



FY 2016-17 County Grant Program

Preferred Projects List

The purpose of the Preferred Projects List is to identify opportunities for grant funding that align with the Department's [strategic policy initiatives](#).

1. Long Term Services and Supports (LTSS) – *ensuring redesigned business processes take advantage of automation and ensuring accurate, timely communication between entities*

a. Project: Business Process Reengineering that includes:

- i. Integration of PEAKPro into the county's business processes
 1. Including collaboration with county's Single Entry Point (SEP)
- ii. Tracking of and refining communication of the DSS1
- iii. Integration with the [No Wrong Door \(NWD\) pilot project](#)
 1. Only if the county is applying/has applied to be a NWD pilot site

Goal: Decreasing the amount of time of the DSS1 process, thereby increasing timeliness of financial eligibility determinations

2. Eligibility – *ensuring accurate, timely determinations and redeterminations of client eligibility*

a. Project: Business Process Reengineering that includes:

- i. Redesigning business processes for applications and redeterminations
 1. Increasing the use of PEAK/PEAK Inbox
- ii. Ensuring accurate eligibility redeterminations
 1. Ensuring correct COGNOS reports are pulled and cases correctly pending for verification for:
 - a. Non-MAGI cases that require re-verification of income and resources
 - b. MAGI cases that require re-verification of income due to no Social Security Numbers/Self-Employment

Goal: Increasing timeliness for applications and redeterminations while ensuring accurate usage of COGNOS reporting



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3. **Call Center** – *providing the county the opportunity to create a county- or regionally-based Call Center for client contact*
 - a. Project: Integrating Call Center technology in the county through implementation of the Customer Relationship Management (CRM) or Interactive Voice Response (IVR) systems
 - i. Business Process Reengineering that integrates Call Center technology into the daily business processes of the county
 - ii. Technology upgrades required to implement Call Center technology

Goal: Allowing for warm hand-offs between counties and the Department; creating efficiencies for counties

4. **Client Fraud** – *providing the county the opportunity to identify and/or mitigate Medicaid client fraud*
 - a. Project: Feasibility/sustainability studies; hiring a county/regional fraud investigator; researching and submitting data and metrics on the scope of client fraud
 - i. If your county **does not** have an active fraud investigator, the county and/or region can request funding to complete a feasibility/sustainability study that explores the possibility of hiring a county or regionally-based fraud investigator
 1. The feasibility study must address the sustainability of the county/regionally based fraud investigator once Grant Program funding ends
 - ii. If your county/region has determined that it is possible to sustain a new position of fraud investigator, Grant Program funds will pay for the first year of the program
 - iii. If your county is unclear on the scope of Medicaid client fraud in your county and/or region, the county may request funds to research and compile data on the scope of client fraud within the county/region to submit to the Department of Health Care Policy and Financing
 1. The data and metrics that should be gathered include, but are not limited to:
 - a. number of complaints/tips, type of complaints/tips received, complaints/tips received from what sources, type of investigation cases (income, household members, resources, etc.), length of investigation, result/outcome of investigation, procedures/policies



on investigation and reporting claim in CBMS, number of investigation cases open/closed/pending, number of cases with closing benefit, ineligible time period from client, number of recovery cases (include all Medicaid recoveries, NOT just fraud), type of recovery case (ex: could be PARIS, fraud, unintentional error) , the amount of recovery per case, total amount of recovery on fraud, total amount of recovery on non-fraud, benefit programs for ineligible clients.

- b. The above list is not all-inclusive and the Department may work with counties to research and submit further information.

Goal: Determining the statewide scope of and strengthening the means for reducing client fraud

