



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>ELIGIBILITY SPAN ERROR REPORT GUIDANCE</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>JULY 31, 2019</b>
<b>DIVISION AND OFFICE:</b>	<b>HEALTH INFORMATION OFFICE</b>
<b>PROGRAM AREA:</b>	<b>ELIGIBILITY</b>
<b>KEY WORDS:</b>	<b>AUDIT, ERRORS, TIMELY</b>
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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

The purpose of this memo is to provide guidance to County Departments of Human Services and Medical Assistance Sites on Medical Assistance Eligibility Span Error Reports.

### **Background:**

As part of the Colorado Medicaid Management Innovation and Transformation (COMMIT) Project, the Colorado Department of Health Care Policy and Financing (HCPF) transitioned to a new claims system called the Colorado interChange. This transition was effective March 2017.

The Colorado Benefits Management System (CBMS) continues to determine eligibility for Medical Assistance programs and authorize the result of the eligibility determination. CBMS generates eligibility spans ("Med Spans") that indicate what program the member qualifies. These spans are transmitted to the Colorado interChange so that the member is placed in the corresponding benefit plan.

The Colorado interChange processes the spans and generates an error report if there are any issues/discrepancies with the spans received. This error report is transmitted to CBMS. CBMS processes the error report and generates a Cognos report for both County/Eligibility Sites and State staff to access.

To support this transition and updated span process, there were CBMS updates required. These updates were included in the following CBMS Projects:

- **CBMS Project 9584 – September 2016**
- **CBMS Project 12208 – February 2018**

A CBMS Cognos Report titled "**Medical Assistance Eligibility Span Error Report**" was created with CBMS Project 9584. This report is generated daily and includes all errors types that could be caused by data entry discrepancies.

Additional error types were added to this error report with CBMS Project 12208. To further assist with resolving data entry discrepancies that can impact eligibility spans, there were several new reports created with this project to identify those members that have a date of death entered and remain active, mailing address is missing for the head of household, and overdue pregnancies.

County Relations Communications, Knowledge Transfer calls, and CBMS Build training has been delivered to all eligibility sites regarding these projects which include information and direction regarding the "**Medical Assistance Eligibility Span Error Report**" and other related reports.

### **Information:**

Action is required on the "**Medical Assistance Eligibility Span Error Report**" and other related reports. These reports include all Medical Assistance Eligibility Spans that could not be processed due to an error caused by user data entry.

For details for these reports, please reference the Resources section.

Steps on what to do with the Medical Assistance Eligibility Span Report:

- Review the "**Medical Assistance Eligibility Span Error Report**" daily and other related reports weekly.
- Resolve the data entry discrepancy based on the error type.
- Re-run the case and Re-authorize the eligibility determination so the corrected span can be sent to the Colorado interChange.
- If the error cannot be resolved, a State Help Desk Ticket needs to be submitted timely.

The Department monitors the error reports and will continue working with eligibility sites to ensure errors are fixed in a timely manner.

Please note that there is a separate error report accessed and processed by State/Department staff only for errors that are not caused by data entry and may be caused by a systematic issue that will require further research and resolution.

**Resources:**

What was Released	Who Released	Where
CBMS Project 9584 Build Training Guide	Staff Development Center	Attachment
CBMS Project 9584 KT Release Notes	OIT	Attachment
CBMS Project 12208 Build Training	Staff Development Center	<a href="https://colearn.csod.com/LMS/LoDetails/DetailsLo.aspx?loid=fdc0cc1f-13c6-468f-8e0d-48438040e91e&amp;back=%2fLMS%2fBrowseTraining%2fBrowseTraining.aspx%3fs%3d625#t=1">https://colearn.csod.com/LMS/LoDetails/DetailsLo.aspx?loid=fdc0cc1f-13c6-468f-8e0d-48438040e91e&amp;back=%2fLMS%2fBrowseTraining%2fBrowseTraining.aspx%3fs%3d625#t=1</a>
CBMS Project 12208 KT Release Notes	OIT	Attachment
Communication – Med Span Error Report	HCPF County Relations	County Connection  <a href="https://myemail.constantcontact.com/County-Connections--April-2019.html?soid=1120776134797&amp;aid=yQMdy-CNEvg">https://myemail.constantcontact.com/County-Connections--April-2019.html?soid=1120776134797&amp;aid=yQMdy-CNEvg</a>

**Attachment(s):**

Report Details

CBMS Project 9584 Build Training Guide

CBMS Project 9584 KT Release Notes

CBMS Project 12208 KT Release Notes

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