



# Acting on an Unsigned Application or RRR/Renewal

CBMS | Process Manual | Revised: July 2024

---

## OVERVIEW

This document provides a step-by-step process for acting on an application without a signature. The list below explains the signature requirements for each High-Level Program Group (HLPG).

- Adult Financial
  - Customer
  - Authorized Representative
  - Parent or Guardian (when applicant is under age 18)
- Colorado Works
  - Customer
  - Authorized Representative
  - Parent or Guardian (when applicant is under age 18)
- Food Assistance
  - Customer
  - Authorized Representative
  - Responsible Household Member (Spouse)
- Medical Assistance
  - Customer
  - Authorized Representative
  - Someone acting responsibly on behalf of an applicant, including but not limited to parents, specified relatives, legally appointed guardians, or any member with knowledge of the household circumstances

## PROCESS

### Unsigned Application

1. Review all pages of the application to determine if the application is signed.
  - a. Application must be signed/signed on the Signature Page for Medical Assistance in order to be considered a valid signature.
2. Do not enter the Application in CBMS Application Initiation (AI).
3. Attempt to contact the customer to alert them of the unsigned application.
  - a. Phone
    - i. Follow Telephonic Signature Process to capture a digital signature during a call.
    - ii. If unable to capture a telephonic signature, provide options on how to obtain their signature (e.g., in person, fax, email, and PEAK).
  - b. Email
    - i. Scan the signature page and send it to the customer's email address.
  - c. US Mail
    - i. Send a copy of the signature page and attach a note requesting their signature.
4. If the customer is known to CBMS add a Case Comment explaining the actions taken for the unsigned application.
5. When the signed application is received, you may begin the AI using the date received as the application date.
6. If the customer fails to return a signed application, follow your Eligibility Site's process.

## Unsigned RRR/Renewal

1. Log into CBMS.
2. Navigate to the case by entering the Case Number in the Global Search bar on the homepage.
3. Click on the Case Number in the results table to access the member's page.
4. From the member's page, hover over the Actions button.
5. Select Begin RRR.
6. Click on the edit (pencil) icon.
7. On the Edit RRR Details page, enter the date the packet the packet was received/Re-Assessment Received Date.
8. Select the No radio button for RRR Signature Provided.
9. Click Save.
10. CBMS will send the signature page to the client/member.
11. When the signed RRR/Renewal is received, follow steps 1-7, then select the Yes radio button for RRR Signature Provided.
12. For Medical Assistance, enter the Signature Received Date.
13. Click Save.

---

## ACCESSIBILITY

*This document is designed to comply with the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard. If you experience any difficulty accessing the content or have questions regarding the process, please contact [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us) for assistance.*