



COLORADO

Department of Health Care
Policy & Financing

CERTIFIED APPLICATION ASSISTANCE SITE (CAAS)

November 2016

What is a Certified Application Assistance Site (CAAS)?

A Certified Application Assistance Site assists individuals and families in completing Applications for Public Assistance, and is certified to verify citizenship and identification documentation on behalf of the Department.

How does an agency become certified?

- Agencies must complete and submit a CAAS Application to:
hcpf_assistancesites@state.co.us
- Agencies with multiple locations must submit a separate application for **each** location
- The agency must understand their liability if false documents are knowingly verified, and in this case their certification will be revoked
- The agency must agree to ensure that all staff assisting with applications understand and adhere to HIPAA requirements, view the Mandatory CAAS Training presentation, score 95% or higher on the CAAS test, log all CAAS activity on the quarterly reporting spreadsheet, and consistently follow proper procedures for verifying citizenship and identity documents
- The agency must be a community-based organization or non-profit organization that is supporting the community, not an individual's interest
- The agency must agree to submit all applications and/or documentation, complete or incomplete to an Eligibility Site or the Medical Assistance Site within **five (5)** business days

What happens once an agency is approved?

- Approved agencies receive a letter of approval, certification number and training materials
- The agency will be added to the Department's Application Assistance – Mapping Tool on the Department's Web site
- Agencies are certified for a two (2) year period and are responsible for submitting a renewal/update form approximately 30 days prior to the recertification date identified in their
- CAAS Enrollment letter in order to continue operating as a CAAS

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What are the expectations of a CAAS?

- The agency must agree to all of the Department rules, regulations and agency letters
- The agency must agree to provide assistance to **all** members of the community per the processes identified in the Mandatory CAAS Training presentation
- Each CAAS must be certified for a minimum of 90 calendar days, and submit at least one (1) quarterly report timely, meet all CAAS responsibilities and agreements, and assist at least 50 clients a quarter in order to be eligible to apply as a Presumptive Eligibility (PE) or Medical Assistance (MA) site

For more information contact

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