COLORADO
Department of Health Care
Policy & Financing

OPERATIONAL MEMO

TITLE:	FY 2020-21 IMPLEMENTATION OF TRAINING AND QUALITY INCENTIVE
SUPERSEDES NUMBER:	**HCPF OM 19-030, HCPF OM 19-054**
EFFECTIVE DATE:	**JULY 1, 2020**
DIVISION AND OFFICE:	**COMMUNICATIONS AND GOVERNMENT RELATIONS, POLICY, COMMUNICATIONS & ADMINISTRATION OFFICE**
PROGRAM AREA:	**COUNTY RELATIONS AND ADMINISTRATION**
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APPROVED BY: RACHEL REITER	

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Purpose and Audience:

The purpose of this Operational Memo is to provide guidance to county departments of human/social services (county) on the FY 2020-21 County Incentives Program Training and Quality Incentive.

Information/Procedure:

The Training and Quality Incentive is weighted at 30 percent of the total County Incentives funding. Twenty Percent (20%) of the Incentive is applied toward the training component if **seventy-five percent (75%) of county Colorado Benefits Management System (CBMS) users with the security profile to update and authorize Medical Assistance (MA) cases in CBMS complete six (6) hours of approved trainings within the 2020-21 state fiscal year** and ten percent (10%) of the Incentive is applied toward the quality component requiring **counties to attend one hundred percent (100%) of the scheduled Quarterly Quality Check Ins during the fiscal year.**

Counties must meet both the training and quality requirements of the Training and Quality Incentive to be eligible to earn the full 30 percent weight of the Incentive.

Staff Subject to the Training Incentive

CBMS users with the security profile to update and authorize Medical Assistance (MA) cases are subject to the six (6) approved training hours requirement. This includes Contractor CBMS users outside of each county's human/social services agency that are granted security profiles to update and authorize Medical Assistance cases. Users with read-only CBMS access are not subject to the training hours requirement.

Eligible Trainings and Learning Management System

The Department continues to partner with the Staff Development Center (SDC) on maintaining a complete list of eligible trainings on the SDC's Learning Management System (LMS). This can be found on the LMS by searching "Med Incentive Trainings."

Training completions are measured for the entire fiscal year from July 1, 2020, through June 30, 2021. These are the approved trainings by the Department:

- Building and/or Expanding Foundations for MAGI, Non-MAGI and Long-Term Care
- CBMS Medical Assistance-specific Build Trainings (every other month)
- SDC-released Medical Assistance trainings (months alternating CBMS Build Trainings)

Other new trainings identified by the Department and SDC will be listed on the SDC's website and will be communicated to counties as they become available.

Every county CBMS user with the security profile to update and authorize Medical Assistance (MA) cases should have an account in the LMS.

CBMS users must register individually for courses in the LMS for the training to be added to the user's training hours. Web-Based Trainings (WBTs) and Virtual Instructor-Led Trainings (VILTs) will be available to take and/or re-take in the LMS for credit towards the current fiscal year's training hours requirement, if those trainings are approved by the Department.

New Trainings Incentive Approval Process

County SDC-certified trainers are not allowed to modify, update, or add language to the existing SDC-approved materials trained by an SDC-certified county trainer without prior approval from the Department and SDC.

Trainings counties develop will count towards the total number of required training hours if the content is specific to the improvement of Medical Assistance Programs' initiatives including, but not limited to, program accuracy, timeliness, knowledge, skills and ability to ensure the training meets the standards outlined in FY 2020-21 County Incentives Contract in in section 4.4.

County-developed trainings must be approved by the SDC prior to offering the training to staff. The training must be delivered by an SDC-certified trainer.

Process for requesting approval of a county-developed training

Submit a request to the SDC inbox SOC_StaffDevelopment@state.co.us for approval of a contractor/county-developed training describing the new training the county plans to offer.

- Explain the reason(s) why the new training is needed – what problem is this training trying to solve?
- Is there any existing SDC training material on this topic? If so, what is already available and why is additional training needed?
- How does the new training apply to Medical Assistance programs?
- Is there any non-MA program content included?
- Who would benefit from the new training?
- What is the intended outcome of the new training?
- How does the new training align with the Departments' goals? Does the new training follow adult learning principles so all training materials are consistent?
- How did you verify all content is accurate and current? Please cite all the resources you used when obtaining the content for this training.

Once the county submits all the required information, the SDC and Eligibility policy team will review the request and supporting documents. The SDC will notify the county after their request is reviewed.

In order to be approved, county must agree that the training materials will be incorporated and converted into statewide SDC materials available to all SDC audiences.

Counties will follow the instructions from the SDC on how to appropriately add the approved course to the LMS and ensure the training hours count towards the Training and Quality Incentive.

Progress Reports and determining compliance with the training component of the Training and Quality Incentive

The Department will send quarterly progress reports on eligible training completions to county human/social services directors and secondary directors. Secondary directors are based on the County Contact List Templates sent to the Department for FY 2020-21. If your county would like any other individuals to receive the quarterly progress reports, please reach out to the Department contact listed below.

The quarterly progress reports will contain lists of eligible training completions from any county CBMS users with the security profile to update and authorize Medical Assistance (MA) cases, based on LMS data only. This may include individuals with read-only access.

After the first reporting period, the Department may release the point-in-time list of staff subject to the Training and Quality Incentive (county CBMS users with the security profile to update and authorize eligibility) based on Office of Information Technology (OIT) security administrator data, if available.

The Department will make available to county directors and secondary directors a final list of eligible training completions per staff subject to the Training and Quality Incentive after July 5, 2021, based on the SDC's LMS data pull and OIT security administrator data. This final list will be used to determine if the county achieved the performance benchmark to meet the Training and Quality Incentive.

Quarterly Quality Check-Ins required for the Training and Quality Incentive

The Quarterly Quality Check In component requires an in-person/virtual meeting with the identified county eligibility and/or Quality Assurance (QA) staff and the Department, to occur once each calendar quarter for the entirety of the fiscal year. Attendance at all four quarterly meetings is required to be in compliance with the Training and Quality Incentive.

During the Quarterly Quality Check-In, Department staff will review a standardized agenda which may include the following:

- 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
- Review of county-specific quality data, if available
- Review of performance data, metrics and dashboards, if available
- Review of Help Desk tickets submitted to identify training and/or process issues, if available
- Review of policy clarification requested from the Medicaid Eligibility Inbox, if available
- 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
- Feedback Session that is open and encourages the county to provide feedback on challenges and ongoing issues while providing solution-focused contributions to the Department. This may include:
  - What policies are unclear? What do counties struggle with?
  - 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?
  - What processes do counties struggle with? Are there opportunities to leverage business process assistance from HCPF?
  - 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?

The Quarterly Quality Check-Ins will be documented and the Department will track attendance to ensure compliance with the quality component of the Training and Quality Incentive. In addition, action items from the Quarterly Quality Check-Ins will also be documented and shared with the county to track progress.

Each county shall identify the appropriate staff to participate in the Quarterly Check-Ins and will provide contact information to the Department for those identified staff no later than **July 15, 2020.** This information should be sent to the Department contact listed on this Memo.

Contract Language

Contract Language for the Training Incentive can be found in the FY 2020-21 County Incentives Contract in section 4.4. If conflict arises between the contract language and guidance issued through the HCPF Memo Series, contract language supersedes the guidance provided through the HCPF Memo Series.

Attachment(s):

Quarterly Quality Check-In Matrix

Department Contact:

HCPFCountyRelations@state.co.us