term care who get a job always lose their long term care when they try to enroll in buy in?
- o What consequences exist when there are repeated errors on a case?
- o Why do changes entered in PEAK by clients not result in system updates (everything from reporting self-employment income to changing an address)
- o Why are they denying for lack of disability without a disability determination application completed?
- o Why is there a continuous disconnect between Buy-In and LTSS when this issue was resolved in