



OPERATIONAL MEMO

TITLE:	IMPLEMENTATION OF THE FY 2020 –21 ELIGIBILITY PERFORMANCE INCENTIVE
SUPERSEDES NUMBER:	HCPF OM 19-005, HCPF OM 19-034
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 Eligibility Performance Incentive.

Background:

The performance standards for this Incentive are set for county departments of human/social services with the purpose of ensuring timely determinations and redeterminations for individuals and families enrolled in Medical Assistance (MA) and Long-Term Services and Supports (LTSS). Additionally, this Incentive seeks to ensure determinations or redeterminations that have exceeded timely processing guidelines and have become backlogged are kept at manageable levels. Lastly, the Incentive seeks to ensure any case changes reported by the member or a partner agency are worked in a timely manner.

The Eligibility Performance Incentive is weighted at 15 percent of total County Incentives funding if the county achieves three out of the four following benchmarks:

- Timely Processing of MA Determinations and Redeterminations benchmark: combined applications and redeterminations timeliness at 95.00 percent or above
- Timely Processing of MA LTSS Determination and Redetermination benchmark: combined LTSS applications and redeterminations timeliness at 95.00 percent or above
- Backlog benchmark: Determinations and Redeterminations backlog below limits based on county size
- Case Maintenance benchmark: 85.00 percent of disenrollments are completed within fifteen calendar days

If all four of the benchmarks are achieved, the Incentive is weighted at 20 percent (instead of 15 percent) and is known as the Exceptional Eligibility Performance Incentive. Those who do not meet all four benchmarks are ineligible for the additional 5 percent funding under the Exceptional Eligibility Performance Incentive.

Benchmarks are measured over two six-month periods: The First Reporting Period covers July 1, 2020, through December 31, 2020. The Second Reporting Period covers January 1, 2021, through June 30, 2021.

Information/Procedure:

Timely Processing of MA Determinations and Redeterminations Benchmark

To meet this performance benchmark, counties must process ninety-five percent (95.00%) of MA determinations within a forty-five (45) calendar day timeframe and ninety-five percent (95.00%) of redeterminations before the CBMS Redetermination (RRR) due date. The timeliness percentage is a combined average for both applications and redeterminations.

Timeliness is measured as an average over each six-month Reporting Period. The formula for calculating timeliness for each Reporting Period is as follows:

(Timely Determinations plus Timely Redeterminations) divided by (Total Determinations plus Total Redeterminations)

COGNOS reporting is available to counties to track timeliness performance over each Reporting Period. The following COGNOS reports should be pulled on the date specified:

- MA County Incentives Timeliness Report – Summary
 - Provides MA combined processing timeliness percentages only
 - Pull on second Monday of each month to view previous month's performance

- MA County Incentives Timeliness Report – Detail
 - Provides MA timeliness report with case detail
 - Pull on second Monday of each month to view previous month’s timely and untimely, and total number of determinations and redeterminations
- MA County Incentives Untimely Report – Detailed
 - Provides detail for cases processed untimely
 - Pull on the first working day of each month to view the previous month’s determinations and redeterminations processed untimely
 - Pull on first working day after each Reporting Period to view the previous Reporting Period’s untimely determinations and redeterminations
- Detailed Timely Processing of Medical Applicant Determinations - Adhoc
 - Pull on a regular basis to monitor upcoming due dates and prevent determinations from becoming untimely
- Detailed Timely Processing of Medical Applicant Redeterminations – Adhoc
 - Pull after the 15th of each month to view redeterminations that exception out of the auto re-enrollment process
 - These cases will become untimely and will appear in backlog if not authorized before the end of the month

Timely Processing of LTSS Determinations and Redeterminations Benchmark

To meet this performance benchmark, counties must process ninety-five percent (95.00%) of LTSS determinations and redeterminations timely. This benchmark is calculated as an average each month’s application and redetermination timeliness for LTSS cases over each six-month Reporting Period. LTSS cases include Long-Term Care (LTC), Home and Community-Based Services (HCBS) and Program for the All-inclusive Care for the Elderly (PACE) cases.

COGNOS reports are available to counties to track LTSS timeliness performance. The following reports should be pulled on the specific dates provided to assist with LTSS timeliness tracking:

- MA County Incentives LTSS Timeliness Report – Summary
 - Provides county LTSS combined timeliness percentages only
 - Pull on second Monday of each month to view previous month’s performance
- MA County Incentives LTSS Timeliness Report – Detail
 - Provides LTSS timeliness report with case detail
 - Pull on second Monday of each month to view previous month’s timely and untimely LTSS determinations and redeterminations
 - Pull on second Monday after the end of each Reporting Period to view all untimely determinations and redeterminations from previous Reporting Period

Backlog Benchmark

To meet this performance benchmark, counties must keep backlogged determinations and redeterminations below the limit based on their county size. Cases are considered backlogged if they exceed processing guidelines.

A determination is considered backlogged if not processed within forty-five (45) days. A redetermination is considered backlogged if not processed before the CBMS RRR due date.

The backlog limits based on county size are as follows:

County Size	Determinations	Redeterminations
Small	≤ 3	≤ 10
Medium	≤ 10	≤ 28
Large	≤ 75	≤280

Backlog is calculated as an average over each six-month Reporting Period. The calculation is:

Sum of each month’s determination backlog divided by six = average determination backlog over Reporting Period.

Sum of each month’s redetermination backlog divided by six = average redetermination backlog over Reporting Period.

To capture each month’s backlogged determinations and redeterminations, the following CONGOS reports should be pulled:

- MA County Incentives Backlog Report – Summary
 - Provides total number of backlogged determinations and redeterminations only
 - Pull on second working day of each month to capture number of backlogged cases from previous month
- MA County Incentives Backlog Report – Detail
 - Provides case-level detail for backlogged determinations and redeterminations

- Pull on second working day of each month to capture which cases were in previous month's backlog

Please note that these reports capture cases considered backlogged for the previous month and will not be updated once the backlogged cases have been worked. However, the worked backlog cases will not reflect in future months as continuing backlog.

Case Maintenance Benchmark

To meet this benchmark, counties must process eighty-five percent (85%) of case changes that result in member ineligibility within fifteen (15) calendar days. Disenrollment occurs when a change in circumstance results in ineligibility; therefore, all changes must be processed within fifteen (15) calendar days of receipt."

Changes in circumstances subject to the fifteen (15) calendar day timeframe include member-reported changes and changes submitted to counties by partner agencies, including, but not limited to, Case Management Agencies or external agencies including, but not limited, to nursing facilities.

Two COGNOS reports are available to assist counties in determining their timely case maintenance percentage.

- MA Disenrollment Processing Times Report
- MA Timely Disenrollment Report

Further information on these reports can be found in [Agency Letter 18.002](#).

Additionally, the Department will post aggregate case maintenance percentages per county on the [County Administration Page](#) after the second Sunday of each month.

Exemptions for Unusual Circumstances

For cases that were late and/or delayed for reasons beyond the county's control, there will be an opportunity to submit an exemption request at the end of each Reporting Period, only if the Department notifies a county that the MA Timeliness, LTSS Timeliness, and/or Backlog benchmarks were not met.

Additional instructions and guidance relating to Exemptions for Unusual Circumstances will be included in communications to counties that did not meet the MA timeliness, LTSS Timeliness, and/or Backlog benchmarks.

The Case Maintenance benchmark is not eligible for an exemption request. However, there are small county and sample size exceptions to each Eligibility Performance

Incentive benchmark included in section 4.2.2. of the [FY 2020-21 County Incentives Contract](#).

Contract Language

Contract Language for the Eligibility Performance Incentive can be found in the [FY 2020-21 County Incentives Contract](#) in section 4.2. If conflict arises between contract language and guidance issued through the HCPF Memo Series, contract language supersedes the guidance provided through the HCPF Memo Series.

Attachment(s):

None

Department Contact:

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