

HB19-1326: Dental Advisory Committee's Recommendations on Program Administration

Item	Current Process	Provider Comments	Provider Suggestions	Does suggestion require a change to rule/legislature or add'l resources? <i>(For the Department's Use)</i>
Submission of Grant Application	Potential grantee will obtain grant application from Department website and submit to Department via email, mail, or in person	1. Process works fine	1. No Suggestions	
		2. Prefer mailing from Department to Office	2. Same (because links are not reliable, confusing)	Department can mail one copy if requested.
		3. Obtained app via email and accessed the app forms and requirements from the website	3. Information well-organized, easy to find and the instructions clear and is appreciative of the opportunity to submit	
		4. The instructions on the website are easy to access, clear and concise	4. No changes recommended	
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. Grant app is comprehensive and feels appropriate for the program	7. No suggestions	
		8. This process has worked for our organization	8. No suggestions	
Contract	PDF Contract is sent via email - grantee makes three copies, original signature on all documents, and is mailed back to Department	1. No Comment	1. Allow electronic signatures	Under the State Controller Contract, Grant, and Purchase Order Policy entitled "Electronic Signatures on Contracts and Grants", agencies are only permitted to use electronic signatures on state contracts if they use the electronic signature system approved and implemented by OIT. We are currently working with OIT to have an instance of this sytem set up for

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		2. Process works fine.	2. No suggestions	
		3. Much work loading on Office	3. For Department to mail three copies	Would require additional funds and resources.
		4. Followed the contracting process with no issues or concerns.	4. No suggestions	
		5. No changes recommended.	5. No Suggestions	
		6. No problems.	6. No suggestions	
		7. No comment.	7. No suggestions	
		8. No problem.	8. No suggestions	
		9. No issues with this process.	9. No suggestions	
Eligible Seniors - checking status on web portal	Grantees check the older adult's Medicaid status on the Department's web portal and also DentaQuest	1. Process works fine	1. No Suggestions	
		2. Much work loading on Office	2. For Department to check eligibility like with OAP	Would require an additional resources.
		3. Health First Colorado has indicated that Department's web portal is the most reliable source for checking eligibility and that DentaQuest does not serve as proof of eligibility.	Require that we check the Department's web portal only.	All that needs to be checked is the web portal. Some grantees check DentaQuest, however, HCPF does not require this to be done.
		4. No changes recommended.	4. No suggestions	
		5. More training around QMB and checking DentaQuest.	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. No problem.	7. No suggestions	
		8. This is a simple process that staff has had no issues completing.	8. No suggestions	
Eligible Seniors - Verifying income	Grantees check the current FPL of older adults to ensure they are not over 250% FPL	1. Process works fine	1. No Suggestions	

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		2. Much work loading on Office	2. For Department to check income like with OAP	Would require an additional resouces.
		3. Determines FPL as part of our clinic's eligibility process.	3. No suggestions	
		4. No changes recommended.	4. No suggestions	
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. No problem.	7. No suggestions	
		8. The guidelines are clear and easy to understand	8. No suggestions	
Eligible Seniors - verifying lawful presence	Grantees have older adult fill out lawful presence form and submit photo documentation	1. Current Affidavit is cumberson; error rate when not completing the form in person is more than 75%.	1. Simplify the Affidavit to be consistent with other forms such as the one used by the PTC104 through other state programs'	Further discussion. See copies of both.
		2. Process works fine.	2. No suggestions	
		3. Much work loading on office	3. For Department to verify Lawful Presence	Would require an additional resouces.
		4. Obtains a lawful presence form and photo documentation from all patients.	4. No suggestions	
		5. No changes recommended.	5. No Suggestions	
		6. No problems.	6. No suggestions	
		7. No comment.	7. No suggestions	
		8. No problem.	8. No suggestions	
		9. There has been no issues with older adults completing this form.	9. No suggestions	
Eligible Seniors - verifying age is 60 or over	Grantees have older adult submit photo ID that verifies age	1. Process works fine	1. No Suggestions	
		2. No change	2. No suggestions	
		3. Obtains a photo ID that verifies age from all patients.	3. No suggestions	

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		4. No changes recommended.	4. No suggestions	
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. No problem.	7. No suggestions	
		8. There has been no issues obtaining photo ID to verify age.	8. No suggestions	
Invoices	Grantees fill out SDP invoice for all procedures completed	1. Process works fine	1. No Suggestions	
		2. Very complex system	2. Simplifying (use clearing house)	The Clearing House is a third-party financial institution that acts as a go between for buyers and sellers. This would require additional resources.
		3. Obtains an invoice spreadsheet at the beginning of the funding year and completes a monthly invoice using the spreadsheet provided.	3. No suggestions	
		4. Although the tracking of invoices is time consuming, it provides great info for other grants that we may be applying for.	4. Have ability to enter dates without having to enter the dashes.	The Department feels this would be feasible.
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. No problem.	7. No suggestions	
		8. Billing manager completes and has no issues with process.	8. No suggestions	
Invoice Submittal	Invoices are submitted through secure SharePoint Site	1. Process works fine. For any of these items the workability and efficiency is as much dependant on the grantees/providers ability to implement good processes in office to support the reporting/items required by the grant admin.	1. The processes have been refined and I am not sure any changes at this time would result in any increased efficiency. If it is not broke please don't "try to fix it".	

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		2. Financial burden, more workload	2. Remove SharePoint and use clearing house	The Clearing House is a third-party financial institution that acts as a go between for buyers and sellers. This would require additional resources.
		3. Submits invoices monthly by uploading them into the secure SharePoint site.	3. No suggestions	
		4. Uploading the document is a simple method.	4. No suggestions	
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. No problem.	7. No suggestions	
		8. Billing manager completes and has no issues with process.	8. No suggestions	
Auditing - Chosen Files	The Department randomly selects 10% client files and notifies grantees	1. Process works fine	1. No Suggestions	
		2. Change to 5% due to workload	2. Change to 5%	Can consider this, however, the purpose of audits is to detect billing errors and other issues. In the first two years of the SDP, the Department recovered
		3. Has had no issues receiving audit requests.	3. No suggestions	
		4. No Comment	4. No suggestions	
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. Not yet experienced	7. No suggestions	
		8. No issues with this process	8. No suggestions	

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Auditing - File submittal	Grantee submits files within ten business days via SharePoint, mail, or in person	1. Process works fine	1. More time might be needed if the staff member capable of adequately responding to the audit has other priority items during the same time period.	The Department feels this would be feasible
		2. Limited time	2. Change to 30 days	The Department feels allowing more time would be feasible
		3. No issues complying with these submissions.	3. No suggestions	
		4. Seems that 10 days may not be enough time if anyone is gone for vacation.	4. May need to extend the 10 business days to approximately 3 weeks.	The Department feels allowing more time would be feasible
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. Not yet experienced	7. No suggestions	
		8. After first report, and better understanding there has been no issues with these audits.	8. No suggestions	
Auditing - Notification of audit findings	Department will notify grantees of audit findings and Correction Action Plan (CAP), if applicable	1. Process works fine	1. No Suggestions	
		2. No change	2. No suggestions	
		3. Is notified of audit finding and Correction Action Plans if applicable.	3. Notify providers when there are no audit findings.	This should be done now. The Department will ensure that it is
		4. No Comment	4. No suggestions	
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. Not yet experienced	7. No suggestions	
		8. No issues with this process	8. No suggestions	
Auditing - CAP submittal	Grantee required to submit CAP, if applicable	1. Process works fine	1. No Suggestions	
		2. No comment	2. No suggestions	
		3. Has had no issues complying.	3. No suggestions	

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		4. No Comment	4. No suggestions	
		5. No problems	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. Not yet experienced	7. No suggestions	
		8. No issues with this process	8. No suggestions	
Annual Report	Grantee required to submit annual report on or before September 1st	1. Process works fine. It has been a smooth, professional and pleasant interaction with the Dept/Admin during this multi-year grant period.	1. No Suggestions	
		2. No comment	2. No suggestions	
		3. Has complied with this process and has submitted annual reports on time. We find the grant reports straight forward and the questions provide a chance to provide a broader picture of program successes, challenges, etc.	3. No suggestions	
		4. No Comment	4. No suggestions	
		5. Guidelines are nice to have.	5. No Suggestions	
		6. No comments	6. No suggestions	
		7. No problem.	7. No suggestions	
		8. No issues with this process	8. No suggestions	