



OPERATIONAL MEMO

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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 Operational Memo is to provide guidance from the Business Process Reengineering (BPR) Project Learning Session to eligibility sites regarding RRR business processes.

Information:

Eligibility sites (counties and Medical Assistance Sites) are experiencing unusually high backlog numbers for RRRs. The BPR Project Learning Session explored business processes around RRRs and identified the guidance below to reduce RRR backlog and maintain RRR timeliness:

The following are the processing steps for RRRs that are completed, incomplete and/or no changes reported.

RRR Packet is Complete

A **Complete** RRR is when an eligibility site receives the RRR and all required verifications to determine eligibility are received for medical assistance.

1. When the RRR Packet is received, enter the RRR as received/started.
2. Enter all verifications and updates that member provided.
3. Change the Data Entry Complete field to 'Yes' for Medical Assistance case.

4. Run EDBC and authorize Medical Assistance case.

Note: Eligibility site is required to complete the RRR and not wait for case to run through auto re-enrollment. Starting the RRR will switch Data Entry Complete to 'no', keeping the MA pending indefinitely.

RRR Packet that is Incomplete

An **Incomplete** RRR is when the eligibility site receives the RRR packet or receives information and/or documentation for an RRR but it is not sufficient to determine eligibility for medical assistance.

1. When the incomplete RRR packet is received, start the RRR.
2. Enter the information and/or documentation received, update the HLPG complete field to 'Yes', run EDBC, and authorize changes.
 - a. The system will pend through a verification checklist (VCL) for the additional information needed to make a full determination.
3. If the member provides the information, update the case, run EDBC and authorize changes.
4. If the member does not provide the information, the system will run the case on the verification denial due date and terminate for not providing verifications.

RRR Packet with No Changes Reported

A **No Changes** RRR is when an eligibility site receives the RRR with no changes and no documentation is required OR if the eligibility worker does not receive an RRR or any information from the member.

1. If nothing has been received from the member, **do not start the RRR**. These cases will go through the auto re-enrollment process on the 15th of the RRR due month. No action is required from eligibility workers.

Note: If an eligibility site starts the RRR, they are required to change the Data Entry Complete field to 'Yes' for Medicaid, run EDBC and authorize the Medicaid case. Starting the RRR with no further action taken will switch HLPG complete to 'no', keeping the MA pending indefinitely and adding to the backlog unnecessarily.

Additional Guidance:

- Cases with Ex Parte will update the Data Entry Complete to 'No' for MA in CBMS and the case will need to be updated when working the other HLPG's application or RRR.
- Verifications received in response to the RRRs with dynamic text need to be entered in CBMS by the 20th of the RRR sent month to keep the Verification Check List (VCL) from being generated. This will reduce member questions and duplicate receipt of verifications.
 - Note: Dynamic text (customized text) is added to the RRR packet when it has been determined there is an individual who must provide updated verification at RRR. Please see the "Pending Verifications at Redetermination (RRR)" training link below for more information.
- The Department recommends that eligibility sites pull the "Detailed Timely Processing of Medical Applicant Redeterminations - Ad Hoc report" after the 15th of the month and work any RRRs that have exceptioned out from auto re-enrollment or that are still pending.

Effective Date: January 7, 2020

For additional information and visuals, please see the links below:

- Pending Verification at Redetermination (RRR) for Medical Assistance

<https://www.colorado.gov/pacific/sites/default/files/Pending%20Verifications%20at%20RRR%20FAQs.pdf>

- Pending Verifications at Redetermination (RRR)

<https://www.colorado.gov/pacific/sites/default/files/Pending%20Verifications%20at%20Redetermination%20%28RRR%29.pdf>

Attachment(s):

RRR Backlog Tips

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