



COLORADO

Department of Health Care
Policy & Financing

1570 Grant Street
Denver, CO 80203

Quarterly Quality Check-In Matrix

FY 2020-21 County Incentives Program

The Quarterly Quality Check-In component of the FY 2020-21 County Incentives Program Training and Quality Incentive requires an in-person/virtual meeting with the identified county eligibility and/or Quality Assurance (QA) staff and the Department, to occur once a calendar quarter for the entirety of the fiscal year. Attendance at all four calendar quarter meetings is required to be in compliance with the Training and Quality Incentive. The below agenda items will be reviewed at the quarterly meetings as necessary.

Standard Agenda Items:

1. Overall state audit data review, such as data provided by the Office of the State Auditor (OSA), Office of Inspector General (OIG), Medicaid Eligibility Quality Control (MEQC) or Payment Error Rate Measurement (PERM), internal reviewers or other auditors
2. Review of county-specific quality data, if available
3. Review of performance data, metrics and dashboards, if available
4. Review of Help Desk tickets submitted to identify training and/or process issues, if available
5. Review of policy clarification requested from the Medicaid Eligibility Inbox, if available
6. Discussion and review of the county's Quality Assurance (QA) program, if one exists. If not, the Department may provide recommendations to implement an adequate QA program and processes

The open feedback session's purpose is to encourage the county to provide feedback on challenges and ongoing issues while providing solution-focused contributions to the Department. The items below will be covered accordingly.

1. What policies are unclear? What do counties struggle with?
2. Is there guidance that counties use that is unclear or difficult to understand? Are there confusing or contradicting policies, Memos, CBMS Communications, or other Department-provided communications?
3. What processes do counties struggle with? Are there opportunities to leverage business process assistance from HCPF?
4. What system issues do counties struggle with? What do counties see in the eligibility system that causes additional workload without the right processes in place?



Quarterly Check-In Matrix:

Quarterly Quality Check-In Date:		
County:		
County Attendees:		
HCPF Attendees:		
Agenda Item	Action Item	Due Date

Appropriate county staff contacts who should attend the Quarterly Quality Check-Ins is due to the Department by **July 15, 2020**. Any changes in staffing that would impact the Quarterly Quality Check-In should be reported to the Department Contact below as soon as possible.

When scheduling the Quarterly Quality Check-Ins, the Department will provide adequate notice and meeting information to the county staff contacts. During the Quarterly Quality Check-In, the meeting facilitator will monitor agenda and action items, and due dates.

Department Contact:

HCPFCountyRelations@state.co.us

