Overview
The Health Care and Economic Security Staff Development Center (SDC) has developed training for the March 2018 CBMS Build for Eligibility Sites. This document and other training materials were developed with assistance and feedback from IPT, OIT, CDHS, and HCPF Program Areas. The build will be implemented into CBMS and PEAK on March 11, 2018.

For additional information regarding the build, reference TrainColorado.com>Courses>CBMS Build Training > March 2018.

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

This document is organized based on the training modality for the projects. Any projects trained during the live webinar will be listed first, followed by projects reflected in the Build Guide only.

Projects where release notes are determined sufficient, will be listed in the Release Notes table at the end of this document.

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

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<td>Training Modality</td>
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Webinar Training

Project Number 11527 CBMS CW Minor Parents

Project Description
This project will update the logic for minor parents and 18-year-olds who are also Head of Households.

Why the Change was Requested
This build addresses minor parents for Colorado Works (CW).

Project Summary
Effective April 2018, changes to minor parents have been made to be in compliance with the Federal rules.

Minor parents, 18 or younger, who are listed as both the Head of Household (HOH) and as a parent or pregnant, regardless of their age and student status will be: referred to WFD, paid as an adult and have their TANF time clock advancing towards their 60-month time clock.

Additionally, this build will prevent cases for 18-year-old’s who are listed as a parent or is pregnant from incorrectly pending.

Please note that there are no changes to minor parent rules concerning “County Approved” settings.

After this build, ensuring the correct HOH is reflected in CBMS will be an essential part of the data entry process. EDBC will now check for a parent or specified caretaker listed on the case and a new message “please select the parent/specified caretaker as the HOH” will display to ensure the correct AU and BU are being utilized to determine eligibility.

Remember, when listing a minor parent as the HOH they will be paid as an adult and referred to WFD.

Additionally, interviews and the details shared with minor parents/applicants will now change. Eligibility workers should clearly understand and explain the:

- Benefit amounts
- Need standard limits by utilizing the Standards of Assistance Chart
- Workforce Development referral regardless of the minor’s age and or student status
- 60 month TANF time limit

Lastly, minor parents who are considered as an adult, because they are being paid as an adult, no longer are required to complete a Child Support Referral against their own parents.
**Scenarios**

**Scenario 1:**
Let’s walk through a scenario of when a minor parent will be paid as a child.
- Tony is the father of Lily who is 17.
- Lily is the mother of 2-month-old Matthew.

*Answer:*
Because Tony is the HOH and Lily is a minor parent living with a parent, which is concerned a County approved setting, Lily will be paid as a child.
This family would be paid as a 1 adult and 2 children HH.

**Scenario 2:**
Let’s walk through a scenario of when a minor parent will be paid as an adult.
Customer Ana, who is 17, applies for CW on 4/19/2017.
- Ana does not live with her parents, however, is living in a County Approved setting.
- Ana is the mother of 2-year-old Avery and baby Michael.

*Answer:*
Because Ana is a minor parent who is listed as both the Head of Household (HOH) and as the parent of Avery and Michael, she will be paid as an adult.
This family would be paid as a 1 adult and 2 children HH.

**Training Modality**
Training for this project will be delivered during the build webinar. The webinar will be recorded and available on TrainColorado.com within 3 working days of the webinar.
Project 11536 CBMS FA Student Eligibility Update

Project Description
This project ensures that student eligibility is determined correctly for FA. An individual who was approved for Food Assistance as an eligible student will keep their eligible student status throughout their FA certification (or Periodic Reporting period) if there are changes in their job.

This project will also include a change to ensure that income will be exempt for a child, under the age of 18, who is employed and enrolled in homeschooling. Additionally, only one individual can be identified as having Parental Care and Control over a child.

Why the Change was Requested
Following the submission of multiple helpdesk tickets, it was determined that enhancements needed to be made to CBMS logic to correctly evaluate student eligibility for Food Assistance during ongoing mode.

Multiple users reported CBMS not correctly evaluating a customer’s student eligibility when they reported a change of circumstances during ongoing mode, this project will allow CBMS to align to FA rules when concerning students.

Project Summary
This project will be making multiple changes to CBMS logic to account for various changes in circumstances a student may undergo while certified for Food Assistance.

While these changes will result in minimal changes for a user, be aware that logic changes are being implemented behind the scenes of CBMS.

Retaining Student Eligibility
For Food Assistance, when a student is approved for benefits due to meeting the income or employment requirements their eligible student status will be retained for the duration of their certification period.

This applies to individuals who:
- Are employed for an average of 20 hours a week.
- Self-Employed an average 20 hours a week with weekly earnings equal to/greater than the federal minimum wage multiplied by 20.
- Participating in work-study

If the student reports a decrease or termination of their employment, their student status will be retained until RRR.

Food Assistance will act appropriately on the report (and verification) of change of job.

For students who were previously denied as Ineligible Students due to a change in job status, CBMS will keep those individuals denied.
Example

**Example 1: Student experiences a change in employment**

A FA household of 1 member is certified from May 2018 to October 2018.

The customer is attending higher education full time, and works an average of 35 hours a week at a local grocery story. The customer is approved for FA as an Eligible Student.

On 07/09/2018 the customer reports (and verifies) that he’s no longer working at the grocery store and is now unemployed.

As a worker, you enter the change into CBMS and after extensively reviewing wrap up, you make sure to online the case.

**Results:**
The customer’s Eligible Student status will be retained for the remainder of the certification period.

CBMS will affect the customer’s FA allotment for August 2018 based on the information reported.

---

**Exempting Income of a Minor Student**

For Food Assistance, if a minor (18 or younger) is enrolled in Home School and is a recipient of earned income their income must be considered exempt.

The student’s income would be considered countable the month after they achieve the age of 18. CBMS logic has been updated to apply this exemption by updating the Student Detail page and adding the value of “Certified Home School” to the School Type menu.

When a worker enters that the minor customer is enrolled in a Certified Home School program their earned income will be exempt.

This enhancement will not affect or change any existing system logic used by CBMS when reviewing the School Type field to determine if a customer is in primary education, higher education, or a specific higher education institution.

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**Parental Care and Control Update**

Recent clarification states that for Food Assistance Parental Care and Control of one individual (18 years of age or younger) can only be applied to one adult.

In terms of student eligibility, if a student has Parental Care and Control over a household member, they might be a potential Eligible Student for Food Assistance.
This is for individuals who:

- For two-parent households: is a student responsible for more than half of the care of a household member under the age of six.
- For single-parent household: is a student responsible for more than half the care of a household member under the age of 12.

CBMS logic has now been updated to only allow the Parental Care and Control box on the Household Relationships Details page to be only assigned from one individual to another.

If the Parental Care and Control of one person is being assigned to multiple individuals, CBMS will now display an informational message notifying workers of the conflict.

Workers will be unable to save the page until either the data entry is corrected or reviewed for accuracy.

**The New Error Message:**

![Image of CBMS -- Webpage Dialog]

12078: Parental Care and Control for this individual has been identified, there can only be one individual who has Parental Care and Control over another individual on the same case.

[OK]

A one-time report will be created for State staff to identify Active or Pending FA cases where Parental Care and Control is assigned to more than one individual. State will provide guidance of how to handle this information.

**Training Modality**

Training for this project will be delivered during the build webinar. The webinar will be recorded and available on TrainColorado.com within 3 working days of the webinar.
Project 11537 CBMS FA Fleeing Felon Revisions

**Project Description**
This project is making modifications to the Conviction/Parole tab on the Conviction/Parole/Rehab page in CBMS and the logic behind that page to ensure fleeing felon/parolee logic for Food Assistance is accurate.

**Why the Change was Requested**
Food Assistance policy has determined that enhancements are needed to the Conviction/Parole/Rehab page in CBMS to align system logic to FA rules in order allow the correct disqualification of individuals considered Fleeing Felons or Parole Violators.

Several Helpdesk Tickets identified functions on this page that did not align with rule and regulation. This project aims at correcting these discrepancies.

**Project Summary**
The Conviction/Parole/Rehab page in Interactive Interview will have multiple logic updates to align CBMS to current FA rules regarding the disqualifications of Fleeing Felons or Parole Violators.

While no substantial changes will be made to the layout of the page, numerous updates will incorporate new system functionality when entering these disqualifications.

As a disclaimer, Fleeing Felon status consists of a four-part test that is referenced in 4.304.4.B.

**Verification of Fleeing Felon or Probation Violator Status**
CBMS logic has been updated to require verification of the following types of Prole or Felon Conviction Types:

- FA Violent Felony Conv>=2/7/14
- Felony Warrant
- Fleeing Felon
- Parolee Violator
- Probation Violator

The Conviction type of Felony Warrant has now been added to the list of Convictions that will disqualify an individual from Food Assistance.

When entering these specific types of convictions, CBMS will require verification. Client statement will not be acceptable.

If the Verification Source is not acceptable, CBMS will generate a Verification Checklist (VCL) for verification of the conviction.

For visual context, the fields highlighted in the image below will determine if a VCL will be triggered:
When a VCL is created for verification of Parole/Conviction Type, CBMS will populate static text on the VCL. The static text will read as follows:
When it comes to verification of Fleeing Felon or Parole Violator, as a worker you must consider the mode your case is in.

When disqualifying a Fleeing Felon or Parole Violator:

**During Ongoing Mode:**
- The disqualification won’t occur until it’s verified. VCL will be generated for verification.

**During Intake Mode:**
- If the disqualification has not been verified, but the removal of the individual would cause the whole case to shut down CBMS will not generate a VCL and the case would deny or fail appropriately. If the disqualification would not shut the entire case down, then disqualification will only take affect once it has been verified.

**New Parole/Conviction Type**

This project will also be creating a new conviction type available in the Parole/Conviction Type dropdown menu.

The value of FA-Drug Fraud will now be available in the Parole/Conviction Type dropdown menu following the implementation of this project.

When a customer is denied/failed due to the conviction record, their income and/or resources will continue to be used to determine the eligibility and benefit amount of any other household members.

CBMS Logic has been created for the FA-Drug Fraud that will determine when the disqualification will commence.

Once verified, if the date of conviction for the FA-Drug Fraud is on or after 8/22/1996, the customer will be determined ineligible.

During intake and RRR modes, the customer will be denied with no timely noticing.

If the conviction date is before 8/22/1996, the customer must continue to pass for FA as long as otherwise eligible.

<table>
<thead>
<tr>
<th>If the date of conviction of the FA-Drug Fraud charge is on or after 08/22/1996:</th>
<th>If the date of conviction of the FA-Drug Fraud charge is before 08/22/1996:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The customer will be ineligible for FA.</td>
<td>• The customer must continue to pass for FA as long as otherwise eligible.</td>
</tr>
<tr>
<td>• During intake and RRR modes, the customer will be denied with no timely noticing.</td>
<td></td>
</tr>
</tbody>
</table>

During Ongoing Mode when a valid FA-Drug Fraud record is selected, EDBC logic will use the Date of Conviction of the record to determine as of when the client should fail.

This enhancement is discussed in the next logic change below.
Determining when the Fleeing Felon/Parole Violator disqualification starts

CBMS logic has been updated to read the Date of Conviction field on the Conviction/Parole/Rehab page to determine when the disqualification of a verified Fleeing Felon or Parole Violator will commence. CBMS will compare data entered on the Date of Conviction field to the current date of when information is being entered into CBMS.

<table>
<thead>
<tr>
<th>If the Date of Conviction is prior the current system date:</th>
<th>If the Date of Conviction is in the same month as the current system date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• CBMS will count 21 days from the Date of Conviction.</td>
<td></td>
</tr>
<tr>
<td>• The disqualification starts the 1st of the month following day 21</td>
<td>• CBMS will count 11 days out from the Date of Conviction.</td>
</tr>
<tr>
<td></td>
<td>• The disqualification starts the 1st of the month following day 11</td>
</tr>
</tbody>
</table>

Example 1: Date of Conviction Prior to current system date

An ongoing FA household is certified 02/2018 to 07/2018.

On 04/01/2018, verification of a felony conviction is received for one of the household members. Case is in ongoing mode.

On 04/01/2018: When data entering information on the Conviction/Parole/Rehab page the Conviction Type is set to FA Violent Felony Con ≥ 2/7/14 and the Conviction Date 03/25/18.

Since the Date of Conviction is prior to the current system date, CBMS will count 21 days from the Date of Conviction. 21 days from 03/25/2018 is 04/19/2018. The household member will be disqualified as of 05/01/2018.

Example 2: Date of Conviction Same month as current system date

An ongoing FA household is certified 02/2018 to 07/2018.

On 04/11/2018, a felony conviction is received for one of the household members is reported and verified. Case is in ongoing mode.

On 04/12/2018: When data entering information on the Conviction/Parole/Rehab page the Conviction Type is set to Felony Warrant and the Conviction Date 04/10/18.

Since the Date of Conviction is in the same month as the current system date, CBMS will count 11 days from the Date of Conviction. 11 days from 04/10/2018 is 04/21/2018. The household member will be disqualified as of 05/01/2018.

Training Modality

Training for this project will be delivered during the build webinar. The webinar will be recorded and available on TrainColorado.com within 3 working days of the webinar.
Project 11678 FA Enhancements to Benefit Recovery

Project Description
Enhancements are needed for Food Assistance Benefit recovery including the following: changing NSDC to edit before authorizing, changing NSDC threshold logic, allowing recoupments for undocumented aliens, and updating Claim noticing.

Why the Change was Requested
Based on the submission of multiple helpdesk tickets and feedback from county partners, Food Assistance has determined that multiple enhancements are needed to the logic used by CBMS when it comes to Non-System Determined claims.

These enhancements are intended to align CBMS to current regulation while also improving usability for workers using Non-System Determined Claim pages in CBMS.

Project Summary
A multitude of enhancements will be occurring to the Non-System Determined Claim pages in CBMS. The majority of these updates will be applied system logic utilized behind the scenes by CBMS, however new fields will be introduced with this project. Additionally, efforts to accurately notify households will be implemented with other features included in this project.

Editing Data Entry after Saving a Page
CBMS logic has been enhanced to allow workers to make data entry changes to a page after hitting the save button when creating a Non-System Determined Claim (NSDC).

While this feature allows workers to correct any mistakes in data entry or to add pertinent information related to a NSDC, once the claim is authorized no further changes can be made to a page.

Pages affected by this enhancement include:
- Create/Revise Non-System Determined Claim
- Non-System Determined Monthly Details
- Non-System Determined Claim Liable Individual
- Non-System Determined Claim Detail

Enhancements to Liable Individuals for Non-System Determined Claims (NSDC)
Logic for both Colorado Works and Food Assistance will be updated to allow for a recoupment of a claim to be pursued if the liable individual is an undocumented non-citizen in cases where children are the only individuals receiving assistance.

Prior to this new enhancement, CBMS would display an undocumented non-citizen as a liable individual but not allow for the recoupment of a NSDC.

This logic will now allow for the undocumented non-citizen to be selected as a liable individual and the recoupment pursued on CW or FA benefits.
**Claims Will Not be Split by Counties**
Prior to this project, when a claim is comprised of benefits issued by two or more counties that issued benefits CBMS would split the claim per county.

Benefit Recovery logic will be enhanced to keep a claim period as one single claim when it’s composed of two or more issuing counties.

<table>
<thead>
<tr>
<th>Example 1: Claims no longer being split by counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>An ongoing FA household is certified 05/2018 to 10/2018</td>
</tr>
<tr>
<td>In 07/2018 the household moves from Denver County to Boulder County.</td>
</tr>
<tr>
<td>On 10/22/2018: IEVS information is received, the eligibility worker in Boulder County establishes a claim for April Through October.</td>
</tr>
</tbody>
</table>

**Claim Breakdown. The Total Claim is $475**

<table>
<thead>
<tr>
<th>Month</th>
<th>Claim Amount</th>
<th>County of Residence</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>$25</td>
<td>Denver</td>
</tr>
<tr>
<td>May</td>
<td>$25</td>
<td>Denver</td>
</tr>
<tr>
<td>June</td>
<td>$25</td>
<td>Denver</td>
</tr>
<tr>
<td>July</td>
<td>$100</td>
<td>Boulder</td>
</tr>
<tr>
<td>August</td>
<td>$100</td>
<td>Boulder</td>
</tr>
<tr>
<td>September</td>
<td>$100</td>
<td>Boulder</td>
</tr>
<tr>
<td>October</td>
<td>$100</td>
<td>Boulder</td>
</tr>
</tbody>
</table>

**Results:**
While the claim of $475 is comprised of two counties that issued for benefits for the household. The claim will not be split up and Boulder County would pursue the entirety of the claim for the household.

**Claim Threshold Applied to Non-System Determined Claim (NSDC) pages**
CBMS logic will be applied to pages utilized in the determination of a NSDC.

Users will not be able to generate a claim if the entire amount of the claim period is below $200. Pages affected by this enhancement are:

- Create/Revise Non-System Determined Claim
- Non-System Determined Claim Monthly Details

There are exceptions in which a NSDC below the $200 threshold amount can be generated. If the Discovery Source field is updated to any of the values listed below, CBMS will allow for a NSDC to be created regardless of the threshold amount.
These values are:

- State QA/QC
- Fraud Investigation
- Incorrect Payee

When a user tries to create a claim below a threshold amount the following error message will be displayed by CBMS:

“FA claim amount for this discovery source cannot be less than the $200 threshold.”

*New Values on the Create/Revise Non-System Determined Claim page*

The Discovery Source field will now include a new value available for Food Assistance only, the new value is titled “Incorrect Case Payee”

The Discrepancy Reason field will have a new value of “Trafficking” available.

The value of “Trafficking” will only be available when the Error Type is entered as Client Error on this page.

When populated on the Create/Revise Non-System Determined Claim page, CBMS will populate the value of “Trafficking” on the Capture Reason for Change page and list as the overpayment reason on the notice of payment sent to the household.

For visual context, these new values are highlighted below:
**Enhancements to Secondary Noticing**
CBMS logic will not send a second Notice of Action (NOA) to a household if an Administrative Error or Client Error claim is initially created and later revised to IPV Claim.

This will minimize the duplication of noticing for customers.

**Updates to the Non-System Determined Claim Monthly Details page**
The Non-System Determined Claim Monthly Details page will now include a new field titled Claim Total.

This field identifies the total sum of all overpayments entered by a worker.

![Non-system Determined Claim Monthly Details](image)

**Updates to the Record Payment Agreement page**
Multiple enhancements will be implemented on this page.

The With Collection Agency field will now be added to this page. This field may only be addressed by users who have update access to this page.

As a note, this field is purely information.

Additionally, the Add button will now be disabled on this page.

For users who wish to add repayment amounts that have been renegotiated or revised, they will need to use the Add Renegotiated Agreement button on this page.

For visual context, the screenshot below highlights the new field and the button that should be utilized when adding information to this page.
Two new fields are being added to the FS36A Report Totals page. These fields are:

- “Completed Investigations resulting in a claim/benefits reduced”
- “Total number of Investigations Resulting in an Adverse Change to Eligibility”
  - This field can be manually updated by a worker.

Information entered on the Total Number of Investigations Resulting in Adverse Change to Eligibility field will now be carried over to the FNS366B report.

This information is utilized by Section 8 when conducting Fraud Investigations.
Updates to Correspondence and Forms

When a claim is established on a CDHS Program (Adult Financial, Colorado Works, Food Assistance) the overpayment notices generated by CBMS will ensure that an address is always listed on the NOA. CBMS logic will first populate the household’s home address on the NOA. If a home address is not available, CBMS will add the household’s mailing address to the notices.

This enhancement to logic will ensure that customers are appropriately notified of their overpayment of benefits. The FSCL-1 form, used in the calculation of a NSDC, will now be updated to include the clumber and error description of the claim.

For visual context below is the revised form with the new fields:

```
COLORADO DEPARTMENT OF HUMAN SERVICES

FOOD ASSISTANCE PROGRAM
Claim Calculation Form

NAME ___________________________ COUNTY __________________
ADDRESS __________________________
CASE NO __________________________

Claim # __________________________
Error Description: Admin Error

Benefit Issued

<table>
<thead>
<tr>
<th>MONTH AND YEAR</th>
<th>HOUSEHOLD SIZE</th>
<th>GROSS INCOME</th>
<th>NET INCOME</th>
<th>ALLOTMENT AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>04-01-2317</td>
<td>5</td>
<td>$0.00</td>
<td></td>
<td>$649.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LINE A</td>
<td>TOTAL</td>
<td>$649.00</td>
</tr>
</tbody>
</table>

Correct Benefit

<table>
<thead>
<tr>
<th>MONTH AND YEAR</th>
<th>HOUSEHOLD SIZE</th>
<th>GROSS INCOME</th>
<th>NET INCOME</th>
<th>ALLOTMENT AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>04-01-2317</td>
<td>5</td>
<td>$3858.03</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LINE B</td>
<td>TOTAL</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

AMOUNT OF CLAIM (Line A minus Line B) ................................................................. $649.00
AMOUNT OF EBT EXPUNGED BENEFITS, IF ANY, APPLIED TO THE CLAIM .......................... $0.00
BALANCE OF CLAIM, IF ANY ......................................................................................... $649.00

Training Modality

Training for this project will be delivered during the build webinar. The webinar will be recorded and available on TrainColorado.com within 3 working days of the webinar.

CBMS PEAK Build Guide
Version: 1.0
Release Date: March 2, 2018
Video-Recorded

Project 11646 MA - New Medicare Card Project

Project Description

The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015, requires that the Centers for Medicare & Medicaid Services (CMS) remove the SSN-based Health Insurance Claim Number (HICN) from all Medicare cards by April 2019. A new Medicare Beneficiary Identifier (MBI) will replace the HICN on new Medicare cards, which will be issued to beneficiaries no earlier than April 2018. To accommodate this change, CBMS and PEAK must be able to receive the MBI from the interChange or from the member once they are issued by CMS.

Why the Change was Requested

This project addresses the need for CBMS to capture the new Medicare Beneficiary Identifier (MBI). The MBI is a number that is replacing the social security number shown on a member’s Medicare card.

Project Summary

The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 requires the Centers for Medicare & Medicaid Services (CMS) to remove the Social Security Number (SSN)-based Health Insurance Claim Number (HICN) from all Medicare cards to protect Member identity and process claims accurately.

With the change to the Medicare card CBMS/PEAK/Billing System needed a way to capture the new MBI number.

The new field Medicare Beneficiary ID: has been added to CBMS and PEAK.

CBMS Changes

The Medicare Expense Page in CBMS has been updated to include the new field, Medicare Beneficiary ID.

The MBI will interface between CBMS, PEAK and the Billing System.
**Medical Expense Current Page**

**Medical Expense Updated Page**

**Medicare Beneficiary ID: Field**

The field will allow the CBMS worker to enter the Medicare Beneficiary Identifier (MBI). Data entering the MBI is optional, however, when a Member presents their new Medicare card to the eligibility site the information should be entered in the MBI field.

The field requires 11 alphanumeric characters. If all 11 characters are not entered, CBMS will display an error message. "Incorrect Medicare Beneficiary ID format entered please re-enter the Medicare Beneficiary ID."

Special characters are not allowed.
Peak Changes

Peak has been updated to request the MBI from the Member during Apply For Benefits (AFB), Report My Changes (RMC) and RRR.

PEAK Medicare Details Current Page

The member will be asked for their MBI as shown on the Medicare card.

Help text will be available to the Member with an explanation of where the MBI can be found and what the MBI is.

PEAK Medicare Details Updated Page

Next, tell us a little bit more about Medicare. If you only get one type of Medicare, leave the other questions blank. If you are entitled to Medicare but are not actually getting it, leave the amount at 0.

Not sure if you are receiving Medicare? Click here to see what a Medicare card looks like.

What is Medicare Claim Number? You can find this number on the front of your Medicare card.

I don't know
Updated Medicare Card

New Medicare cards will be issued to beneficiaries no earlier than April 2018.

The **Medicare Beneficiary ID** will be shown under the Medicare Number/Numero de Medicare heading.

**Training Modality**

Training for this project will be delivered through a video. This video will be available by accessing CO.Learn.
Web Based Trainings

Project 10889 EDMS Small and Medium County Scanning

Project Description
The existing CBMS Electronic Management System (EDMS) allows customers to submit documentation using PEAK.

This project will provide a central electronic repository for eligibility documentation, enable document scanning, indexing, viewing, and sharing, and improve access to documents for CBMS eligibility workers for March Release Pilot Counties (Logan, Mesa, Conejos, Garfield, Alamosa, and Archuleta). Go live for all remaining participating counties is scheduled for April 23, 2018.

Why the Change was Requested
This project will allow CBMS end users to scan and index, view, upload, search, and share documents electronically (for participating counties). In addition, workflows and tasks will be created to assign work to CBMS end users using current county process.

Project Summary
This will have a positive impact for CBMS end users. Eligibility workers will have easy access to view and work documents electronically.

There are three new drop-down options participating Counties will see when clicking on the EDMS icon in CBMS: Launch Capture App, Launch View App and Reports.

- Launch Capture App, is where users will scan, upload and index documents.
- Launch View App, is where users will review documents, case folders and tasks.
- Reports feature will allow users to create and generate reports.

Additionally, with this build customers will have the capability to email and receive a receipt confirming their documents were received. In addition, customers will be able to view the status of the documents that they submitted via PEAK in their PEAK account.

Training Modality
Comprehensive training is available in web based training (WBT) modality. Visit TrainColorado.com for information on how to register. This build guide includes high-level information about the project.
Project 11648 - CBMS FA Periodic Reporting Modifications

Project Description
Modifications need to be made to Periodic Reporting so that changes reported by the household are acted upon appropriately.

There are multiple HDTs due to Periodic Reporting. This project will modify PR logic so that information entered into the system will be used correctly according to FNS rules and regulations.

Why the Change was Requested
Based on feedback received from county users, and multiple Helpdesk Tickets being submitted, Food Assistance has determined that enhancements are needed to the Periodic Reporting logic used by CBMS.

Many of these enhancements are intended to align the Periodic Reporting mode to other case modes for Food Assistance.

Project Summary
While the changes to the Periodic Reporting (PR) pages in CBMS will be minimal, multiple enhancements will be made to the PR logic used by CBMS.

The intent with these enhancements is to allow CBMS to align the PR logic to the rules and regulations required by FNS. As a disclaimer, all enhancements listed in this project will be applied to PRs received in May 2018.

If a PR is due prior to May 2018, or received late, CBMS will continue to use the current logic that’s coded into the system.

Search for Periodic Reports page updates
The Search for Periodic Reports page will undergo multiple enhancements as a result of this project. New logic is being coded into the page to streamline usability for workers who enter information on this page.

The updates to this page include the following:
- When a Received Date and Received Status is entered as Started, the Data Entry Complete question on Case Wrap Up will automatically be set to “No.” This function will mirror the automatic update used by CBMS when an RRR is initiated.
- If a worker attempts to enter a Received Date that is prior to when the PRF was sent out, CBMS will generate an error message that reads: “Received Date cannot be prior to Sent Date”
- The Report Details button has been hidden on this page. It links to the Maintain Periodic Reports Program Details page which is no longer used.
For visual context, the screenshot below displays the updated page and highlights the fields that have new system logic associated with them:

![Screenshot of updated page]

**Input Received Periodic Reports page updates**

The Input Received Periodic Reports page underwent minor updates for this project. Updates with this page are intended to minimize the number of pages a worker has to navigate to when initiating a PR.

The updates include:

- The **Report Details** button will now be hidden. This button links to the Maintain Periodic Reports Program Details page which is no longer necessary.
- As of May 2018, the Input Received Periodic Reports page will be hidden. Workers will now use the Search for Periodic Reports page to search for and initiate the PR from there.

**Rescinding logic updates**

Rescind logic has been updated and workers will no longer be able to rescind a denied or terminated FA case after 60 days being closed.

Two exceptions exist to this update:

- If a case was closed for failing to provide the RRR packet, the 60-day restriction will not apply. As a reminder, if a late RRR is received workers should AI the case as of the date when the packet was received.
- If a case is being rescinded to process a FA IPV disqualification. This exception will only be allowed after the IPV has been data entered and then the case is rescinded.
As a reminder if a household does not provide their PRF before the last day of the PR Due Month, the case will be discontinued as of the 1st day of the 13th month of eligibility.

If the household provides the PRF of what would be considered their 13th month of eligibility, benefits may be rescinded and reinstated.

While Rescind logic has been restricted, if a case needs to be rescinded beyond 60 days of it being closed a State User profile has been created to allow for this action.

Workers would need to reach out to State Policy in order to have the case rescinded performed if outside of the 60-day timeline.

A new pop-up message will be displayed if a worker tries to rescind a closed FA case at the end of the PR Due Month or after the PRF was due.

This new message will allow for a new PR packet to be sent out to the customer if the case was discontinued or closed prior to the PR packet being sent out.

For visual context below is an image of the new error message:

If a worker selects Yes to the error message, CBMS will send out the PR packet via the nightly batch process.

**FA Use Month/FA Start Month logic updates**

Multiple helpdesk tickets were submitted by users entering changes at the time of PR and CBMS setting the FA Use Month to the household’s RRR.

Other tickets reported that the FA Start Month needed to be manually updated when adding individuals at the time of PR.

CBMS logic has been updated to ensure that changes reported at PR will take effect as of the 13th month of eligibility.
If a household reports changes related to income, expenses, household, or adding an individual to their case at the time of PR, CBMS will update the FA Use Month and/or the FA Start Month to the 13th month of eligibility.

This will ensure that benefits are increased or decreased appropriately.

### FA Use Month Example

<table>
<thead>
<tr>
<th>A FA Household is certified from October 2017 to October 2016. Their PR is due by 10/31/2018. The PRF is received on 10/05/2018.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The PRF is being processed on 10/25/2018. The household reports a change of circumstances on the PR that demonstrates they became ineligible for FA as of September 2018.</td>
</tr>
<tr>
<td>On 10/25/2018 the worker ensures to run EDBC online and authorize the changes made to the case. CBMS will set the FA Use Month for reported changes to November 2018 and FA benefits will discontinue as of November 2018.</td>
</tr>
</tbody>
</table>

### Failure to Provide PR Packet updates

If the PRF was not received before the PR Due Date or the PR packet was not sent to the household, CBMS logic has been updated to allow for the case to be denied after the 17th of the PR Due Month.

If a PRF Packet was not received or the PR Packet was not sent to the household, if EDBC is run after the 17th of the PR Due Month the case will be denied for failure to provide the requested packet.

### Failure to Provide PRF Example

<table>
<thead>
<tr>
<th>A FA Household is certified from January 2017 to January 2019. The PR is due by 01/31/2018.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The FA case was previously closed on 12/10/2017.</td>
</tr>
<tr>
<td>On 01/20/2018 the eligibility worker receives information that the customer did not get their PRF. The worker rescinds the discontinued case. The pop up message will alert the worker that a PRF had not been sent to the customer. The worker selects “Yes” to the pop up message and a PRF is sent via nightly batch.</td>
</tr>
<tr>
<td>Since it’s after the 17th of the PR Due Month, if EDBC is ran on this case the system will automatically discontinue the case for no PR packet received.</td>
</tr>
<tr>
<td>The worker will need to leave Case Complete as “No” on the Case Wrap Up page.</td>
</tr>
<tr>
<td>If no PR packet is provided by the customer, on 01/31/2018 EDBC will need to be ran on this case to authorize the denial for not providing the PR packet.</td>
</tr>
</tbody>
</table>
Verification Checklist (VCL) logic updates

Logic has been updated when generating a VCL for cases on a 24-month certification period. If a VCL is generated during the first 12 months of the certification period, CBMS will assign a VCL due date that will be the 10th of the PR Due Month.

If a VCL is generated during the PR Due Month, CBMS will assign a VCL Due Date of 10 + 1 days from the date of it being generated.

Households participating in the Address Confidentiality Program will be given an additional 4 days to their VCL Due Date.

Prior to this enhancement, multiple helpdesk tickets reported CBMS generating a VCL in the first 12 months of the certification period and pushing the due date to the RRR month. This logic will be correcting this information.

If the household does not satisfy the verifications being requested, logic has been programmed to either pend or fail the case in the 13th month of eligibility.

If a VCL is generated after Periodic Report (13th month going forward), the VCL due date will be the 10th of the RRR Due Month.

Income logic updates

For Periodic Reporting households, CBMS logic has been updated in how income is treated for these households. The majority of these enhancements were implemented in order to ensure that the household’s correct financial criteria is utilized when certifying these households for their 13th through 24th month of eligibility.

The updates include:

- Following the Earned Income Redesign project of July 2017, PR households will align to how the income is calculated for Food Assistance during intake and RRR.

- If the household reports their earned income starting or ending during the 13th month of their certification period, CBMS will use Actual Income calculations. (Whether those pay records are Representative or Not Representative)

- If the household reports having an ongoing/continuing source of earned income, CBMS will convert their income to a monthly amount using pay records entered as Representative.

- At the time of PR, if a Cash Assistance grant is being added or changed for the household, BMS will ensure that the Cash Assistance benefit is used in the calculation of their 13th month of eligibility.

- At the time of PR if the household has a source of income that is considered Verified Upon Receipt, whether the income changes or starts, it will be utilized for eligibility purposes in the 13th month of eligibility.
Other Updates

- CBMS logic will now allow for a non-compliance failure of “Attend A Scheduled Interview” to be entered at the time of PR for FA Households. When entered, these cases will fail as of the 13th month of eligibility.
  - As a reminder, while an eligibility interview is not required at the time of PR. An interview may be initiated if the household requires assistance in submitting the PR packet to the agency.

- CBMS logic will now prevent PR households from rolling over to TFA benefits if they do not provide their PR packet before the 17th of the month. If the PR packet is received after the 17th, it’s considered overdue and system logic will now allow for a switch to TFA.

- When a PR is authorized, CBMS will now send a revised Notice of Action to the household explaining their Approval, Denial, Discontinuance, or Termination of benefits. Previously CBMS would only notify households of a benefit decrease or increase. System logic will now generate a proper notice for these households.

- When a household is approved for benefits at the time of PR, a FS3L will be sent to the household by CBMS. This will outline their reporting requirements for the remainder of their certification period.

- If a household reports a change of circumstances during PR, Adverse Action and Timely Noticing will not extend past the PR Due Month. CBMS logic has been updated to ensure that all changes of circumstances take effect as of the 13th month of eligibility.

Training Modality

Comprehensive training is available in web based training (WBT) modality. Visit TrainColorado.com for information on how to register. This build guide includes high-level information about the project.
Release Notes Only

Project Subject Matter Experts have determined Release Notes are sufficient for the following projects:

Information about these projects can be found on the Portal under the CBMS tab.

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<th>Project Name</th>
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<td>CBMS QA Sample Reports Corrections</td>
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<td>11284</td>
<td>FNS 101 Ethnicity and Race Reports</td>
</tr>
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<td>11478</td>
<td>CBMS PEAK Application Updates for CMS Second Round</td>
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<td>11535</td>
<td>FA Updates to Override Date on the Case Information Page</td>
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<td>11539</td>
<td>CBMS RRR-PR First Page Paragraph Addition</td>
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<td>11540</td>
<td>FA Increase and Decrease NOA Updates</td>
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<tr>
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