Overview

The Health Care and Economic Security Staff Development Center (SDC) has developed training for the December 2017 CBMS Build for Eligibility Sites. This document and other training materials were developed with assistance and feedback from CDHS, OIT and HCPF Program Areas.

The build will be implemented into CBMS and PEAK on December 10, 2017. For additional information regarding the build, reference TrainColorado.com > Courses > CBMS Build Training > December 2017.

Projects listed in orange in the table of contents will be discussed in the December 2017 webinars. For all other projects listed in this document, the information in release notes was determined sufficient by Program Areas.

Some projects may have a reference to the location of training materials related to the project.

For questions related to this training document, please contact the Staff Development Center at SOC_StaffDevelopment@state.co.us.

Table of Contents

Overview ................................................................................................ .............................................. 1
Table of Contents ...................................................................................................................... 2
Project 10114 CBMS SSI Speed Letter ................................................................................ 5
  Project Description .................................................................................................................. 5
  Why the Change was Requested .......................................................................................... 5
  Project Summary .................................................................................................................. 5
  Scenarios ........................................................................................................................... 5
    Scenario 1 .......................................................................................................................... 6
    Scenario 2 .......................................................................................................................... 6
    Scenario 3 .......................................................................................................................... 7
Project 10968 MA Updates to Guaranteed Program Logic for Citizenship and Identity (CI) ... 8
  Project Description ................................................................................................................ 8
  Why the Change was Requested .......................................................................................... 8
  Current Process ..................................................................................................................... 8
  New Process: ....................................................................................................................... 8
  Scenarios ........................................................................................................................... 9
<table>
<thead>
<tr>
<th>Project ID</th>
<th>Project Description</th>
<th>Why the Change was Requested</th>
<th>Project Summary</th>
<th>Scenarios</th>
</tr>
</thead>
<tbody>
<tr>
<td>11181</td>
<td>CBMS Adding Subsidized Employment for Colorado Works</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11203</td>
<td>CBMS Adult Financial SSI Appeal Speed Letter Triggering Modifications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11297</td>
<td>CBMS MA CHP+ Sunset Phase Two</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11520</td>
<td>CBMS MA Client Correspondence Font Updates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11566</td>
<td>FA Periodic Reporting Changes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Project 10114 CBMS SSI Speed Letter

Project Description

When an individual loses their SSI recipient eligibility, regardless of their current benefit category, additional information is needed. A new SSI packet will be created with this project and will be sent to the individual requesting additional information.

Why the Change was Requested

CBMS users did not have the ability to request information when an individual loses their SSI recipient eligibility and additional information is required to determine eligibility for another HLPG.

Project Summary

When information is received that a member is losing their SSI eligibility (SSI end date received by interface or manual data entry on the SSI Details page), with the exception of SSI Mandatory child rolling to MAGI Child CE, the individual’s current aid code(s) will pend (driven by SSI end date and batch cut-off dates), and a new SSI packet will be sent requesting additional information. (The new SSI Packet will be sent in place of the AIRP Packet in situations when, based on current functionality, an AIRP packet would have been sent.) This request for additional information will use the standard VCL due/denial dates (1 calendar + 10 business + 5 business days). If information has not been received by the due date, the individual will be discontinued using 10-day noticing.

Scenarios

The scenario below provides examples of the actions that will take place when a notification is received that a member’s SSI is being discontinued. The case will either continue, pend, or pass. The new SSI packet will either be sent, delayed, or not triggered at all.
## Scenario 1

**Ongoing HCBS-EBD individual who also receiving SSI.**

On 12/13/2017, information is received via interface that the individual’s SSI will end effective 12/31/2017.

<table>
<thead>
<tr>
<th>December 2017</th>
<th>January 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASS</td>
<td>PEND</td>
</tr>
</tbody>
</table>

The AIRP would not have been sent in this situation.

Because information was received that the individual’s SSI will end effective 12/31/2017, a new SSI packet will be sent (the day the action is taken) allowing standard VCL due/denial dates (1 calendar + 10 business + 5 business days),

The individual will PEND and maintain benefits for 01/2018 in their current aid code.

If information has not been received by the due date, the individual should be discontinued using 10-day noticing and send the MA0218 discontinuance notice.

**Note:** The January result is the first EDBC run when SSI ends, then when the due date becomes past due, January will force pass with the 10-day noticing and February will fail.

## Scenario 2

**Ongoing SSI Mandatory individual who also has a QMB as a secondary program.**

On 12/25/2017 information is received via interface that the individual’s SSI will end effective 12/31/2017.

<table>
<thead>
<tr>
<th>December 2017</th>
<th>January 2018</th>
<th>February 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASS</td>
<td>PEND</td>
<td>PEND</td>
</tr>
</tbody>
</table>

The AIRP would have been sent in this situation.

Because information was received that the individual’s SSI will end effective 12/31/2017, a new SSI packet will be sent (the day the action is taken) allowing standard VCL due/denial dates (1 calendar + 10 business + 5 business days), and the individual will PEND and maintain benefits for 01/2018 in their current aid code.

If information has not been received by the due date, the individual should be discontinued using 10-day noticing and send the MA0218 discontinuance notice.

**Note:** The January and February result is the First run when SSI ends, then when the due date becomes past due, January and February will force pass with the 10-day noticing and March will fail.
### Scenario 3

**Ongoing SSI Mandatory child.**

On 12/13/2017 information is received and data entered into CBMS that the individual’s SSI will end effective 12/31/2017 with a termination of “Unable to Locate”.

<table>
<thead>
<tr>
<th>December 2017</th>
<th>January 2018</th>
<th>February 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASS</td>
<td>PEND</td>
<td>FAIL</td>
</tr>
</tbody>
</table>

**Because information was received that the individual’s SSI will end effective 12/31/2017, with a termination reason of “Unable to Locate”, the child is not eligible to receive Continuous Eligibility (CE) in MAGI Child.**

A new SSI packet will be sent (the day the action is taken) allowing standard VCL due/denial dates (1 calendar + 10 business + 5 business days), and the individual will PEND and maintain benefits for 01/2018 in their current aid code.

If information has not been received by the due date, the individual should be discontinued using 10-day noticing and send the MA0218 discontinuance notice.

### Note
The January PEND result is the first EDBC run when SSI ends, then when the due date becomes past due, January will force pass with the 10-day noticing and February will fail.
Project 10968 MA Updates to Guaranteed Program Logic for Citizenship and Identity (CI)

Project Description
Currently, individuals who are on a guaranteed program, such as MAGI Pregnant, are being approved without the necessary citizenship and identity verifications. This project will ensure that if citizenship and/or identity cannot be verified by an electronic source, the individual will be given a Reasonable Opportunity Period (ROP) to provide such verifications. If, at the end of the ROP, the verifications have not been provided, they will deny from the guaranteed program.

The benefit of this project is that the system will align with HCPF Policy rules about providing citizenship and identity documentation. Policy indicates that citizenship and identity must be verified for all categories of Medical Assistance, regardless of guaranteed program status.

Why the Change was Requested
The following guaranteed categories of Medical Assistance will now fail if C&I is not verified after 90 days of ROP:

- MAGI Pregnant
- CHP+ Prenatal
- Legal Immigrant Prenatal

When a baby is born to a mother who has not verified C&I, the baby will go onto its own guaranteed category, but will have to verify C&I at first birthday.

Current Process:
- MAGI Pregnant is a guaranteed category.
- MAGI Pregnant is approved without Citizenship and/or Identity.

New Process:
- After 90-day ROP the member will be denied from the guaranteed category.
- This project will align CBMS with the DRA rules.

Mass Update Trigger will be set on the 91st day.

<table>
<thead>
<tr>
<th>CI Verified</th>
<th>CI Not Verified</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 10-day noticing for failure to provide</td>
<td>• Member will continue to pass</td>
</tr>
</tbody>
</table>
**Scenarios**

**Scenario 1**

Application 03/24/2017 and processed on 04/15/2017

Pregnant mother earns $850 monthly

Provides all documentation except Identification

<table>
<thead>
<tr>
<th>March 2017</th>
<th>Individual is eligible for MAGI Pregnant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Eligibility begin date 03/01/2017</td>
</tr>
<tr>
<td></td>
<td>• Approval NOA triggered with ROP language</td>
</tr>
<tr>
<td></td>
<td>• VCL generated with due date 08/04/2017</td>
</tr>
</tbody>
</table>

On August 5th EDBC runs on the case based on the Mass update trigger set during the generation of the VCL.

<table>
<thead>
<tr>
<th>August 2017</th>
<th>Individual remains eligible until 08/30/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Failed to provide verification</td>
</tr>
</tbody>
</table>

**Scenario 2**

Application 03/24/2017 and processed on 04/15/2017

Pregnant mother earns $850 monthly

Provides all documentation except Citizenship

<table>
<thead>
<tr>
<th>March 2017</th>
<th>Individual is eligible for MAGI Pregnant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Eligibility begin date 03/01/2017</td>
</tr>
<tr>
<td></td>
<td>• Approval NOA triggered with ROP language</td>
</tr>
<tr>
<td></td>
<td>• VCL generated with due date 08/04/2017</td>
</tr>
</tbody>
</table>

July 2, 2017

The Verify Lawful Presence (VLP) interface provides valid verification of individual’s non-citizenship.

On August 5th EDBC runs on the case based on the Mass update trigger set during the generation of the VCL.

<table>
<thead>
<tr>
<th>July 2017</th>
<th>Individual remains eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• A NOA is NOT generated</td>
</tr>
<tr>
<td></td>
<td>• VCL item is cleared Failed to provide verification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>August 2017</th>
<th>Individual remains eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• A NOA is NOT generated</td>
</tr>
<tr>
<td></td>
<td>• VCL item is cleared Failed to provide verification</td>
</tr>
</tbody>
</table>
Project 11044 Lawful Presence

Project Description
Currently, there are several states whose IDs are hardcoded in CBMS as being invalid sources of verification for Lawful Presence. Lawful Presence rules for Adult Financial and Colorado Works are tied to rules provided by the Department of Revenue. The rules for ‘REAL ID’ have been changed in the past few years and states on the list of invalid IDs no longer remain static. This project will allow updates to be made to the valid ID sources quickly and in a timely manner. Additionally, there is a requirement for 18 years to be exempt from Lawful Presence requirements in certain instances that is currently not programmed in CBMS.

Why the Change was Requested
Before this build, specific states were listed in CBMS as being unacceptable for Cash Assistance Programs and the DMV call occurred only once.

So, to ensure accuracy, users were given guidance to check the Department of Homeland Security’s website to determine which states were in compliance with the REAL ID Act which added more steps to processing AF and CW applications/cases.

Project Summary
After this build, additional calls to the Department of Motor Vehicle (DMV) will now be allowed when there is either no Lawful Presence record or a record that is expired.

If the issuing agency is an unacceptable state, a new rule will be added to the state if they use Enhanced IDs. To capture this data, an Enhanced ID field has been added to the Identification Details page in CBMS.

Additionally, for the Counties that are utilizing a DMV partner system, a new Verification Source, ‘External CO DMV Search’, was added and is considered a valid verification source for identification.

This source should be selected only when the County has verified through the external DMV search that Lawful Presence is verified.

Intake
At intake for Cash Assistance Programs, if there is an individual who does not have an active/open DMV interfaced Lawful Presence record(s), the DMV interface must be run for that customer to get updated information.

This procedure is required regardless of whether there is a manual record entered for Lawful Presence.

At intake, EDBC will check for an expiration date of the ID type. The expiration date is considered valid if the date is equal to or after the date of the new application.

RRR
EDBC will no longer complete a check for Lawful Presence at RRR.
18-19-year-old Customers

If a customer is between 18 - 19 years of age and is active under one of the approved Medical Assistance programs, they will not be required to provide verification of Lawful Presence until they turn 19.

Customers who do not meet both the age and Medical Assistance requirements will be required to provide Lawful Presence.

This change will **not** affect the current functionality for:

- Cash Assistance Programs’ requirements of providing the Lawful Presence Affidavit along with an acceptable form of identification such as a Driver’s License/DMV ID.
- DRA for MA programs
- Connect For Health Colorado’s ID processing

Approved Medical Assistance programs

<table>
<thead>
<tr>
<th>MA Aid Code</th>
<th>Medical Assistance Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>NF/Hospital 300% Institutionalized</td>
<td>DAC</td>
</tr>
<tr>
<td>HCBS CCT</td>
<td>MAGI Pregnant</td>
</tr>
<tr>
<td>HCBS EBD</td>
<td>Legal Immigrant Prenatal</td>
</tr>
<tr>
<td>HCBS DD</td>
<td>MAGI Children</td>
</tr>
<tr>
<td>HCBS SLS</td>
<td>MAGI Parents/Caretakers</td>
</tr>
<tr>
<td>HCBS CMHS</td>
<td>Trans Med</td>
</tr>
<tr>
<td>HCBS CLLI</td>
<td>4 Month extended</td>
</tr>
<tr>
<td>HCBS BI</td>
<td>Buy - In WAwD</td>
</tr>
<tr>
<td>HCBS - CHRP</td>
<td>Refugee</td>
</tr>
<tr>
<td>HCBS SCI</td>
<td>QMB</td>
</tr>
<tr>
<td>SSI MANDATORY</td>
<td>SLMB</td>
</tr>
<tr>
<td>Former Foster Care</td>
<td>QI-1</td>
</tr>
<tr>
<td>Pickle</td>
<td>QDWI</td>
</tr>
</tbody>
</table>
Project 11069 - CBMS FA Death Match

Project Description
This project will make a modification to CBMS logic to no longer consider death information reported through the State Data Exchange (SDX) and/or Beneficiary Data Exchange (BENDEX) interfaces as an acceptable verification source for Adult Financial, Colorado Works, and Food Assistance.

Why the Change was Requested
This enhancement was implemented to align CBMS with current verified upon receipt rules for Food Assistance. For Adult Financial and Colorado Works, this change was implemented to align to rules regarding death information received from the Social Security interface.

Project Summary
For CDHS programs (Adult Financial, Colorado Works, Food Assistance), when death information is reported through SDX/BENDEX, and the verification source field is updated to ‘SSA Death Interface’ it will not be considered acceptable verification.

Medical Assistance programs will not be impacted as a result of this project. When the verification source of ‘SSA Death Interface’ is posted to Individual Demographics, it will generate a verification check list and allot the household 10 + 1 days to provide verifications.

When the VCL is generated, the following text will be system-generated on the verification request:

Notes
System Notes:

* User Notes:
Social Security has reported to us that there may have been a death in your household. If this is accurate, we are sorry for your loss. Please contact your county office to ensure your case has the most current information and to explore any additional options that may be available.

Current Size = 283 characters (325 characters max.)

For Adult Financial and Colorado Works, once the VCL is generated, if the verification source is updated to any acceptable verification source, the death information will be utilized based on current system logic.

Failure to provide the requested verification will result in the Adult Financial or Colorado Works being closed for failure to provide verification.
**Adult Financial**
If the verification source is updated to an acceptable source, CBMS will act upon the info based on current system function. When verified, AF benefits will be affected and discontinued.

**Colorado Works**
If the verification source field is updated to anything other than ‘SSA Death Interface’, Timely Noticing will be used to act on death information per current system logic. Depending on the case, it may result in a reduction of benefits or the CW case closing with Timely Noticing. For Adult Financial and Colorado Works, if a death is reported for a single-member household and the case closes due to the passing of the customer, no Notice of Action will be sent to the customer.

**Food Assistance**
Once the verification source is updated to any acceptable source, the death information will be treated under Simplified Reporting rules. If there is a Burial Assistance application that is approved and authorized on the case, the death information reported will be considered Verified upon Receipt. If no verification is provided, the case will be terminated for Failure to provide.
Another enhancement with this project is that for Food Assistance, if all household members die, the case will close as of the last day of the month of when the verification of death is being data entered.

**Scenarios**

**Example 1**
A two-person FA Household is certified from January 2018 to December 2019. On 02/14/2018 SDX interface is run and reports the death of a household member. SDX posts this information under the verification source ‘SSA Death Interface’.

- For FA, the verification source of ‘SSA Death Interface’ is unacceptable.
- CBMS will generate a VCL for acceptable verification of death.
- The household will be given 10 + 1 days to provide verification.
- The VCL Due Date will be 02/25/2018.

<table>
<thead>
<tr>
<th>If verification is provided before the VCL Due Date</th>
<th>If verification is not provided</th>
<th>If Burial Assistance is approved or denied</th>
</tr>
</thead>
<tbody>
<tr>
<td>For FA, the verification source of ‘SSA Death Interface’ is unacceptable.</td>
<td>The case will be terminated for Failure to Provide verification the day after the VCL due date.</td>
<td>If a Burial Assistance application is approved/denied and the verification source is updated to an acceptable option, the change will be considered Verified Upon Receipt for FA.</td>
</tr>
</tbody>
</table>
Example 2

A two-person FA Household is certified from January 2018 to December 2019. On 02/15/2018 BENDEX interfaces and reports the death of both household members. BENDEX posts this information under the verification source ‘SSA Death Interface’.

- For FA, the verification source of ‘SSA Death Interface’ is unacceptable.
- CBMS will generate a VCL for acceptable verification of death.
- The household will be given 10 + 1 days to provide verification.
- The VCL Due Date will be 02/26/2018.

<table>
<thead>
<tr>
<th>If verification is provided before the VCL Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>• If the verification is updated to an acceptable source, the case will be terminated as of the last day of the month of when the case is authorized.</td>
</tr>
<tr>
<td>• Verification of death for both household members is obtained through a collateral contact on 02/20/2017. The worker online authorizes the case.</td>
</tr>
<tr>
<td>• FA benefits will terminate as of 02/28/2017.</td>
</tr>
</tbody>
</table>

Project 11077 - FS-14 and Court Reports Available for Counties

Project Description

This project will allow for several state-only COGNOS reports to be available for all County and State COGNOS users.

Many of these reports are used to monitor the timeliness of Applications and RRRs, while providing statistical information of timeliness rates for all counties in Colorado.

Why the Change was Requested

This project was created based on requests from County COGNOS users to utilize these timeliness monitoring reports for the work they do with Food Assistance.

Project Summary

Existing Cognos reports and several new reports will be available for Cognos users.

The new reports are being created to assist in the effort of striving for excellence in the timeliness rate of Colorado’s Food Assistance program.
## Reports

The Following Reports will now be available to both County and State Cognos users:

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FS - 14 Report</td>
<td>This Adhoc report will have security limited to allow County users to pull the report for their County only. A prompt will be added to identify the originating County generating this report.</td>
</tr>
<tr>
<td>CDHS Applications that Exceed Timeframes - County Detail</td>
<td>nst ad to identify the originating County generating this report.</td>
</tr>
<tr>
<td>CDHS Applications that Exceed Timeframes - Statewide Summary</td>
<td></td>
</tr>
<tr>
<td>CDHS Application Processing Timeframes - County Detail</td>
<td></td>
</tr>
<tr>
<td>CDHS Application Processing Timeframes - Statewide Summary</td>
<td></td>
</tr>
<tr>
<td>Create a Summary of CDHS Application Redeterminations - Statewide totals</td>
<td></td>
</tr>
<tr>
<td>Applications for CDHS Programs - By County - County Detail</td>
<td></td>
</tr>
<tr>
<td>Applications for CDHS Programs - By County - Statewide Summary</td>
<td></td>
</tr>
<tr>
<td>Summary of New CDHS Application Determinations - County Detail</td>
<td></td>
</tr>
<tr>
<td>Summary of CDHS Application Redeterminations - County Detail</td>
<td></td>
</tr>
<tr>
<td>Timely Recertifications Redeterminations for CDHS Programs - Statewide Summary</td>
<td></td>
</tr>
<tr>
<td>FA - Untimely Redeterminations for CDHS Programs - Case Detail - All Counties</td>
<td></td>
</tr>
<tr>
<td>FA - CDHS Applications that Exceed Timeframes - Case Detail - All Counties</td>
<td></td>
</tr>
<tr>
<td>Untimely Recertifications Redeterminations for CDHS Programs - Statewide Summary</td>
<td></td>
</tr>
</tbody>
</table>
| Food Assistance Timeliness Data - All Counties                       | This new COGNOS report will be retained in the system for three years. This report will be subtitled by the month the report is being generated for. When formatted, this report will be sorted by county name in alphabetical order. Information displayed on the report will be color coded to reflect the percentage of timeliness. The color code is:  
  - Orange - 95% and above in every Percent Timely column  
  - Yellow - 94.5 to 94.9999%  
  - White - below 94.5 in one column  |
| Supplemental Nutrition Assistance Program Annual Rankings for the 10 Large | This is a new report is compiled from three different reports. Percentages displayed on this report are for the current month. Information displayed on this report will be ordered by county name in alphabetical report. When viewing this report, it will be broken into three sections:  
  - Expedited Applications  
  - Regular Applications  
  - Recertification |
This new report is compiled from three different reports. Percentages displayed on this report are for the current month. Information displayed on this report will be ordered by county name in alphabetical report.

When viewing this report, it will be broken into three sections:
- Expedited Applications
- Regular Applications
- Recertification

**Project 11133 - CBMS Automated Effective End Date - All screens**

**Project Description**

This project will reduce the need to data enter the Effective End Date (EED) on specific Child pages in CBMS. When an Effective End Date is entered on the Parent page, CBMS will automatically enter an Effective End Date on the Child page(s) associated with that Parent page. This will reduce the need to repeatedly enter an Effective End Date when closing a CBMS page that contains multiple Child pages.

**Why the Change was Requested**

This project was created based on requests received from County users to reduce the workload experienced by CBMS users while also reducing the rate of errors. Additionally, this project was implemented as an extension of a previously implemented project used to introduce the automatic Effective End Date on the Earned Income page.

**Project Summary**

When entering an Effective End Date on the Parent page without entering the Effective End Date on the Child pages, the following message will pop-up:

"Effective End Dating this page will automatically Effective End Date the related child page(s)."
Updated CBMS Pages

<table>
<thead>
<tr>
<th>Parent Page</th>
<th>Child Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident Liability</td>
<td>• Other Liable Parties</td>
</tr>
<tr>
<td></td>
<td>• Insurance Claim</td>
</tr>
<tr>
<td></td>
<td>• Attorney Details</td>
</tr>
<tr>
<td>Earned Income</td>
<td>Income Expense</td>
</tr>
<tr>
<td>Unearned Income</td>
<td></td>
</tr>
<tr>
<td>Room and Board Income</td>
<td></td>
</tr>
<tr>
<td>Child-Spousal Income</td>
<td></td>
</tr>
<tr>
<td>Rental Income</td>
<td></td>
</tr>
<tr>
<td>Dependent Care Expense</td>
<td>• Billing and Payment</td>
</tr>
<tr>
<td>Medical Expenses</td>
<td>• Payment Details</td>
</tr>
<tr>
<td>Medicare Expense</td>
<td></td>
</tr>
<tr>
<td>Child Spousal Expense</td>
<td></td>
</tr>
<tr>
<td>Other Expense</td>
<td></td>
</tr>
<tr>
<td>Shelter Expense</td>
<td></td>
</tr>
</tbody>
</table>

Project 11137 CBMS Adding FA to AF/CW-Only Applications in Peak

Project Description

Colorado’s Food Assistance (FA) program provides households an opportunity to request FA when submitting an Adult Financial-only or Colorado Works-only application on PEAK. Customers using the Apply for Benefits feature on PEAK who are requesting only Adult Financial (AF) or Colorado Works (CW) will be given the opportunity to attach FA to their request for benefits.

Why the Change was Requested

SNAP Quality Assurance has found several cases where customers were receiving only Colorado Works or Adult Financial benefits. Many customers who meet the income requirements for Adult Financial or Colorado Works also meet the income requirements for FA. This project is implemented to better serve households who are potentially eligible for Food Assistance.
Project Summary

PEAK users creating an application for Adult Financial, Colorado Works, or Medical Assistance only, will be prompted on the Additional Information page to indicate if they wish to add Food Assistance to their application.

If the customer indicates on PEAK that ‘Yes’ they would like to add FA to their AF-, CW-, or MA-only application, they will not be routed back to Apply for Benefits. The customer can answer additional questions to be screened for Expedited Food Assistance.
Food Assistance

As an applicant for Medical Assistance, you may also qualify for Food Assistance. Food Assistance is a monthly benefit to help purchase groceries. Would you like to apply for Food Assistance? You will not need to answer any other questions at this time. Your county will contact you to complete an interview after you submit your application.

- Yes  
- No

Please select the household members you would like to include on your Food Assistance application:

- gqaragasd asdsdgdsagd

It is best to fill out as much of the application as you can before submitting it. However, applications for Food Assistance, Colorado Works, and/or Adult Financial programs may be submitted with only your name, address, and signature. You will be contacted for any additional information that is needed to complete the application.

Getting Faster Food Assistance

Some people may be able to get faster service for Food Assistance. The questions on this page will help us see if you can get this faster service. If you are unsure of the exact amount for any of these questions, make your best estimate. We will ask for more detailed information later in the application.

You must meet one of the following criteria:

- Your gross monthly income is less than $150 and liquid resources are $100 or less; or
- Your monthly shelter bills are higher than your household’s gross monthly income plus your liquid resources; or
- Your household is a migrant or seasonal farm worker household with little or no income and resources

Food Assistance

Have you received Food Assistance in the last 30 days in any state?

- Yes  
- No

Income

Please be sure to count all income from jobs and sources other than jobs, such as Social Security, unemployment or child support. Be sure to count all income that comes in during this calendar month, even if the source of the income (like a job or benefit payment) has stopped.

What is the total amount of money the people in your home will get this month? We need to know the total gross monthly income, which is the amount before taxes or anything else is taken out of your household’s paychecks or benefit checks.

$0.00

Liquid Assets

What is the total value of any assets that belong to the people in your home? By assets, we mean things like cash you are saving at home, checking and savings accounts.

$0.00

Housing Expenses

By housing expenses, we mean rent or mortgage and utility bills.

For these bills, tell us the amount you are supposed to pay this calendar month, even if you have not been able to pay it - but do not count unpaid bills from other months.

How much will the people in your home pay for housing this month?

$0.00

Migrant or Seasonal Farm Worker

Is anyone in your home a migrant or seasonal farm worker?

- Yes  
- No
If the customer is found to be potentially eligible for Expedited Food Assistance, or does not complete the Expedited Food Assistance questions, the application will be routed to the PEAK inbox with Expedited Food Assistance attached.

If the PEAK user indicates they wish to attach Food Assistance to their application, the Rights and Responsibilities (What Should I Know) and the interview preference (Your Interview) sections will be added to the Final Application Submission page.
Project 11181 CBMS Adding Subsidized Employment for Colorado Works

Project Description

Senate Bill 17-292 requires that income earned through subsidized employment in the Employment Opportunities With Wages program shall be exempt for Colorado Works participants. This project will exempt all wages earned through any subsidized employment program for Colorado Works participants.

Why the Change was Requested

Effective January 1, 2018 income earned through subsidized employment will be exempt for Colorado Works customers. This change will support Colorado Works customers in avoiding the cliff effect and allowing employers to create more jobs - in turn bettering our local communities.

Project Summary

Subsidized Employment is employment in the public or private sector for which the employer receives a subsidy to offset wages and costs of employing the participant.

Subsidized employment entails time-limited, wage-paid work that helps individuals who are chronically unemployed or underemployed, often with barriers to employment, establish work history and develop workplace skills with a goal of obtaining unsubsidized employment.

In conjunction with Senate Bill 17-292, changes are being made to Colorado Works rules and functionality in CBMS.

Effective January 1, 2018, income from subsidized employment will be exempt when determining the financial eligibility for Colorado Works. State Diversions are encompassed under Basic Cash Assistance (BCA) and will also exempt this income.

A field titled Subsidized has been added to the Income Summary page.

Users will now select ‘Yes’ when a customer has reported and verified they are earning income from an employer who is paying them with subsidized funds.

When there is an active Colorado Works (CW) customer who has subsidized employment, the Effective Begin Date (EBD) will need to be updated to 01/01/2018 and then ‘Yes’ selected to ensure income is correctly exempt.

It is important to update the EBD if a customer changes from ‘Subsidized’ to ‘Unsubsidized’ employment with the same employer.
Scenario

A customer verifies their subsidized employment at application, the Effective Begin Date is updated and ‘Yes’ is selected.

Selecting ‘Yes’ allows CBMS to correctly exempt the customer’s income.

Then, at RRR, the customer reports and verifies they are still working for the same employer. However, they are no longer paid with subsidized funds.

Thus, the customer moved from subsidized to unsubsidized employment with the same employer.

The EBD will be updated to the first day of the month of the new certification period and the ‘No’ button selected.

Selecting ‘No’ will allow CBMS to use the income correctly when determining eligibility.

Refer to F1 for EBD details concerning changes reported mid-cert while considering Limited Reporting rules.

Project 11203 CBMS Adult Financial SSI Appeal Speed Letter
Triggering Modifications

Project Description

Currently this letter is generated each time a CBMS user or SSA interface makes an update to the SSI Details page in CBMS, which results in CBMS sending out multiple letters over short periods of time. This duplication causes confusion to customers and results in increased workload on Counties. With this project, the posting of interface denial logic will be modified when the worker has indicated that the individual is in a Federal Level Appeal process with the Social Security Administration.

Why the Change was Requested

Currently, the SSI Speed Letter, AF2253, is triggered each time a CBMS user or SSA Interface makes an update to the SSI Details page, for STATE AND programs (STATE AND, STATE AND-HCA, STATE AND-PNA). Prior to this build, the system sent out multiple letters to customers, causing incorrect denials. This duplication caused confusion and worry to customers - thus resulting in increased work for Counties.

With this project, the number of correspondences mailed to customers will be significantly condensed, thus reducing incorrect closures, customer calls, confusion, and duplicate work for County staff.
Project Summary

Users will now be able to capture when a customer is in the SSI Federal Level Appeal process. In addition, this project will eliminate duplicate SSI Speed Letters being sent after an interface updates the SSI Details page by allowing only one Speed Letter to be sent within a 30-day time frame.

With this build, EDBC will trigger the Speed Letter only if the SSI Result field is changed to ‘Denied’, ‘Not Eligible’ or ‘Terminated’, either by an Interface or a CBMS user, and a letter has not been sent within 30 calendar days.

Additionally, letters will not be mailed to customers for 90 days if the ‘Federal Level Indicator’ is selected. This change will not impact the posting of SSI approvals.

A new field, Federal Level Appeal, has been added to the SSI Details page.

The ‘Yes’ or ‘No’ radio button will need to be selected by the user, when verification is submitted to the agency. CBMS does not default to one or the other.

- **Yes**: When a customer provides verification and the user updates the Federal Level Appeal question to ‘Yes’, the SSI Speed Letter will be blocked for 90 days, thus, preventing multiple AF2253s from being sent out. On the 91st day, if CBMS receives a denial record, the Federal Level Appeal will be automatically set back to ‘No’ and a Speed Letter will be mailed to the customer.

- **Null/No**: When the new field, Federal Level Appeal is marked ‘No’, or is not selected at all, CBMS will allow the SSI Speed Letter to be sent only once every 30 calendar days, regardless of any modifications made to the SSI Details page in that time frame (either by a CBMS user or SSA interface).

However, if a user answers the question as ‘Yes’ and enters Denial information, EDBC will send out a Speed Letter, as is done currently.

Project 11297 CBMS MA CHP+ Sunset Phase Two

Project Description

Federal funding for the Children’s Health Insurance Program, known in Colorado as Child Health Plan Plus, or CHP+, ended September 30, 2017. If Congress does not act, the program, as it is currently operating, will end January 31, 2018.

Training for this project will also be available during a separate web-based training.

- December 12, 2017 @ 9:00am
- December 14, 2017 @ 1:00pm
- December 20, 2017 @ 1:00pm
Why the Change was Requested

The Federal funding for the Children’s Health Insurance Program (CHP+) will end 01/31/2018 if congress does not sign the bill and renew the funding.

Scenarios

Scenario 1

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2017</td>
<td>Both children eligible for CHP+</td>
</tr>
<tr>
<td></td>
<td>• Children pend for enrollment fee</td>
</tr>
<tr>
<td></td>
<td>• Mom is denied for over income</td>
</tr>
<tr>
<td>December 2017</td>
<td>Both children are eligible for CHP+</td>
</tr>
<tr>
<td></td>
<td>• Children pend for enrollment fee</td>
</tr>
<tr>
<td></td>
<td>• Mom is denied for over income</td>
</tr>
</tbody>
</table>

On December 2nd, EDBC runs the case based on the Mass update.

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2017</td>
<td>Both children are denied for failure to pay enrollment fee</td>
</tr>
<tr>
<td>December 2017</td>
<td>Both children are denied for failure to pay enrollment fee</td>
</tr>
</tbody>
</table>

Mom submits the CHP+ enrollment payment on December 14, 2017.

<table>
<thead>
<tr>
<th>Month</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2017</td>
<td>Both children are approved for CHP+</td>
</tr>
<tr>
<td></td>
<td>• Eligibility begin date of 11/2017</td>
</tr>
<tr>
<td>December 2017</td>
<td>Both children are approved for CHP+</td>
</tr>
<tr>
<td>January 2017</td>
<td>Both children are approved for CHP+</td>
</tr>
<tr>
<td></td>
<td>• Eligibility end date of 01/31/2018</td>
</tr>
<tr>
<td>February 2018</td>
<td>Both children not eligible for any other Medical Assistance program</td>
</tr>
<tr>
<td></td>
<td>• Termination NOA generated</td>
</tr>
<tr>
<td></td>
<td>• Speed Letter generated</td>
</tr>
</tbody>
</table>

As children are denied, CBMS will determine APTC eligibility. The family has 60 days to reply to APTC.
Scenario 2

Case has a parent eligible for Transitional Med and a child eligible for CHP+ Children.

On December 17th Mass Update is run.

| December 2017       | • Adult remains eligible for Trans Med  
|                     | • Child remains eligible for CHP+     |
| January 2018        | • Adult remains eligible for Trans Med  
|                     | • Child remains eligible for CHP+     |
|                     |   o Eligibility end date of 01/31/2018 |

December 25th the customer submits a change of address using PEAK

| November 2017       | • Adult remains eligible for Trans Med  
|                     | • Child remains eligible for CHP+     |
| December 2017       | • Adult remains eligible for Trans Med  
|                     | • Child remains eligible for CHP+     |

On January 12, 2018 the customer submits a Change Report with a new phone number. The worker updates the CBMS case and runs EDBC.

| January 2018         | • Adult remains on Trans Med  
|                     | • Child remains eligible for CHP+     |
|                     |   o Eligibility end date of 01/31/2018 |
| February 2018        | • Adult remains on Trans Med  
|                     | • Child is eligible for Trans Med     |
|                     |   o Termination NOA for CHP+ generate |
|                     |   o Approval NOA with begin date of 02/01/2018 |

CBMS Mass Update

Mass Update is scheduled to run 12/21/2017 for any cases that have CHP+ approved.

Any cases that did not complete the authorization process during the Mass Update will have to wait until the next batch cutoff date.

Cases approved after 12/21/2017 for CHP+ will not receive the 10-day noticing, because the program will end 01/31/2018.

When eligibility is run for an intake case after 12/21/2017, the run months will include February.

If a member is approved for a CHP+ category in January, they will receive:
  • Approval for January
  • Termination NOA for February

Effective 02/01/2018, EDBC will exclude CHP+ as a category of Medical Assistance

Resources

Visit the webpage below for helpful information about the CHP+ changes.

Project 11520 CBMS MA Client Correspondence Font Updates

Project Description

This project will update the font style and font size for the Forms, Redeterminations, and Speed Letters associated with Medical Assistance. In addition, there will be updates made to the current Notice of Privacy Practices (NPP) that are sent with Medical Assistance Redeterminations.

Why the Change was Requested

This project will update the font style and/or font size for Forms, Redeterminations, and Speed Letters to provide our members with a larger view of notices involving the status and eligibility of their MA applications/Renewals (RRRs). In addition, the Notice of Privacy Practices (NPP) is updated to be sent every three years for efficiency purposes.

Project Summary

In CBMS, on the Case Communications page the field labeled **MA Correspondence - 18Pt Font Size** (changed from 14Pt Font Size with project 10995) will be renamed to **MA Correspondence - Large Print** in Times New Roman style. In PEAK, for Contact Information and Correspondence Notification pages the **Standard Print** and **Large Print** radio button labels are updated to display in the font style of Times New Roman. CBMS has been modified to generate NPPs only every three years, unless certain actions exist for all Medical Assistance (MA) only cases.

Examples of the Notice of Privacy Practice (NPP) process

The examples below reflect the new process used with the Notice of Privacy Practices (NPP) correspondence sent out with MA Redeterminations. Generally, the NPP will be sent out only every three years from the current application (in-take). However, if there is a break in service, the NPP must be re-started and provided with this new application.

**Example 1**

A customer applied for MA and was approved on 06/21/2017.

The customer was sent a Notice of Privacy Practices (NPP) per current CBMS functionality.

In 06/2018 the customer has their redetermination and is determined to have continued eligibility.

The customer will not be sent a new Notice of Privacy Practices.
Example 2

A customer applies for MA and was approved on 06/21/2017. The customer was sent a Notice of Privacy Practices per current functionality.

In 06/2018 the customer had their redetermination and was determined to have continued eligibility.
No updated NPP was sent at that time.

In 06/2019 customer had their redetermination and was determined to have continued eligibility.
No updated NPP was sent at that time.

On 06/2020 the customer has a redetermination and is determined to have continued eligibility. The customer will be sent a new Notice of Privacy Practices (NPP).

Example 3

A customer applies for MA and was approved on 06/21/2017. The customer was sent a Notice of Privacy Practices per current functionality.

In 06/2018 the customer had their redetermination and was determined to have continued eligibility.
No updated NPP was sent at that time.

In 09/2018 customer left the State of Colorado and lost their Medical Assistance Eligibility.
The customer reapplys for Medical Assistance and is approved on 12/12/2018.
The customer will be sent a new Notice of Privacy Practices (NPP).

Project 11566 - FA Periodic Reporting Changes

Project Description

This project will create a new Speed Letter that will be sent to Food Assistance Households who are under Periodic Reporting (PR) requirements. This Speed Letter will be system-generated when the household does not file their Periodic Report Form (PRF) before the PR Due Date.

Why the Change was Requested

Recent clarification from Food and Nutrition Services states that households who are under Periodic Reporting requirements must receive appropriate noticing of their requirements to file their Periodic Report Form. This project aims to align CBMS functionality with recent clarification from FNS.
Project Summary

For Periodic Reporting households, a new Speed Letter will be generated the day after the PR Due Date which will inform customers that they have 10 business days to file their PRF.

New Speed Letter:

STATE OF COLORADO

TO:
FROM:
DATE:

Your household is currently certified to receive Food Assistance for 24 months as a simplified reporting household. This type of certification requires a review of your household circumstances at the 12-month interval.

This is a reminder that your benefits will stop on {variable- end of 12th month} because we have not received your Periodic Report form that was due {variable-5th of the due month}. If you want to continue receiving benefits, you will need to complete and sign the Periodic Report form and return the form to us by {variable-10 days after 5th due date}, even if you have no changes.

If you need assistance completing this form, please contact {Variable – worker county name} County at {Variable – Primary worker correspondence phone number} or {Variable – worker office mailing address}.

Any changes reported can result in a reduction or termination of benefits. Turning this form in after the due date of {Variable- 15th of the PR due month} can result in a delay of benefits being issued.

After the PR Speed Letter has been generated, if the household has a PR status of ‘Not Received’ the Food Assistance case will be terminated the day after the Filing Due Date. When this action occurs, FA benefits will be terminated as of the last day of the month of the Periodic Reporting due month.

Why the Change was Requested

Recent clarification from Food and Nutrition Services states that households who are under Periodic Reporting requirements must receive appropriate noticing of their requirements to file their Periodic Report Form. This project aims to align CBMS functionality with recent clarification from FNS.
Scenario

<table>
<thead>
<tr>
<th>Elderly and/or Disabled FA Household</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Elderly and/or Disabled FA Household has a certification period of October 2016 to September 2018.</td>
</tr>
<tr>
<td>The HHs Periodic Reporting (PR) Due Month is September 2017.</td>
</tr>
<tr>
<td>The Periodic Reporting Form (PRF) is generated on August 15th and is due by September 5th.</td>
</tr>
</tbody>
</table>

- If the PRF is not received by September 5th, the PR Speed Letter will be generated on September 6th.
- When the PR Speed Letter is generated, the household will be given 10 days to file their PRF.
- The HHs PRF Filing Date is September 15th.

<table>
<thead>
<tr>
<th>Periodic Report Form provided before the Filing Due Date</th>
<th>Periodic Report Form is not Provided before the Filing Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>The PR status must be updated to ‘Received’ and an online eligibility determination should be made on the case.</td>
<td>• If the PR Status is set to ‘Not Received’, CBMS will automatically terminate benefits the date after the Filing Due Date.</td>
</tr>
<tr>
<td></td>
<td>• FA benefits will be discontinued the last day of the PR Due Month.</td>
</tr>
</tbody>
</table>