

2016 Interim Study Committee on Communication between HCPF and Medicaid Clients

Public Hearing, June 24th 2016

Contacts: Julie Reiskin, Colorado Cross Disability Coalition (303) 839-1775

Elisabeth Arenales/Bethany Pray, Colorado Center on Law and Policy (303) 573-5669 x 302

Preliminary Recommendations: Colorado Cross –Disability Coalition and Colorado Center on Law and Policy

1. A biennial audit of client notices and other correspondence as well as random sample audits of NOAs and correspondence in non-appealed terminations.
2. Notice of Action (NOAs) should include specific information about the basis for the decision - for example NOAs should include amount and source of income for each household member by employer and amount. See New Mexico notice as an example. In addition, if additional information is required in order to determine eligibility, that information should be specified.
3. Administrative Law Judges (ALJs) should review NOA's for legal sufficiency prior to hearing and dismiss cases where notice is not sufficient. Exceptions to this process should be made in cases related to initial eligibility and requests for benefits.
4. HCPF should be required to track and report on customer service calls related to confusion about client correspondence as well as all ALJ decisions based on insufficient NOAs and report those to the General Assembly.