



OPERATIONAL MEMO

TITLE:	COMPLETE ELIGIBILITY SITE CONTACT INFORMATION ON ALL MEMBER CORRESPONDENCE
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	OCTOBER 12, 2020
DIVISION AND OFFICE:	MEDICAID OPERATIONS OFFICE
PROGRAM AREA:	ELIGIBILITY
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Purpose and Audience:

The purpose of this memo is to ensure eligibility sites provide complete contact information on all member correspondence issued from the Colorado Benefits Management System (CBMS).

Information:

The Office of State Auditors conducted a Medicaid Client Correspondence performance audit, which was released in September 2020. The Department was cited because notices showed incomplete contact information for eligibility sites. Applicant(s) must be given information on how to contact their eligibility site on all client correspondence issued from the CBMS.

Procedure:

Eligibility sites Security Administrators are required to complete the contact information page in the Colorado Benefits Management System (CBMS), in its entirety, for each individual that is granted CBMS access. The information fields include:

- Eligibility Site Name
- Eligibility Site Address
- Eligibility Site Phone Number
- Eligibility Site Fax Number

All the above information is populated on client correspondence issued from CBMS.

When an eligibility site Security Administrator is completing the security profile to grant CBMS access, the fax number and telephone number must be added in the Contact Information Screen. This will ensure the members correspondence has all the required contact information for the applicant(s)/member(s).

Eligibility sites must complete a retroactive review of CBMS access granted to all staff (including workforce and/or any contract staff) to ensure security profiles are completed in entirety. The completeness and accuracy of member correspondence may impact quality and accuracy measures for eligibility sites if security profiles are not correctly added in CBMS.

Attachment(s):

None

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