
December 2017 Build Training

Q & A Document

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COLORADO

Health Care & Economic Security
Staff Development Center

Project 10968 - Updates to Guaranteed Program Logic for Citizenship and Identity

Question	Answer
If the pregnant woman applied in the 3 rd trimester and DRA is verified, do they still get the RRR immediately?	They still need to be reassessed after their guaranteed program, so yes, they will get an RRR.
When you say denied rather than discontinued, does that imply that the ineligibility is back-dated? Is a claim due?	No. They are approved for those 90 days and there will not be a claim going back. They will be denied moving forward, but they were technically eligible for those 90 days and we don't have to go back and ask for any refunds or money to be paid back.
When you say they will receive an RRR immediately, when will that RRR be due - the same month as application or potentially three months out?	This is for instances when a woman applies in her 3 rd trimester. The RRR will generate immediately and the due month of the RRR will be the standard RRR timeline. This is to allow the client to be reassessed prior to the end of her postpartum period.
When will this be effective? Will current (cases) approved without DRA get the 91 st day trigger? Or will this take effect for MA approvals after the build? If client is already on Pregnant MA and the VCL has been triggered from a few weeks ago, does the system start reading the 90 days immediately?	Current cases that are already approved under the Reasonable Opportunity Period, on that 91 st day this trigger will automatically run. If they are on a guaranteed category and their Citizenship and Identity has not been verified, they will be denied. This goes into effective with the build now. As soon as that 91st day hits, the Mass Update will run.

Project 10114 - CBMS SSI Speed Letter

Question	Answer
Will this be like an AIRP packet where they use this to report info and then we send out a VCL for verification of resources if they didn't turn in the verification right away?	This is kind of like sitting on an AIRP packet, but it is taking the place of the AIRP packet. That VCL will go out, like it did for resources, if they didn't turn in the verification right away. Of course, if they did submit the verification prior to that timeframe, they will either pass or fail depending on how the case has been determined for its eligibility.
When you say "pend the member," will they still be receiving benefits when they Pend?	Yes. During that time frame when the member's case is pending, they will still be receiving benefits. Nothing will happen to their benefits. It will be just as normal. The case will just be in Pending status, awaiting that verification.
How could the case pend in January, if HCBS members force pass?	In ongoing cases in CBMS, the individual will pend to allow the system to send out and track the SSI packet. This use of "pend" does not mean the individual's



	benefits stop; they will still be forced pass in the category they were in. When the due date passes and nothing has been received, the case will then deny; 10-day noticing will apply.
What about child-only SSI cases where the child is the only member on the case and the child's case is closed SSI due to parents' income?	The child will continue to be eligible for continuous eligibility if the parents are over income.
What happens when a mandatory child's case has no parents listed on the CBMS case? Will these children remain eligible MAGI Children CE indefinitely not using any income?	The child will get redetermined at the end of the CE period and an RRR packet will be sent to child on CE as in Project 8655. We are relying on the child to report the additional information needed on the RRR packet in order to make a correct eligibility determination.

Project 11520 - CBMS MA Client Correspondence Font Updates

Question	Answer
No questions.	

Project 11044 - CBMS Lawful Presence Update

Question	Answer
What is the name of the external DMV system? I have never heard of this.	Some counties have an external DMV system. If you haven't heard of it, it is because your county is not using it so that option would not be applicable to you or your staff when you are doing your data entry.
What type of verification does the county need to provide for External CO DMV? For audit purposes.	If you have and are using an external DMV system, you would have that information in your file and you would be able to use the new External CO DMV Search as your source for verification. That would be what is needed - those two pieces for auditing.
Currently, with the DMV call the EBD is a future date. Example, run today = EBD 01/01/18 and we cannot change most of those EBD. With this project, will current DMV calls use the EBD of run date?	We did not change any logic for the date. It's just that you will be able to have it run more quickly and more often. No changes were made to that functionality so your effective EBD will still be as it was in the past, which is a future date.



Project 11181 - CBMS Adding Subsidized Employment for Colorado Works

Question	Answer
No questions.	

Project 11203 - Adult Financial SSI Appeal Speed Letter Triggering Modifications

Question	Answer
How does the county recognize there is a Federal appeal for SSI?	That will be determined based on the verification the customer provides. When a customer has entered into a Federal level appeal of their SS claim, with the SSA they will be able to provide verification of the Federal level appeal and the County worker will be able to update the details on the SSI page correctly.
If the employment is unsubsidized, does the button have to be checked to 'No' or can it be left blank?	It can be left blank. By not identifying either 'Yes' or 'No' on the subsidized field, the system will look at it as 'Null' or automatically as a 'No'. The feature for 'Yes' or 'No', as I read through the example of an intake vs ongoing or when a customer goes from being subsidized to unsubsidized employment that is when you'll want to make sure your Effective Begin Date and your 'Yes' and 'No' fields are correctly identified.

Project 11069 - CBMS FA Death Match

Question	Answer
Why is death information received from SDX or BENEDEX no longer VUR?	For this build, CBMS was updated to align with SNAP Policy which does not accept SDX/BENEDEX as an acceptable verification source for instances of client death. For Cash Assistance, this was a decision from the Social Security Administration.
So, with death being VUR only if the individual is requesting Burial Assistance, if the individual is receiving Cash Assistance along with Food Assistance, if we close down the case for death based off the death information, does the death then become VUR since we are making changes to the Cash program?	In that situation, because we are taking action on the Burial Assistance benefit that's where it will fall into the VUR change at that point. Per rules 4.504.6, E, VUR for death: "Death information received from the Burial Assistance program. Death information received from the Burial Assistance program is considered reported and verified on the day the information is first known to the agency."



<p>If they have FA but aren't requesting burial assistance, will it still be VUR since we are closing the Adult Financial case?</p>	<p>If it is a change to a cash assistance program, it is listed under the VUR rules for Volume 4. For a combo cash/food case the new interface value of 'SSA Death Interface' is considered an invalid verification source. So, if a case gets valid verification and then we close the cash case, FA would then VUR and act on that change. So, if we close out the Adult Financial case because it's a change on the cash benefit, it goes into the VUR. But if there is no AF, we're just under simplified reporting rules.</p>
<p>Wouldn't FTP be an incorrect closure reason? The person has passed, shouldn't the case close for that reason?</p>	<p>We are not allowed to use the SSA interface as verification so we need another source. So, Failure to Verify is correct.</p>
<p>Did you say if there was an approval OR denial of burial assistance? Or only 21 days when approved?</p>	<p>When we talk about the change of death information being considered VUR is when the burial assistance application is approved or denied.</p>
<p>What if the Head of Household passes away?</p>	<p>In that situation, it depends on what the rest of the household is. If it's a single member household, then that's all household members passing away and (based on the previous slide) we would know when the case would close. But if it is just the HOH passing away and there are still surviving members, we have to weigh the simplified reporting or VUR rules.</p>
<p>Is an obituary a valid verification source?</p>	<p>For SNAP: Other household members can provide a death certificate, obituary, etc. to verify death of a household member but this information is not considered verified upon receipt and would fall under simplified reporting rules. For Cash Assistance Programs: An obituary is an acceptable verification of death for cash programs, unless you have some reason to find the obituary is questionable.</p>

Project 11137 - CBMS Adding FA to AF/CW only Applications in PEAK

Question	Answer
<p>Will a customer be able to back out of their 'Yes' question once they get to the interview selection page?</p>	<p>Yes, the customer should utilize the Back buttons on the bottom of the page in PEAK to get to the 'Yes/No' options to change their answer prior to submitting the application.</p>



Project 11566 - CBMS FA Periodic Reporting Changes

Question	Answer
Do we still rescind a FA program if the Periodic Report comes in prior to the end of the 13 th month?	That refers to the second bullet on this slide (which says: "No changes to the rescind logic for late Periodic Report Forms.") where we are talking about the ability to rescind if they submit that PR is late. That has not changed. We still have that same ability.

