



Colorado Covering Kids and Families

Presumptive Eligibility Q&A for PE Sites

Presumptive Eligibility for children under age 19 in CHP+ and Medicaid was implemented on January 22, 2008. Presumptive Eligibility provides children and pregnant women at least 45 days and up to 60 days of immediate coverage as they await final eligibility determination.

At the February 2008 Covering Kids and Families Agency Partner Work Group meeting members generated a list of questions for the Department of Health Care Policy and Financing about PE implementation. Please find the answers below.

1. Why would a patient not be approved or denied immediately upon completing the PE application? What would cause the system to require the screener to log back in and check the status of the case the next day?

This happens if a state ID must be manually assigned and may occur if the applicant's name is similar to another name already in the system. The more information you can enter the less likely this is to happen (like a social security number). If you get the 24 hour message more than once, call the help desk.

2. Why are the PE trainings only 1 hour long? It would be much more helpful if the PE trainers would come here and sit with the staff while they do the process for actual applications. Can they do that?

PE trainers will do over-the shoulder-training if you ask. Call Ann Clemens if your site is interested. More training at CBMS training centers may be scheduled if they are needed. Again, let Ann Clemens know if you're interested (ann.clemens@state.co.us, 303-866-6115).

3. Why can't we see "case status"?

We regularly have patients come here to apply for Medicaid from scratch even though they are just in their redetermination period or they've applied directly at the county and haven't heard anything so they come to us in order to apply again. We have no way of knowing that these patients already have an active case so we go ahead and help the patients fill out the application, verify and photocopy all of the documents and mail the app to the county only to have the county send it back to us without processing it because there is already an active case. If we had the ability to see "case status" in CBMS then we could avoid doing all of this unnecessary work and also save the Medicaid technicians from looking the case up at all since we wouldn't be sending them unprocessable applicaitons

The short answer is you can't see case status for security reasons. PE sites have a limited access to CBMS that is separate from the other programs determined by CBMS. For that reason the PE side of things can't access case status. But, you can look-up eligibility on the web-portal or med-spans by clicking on "getting ID" at "Interface Activities" on the main menu



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4. Clients are not showing up on the webportal for 72 hours. This is particularly a problem for clients that try to get prescriptions filled. The pharmacy is not willing to fill them because there is a delay in the client's eligibility showing up in the web portal.

*For clients with CHP+ PE, contact Ann Lysek(CBO@acs-inc.com or 303-572-6710) and she can expedite the process. For clients with Medicaid PE, HCPF has developed a new process to address this issue. Corinne Lamberson (corinne.lamberson@state.co.us, 303-866-6587) can issue a Notice of Action letter to be faxed to providers that tells them that the client is enrolled. **Please be judicious about requesting a Notice of Action letter.** Call if the client's need is urgent.*

5. When the PE site enters information into their limited view of CBMS and then the technician at the MA site opens the case to determine regular eligibility, do the CBMS screens get populated with the information already entered during PE determination? Does the technician have to start over?

Some of the screens, like client demographics, are pre-populated when the eligibility technician at the Medicaid Assistance site enters client information into CBMS for the full application but not all.

6. Is the PE case number the same as the "regular" case number? Is a new case number created when the full application is entered?

Yes, a new case number will be created when the full application is determined. The PE case number and the "regular" case number are not the same; however, the State ID number will be the same for both the PE span and the full Medicaid or CHP+ span.

7. Why does the child turn up as head of household? Can that get fixed?

Kids turn up as the head of household because as far as PE is concerned, they are. The PE application only requests applicant information. This has been a problem for parent's that call customer service and are denied information about their child's enrollment due to privacy requirements. However, parents should now be able to access information when they call customer service. If this is still a problem let Ann Lysek know (CBO@acs-inc.com or 303-572-6710).

8. What happens if you can't finish a case and want to come back to it later? Can you save your work and reopen it later?

Maybe. Ann said that she's working on a procedure to address this issue.

9. Can you determine PE for people who drop off their applications? Does the client have to be with you?

PE sites can determine PE for applicants that drop off their applications. The client does not need to be present as long as you have all the required information.



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11. Are all sites required to determine PE for both pregnant women and children? Can a pediatric practice just do PE for kids? If your site is already listed as doing both can it be changed?

Sites may choose to determine PE for pregnant women, kids, or both. Let Ann Clemens (ann.clemens@state.co.us) know if your site is listed for populations for which it would prefer not to determine PE.