

# Acting on an Unsigned Application/RRR/Renewal

## Overview

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

High Level Program Group (HLPG)	Who Can Sign the Application	Is the signature required?
Adult Financial	<ul style="list-style-type: none"> <li>Customer</li> <li>Authorized Representative</li> <li>Parent or Guardian (when applicant is under age 18)</li> </ul>	Yes
Colorado Works	<ul style="list-style-type: none"> <li>Customer</li> <li>Authorized Representative</li> <li>Parent or Guardian (when applicant is under age 18)</li> </ul>	Yes
Food Assistance	<ul style="list-style-type: none"> <li>Customer</li> <li>Authorized Representative</li> <li>Responsible Household Member (Spouse)</li> </ul>	Yes
Medical Assistance	<ul style="list-style-type: none"> <li>Customer or another adult in the household</li> <li>Authorized Representative</li> <li>Someone acting responsibly on behalf of the applicant*</li> </ul>	Yes
<p>*Individuals acting responsibly on behalf of an applicant include but are not limited to: Parent, specified relatives, legally appointed guardians, and any member with knowledge of the household circumstances</p>		

## Process for an Unsigned Application

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



# Acting on an Unsigned Application/RRR/Renewal

## Process for an 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.

*Do you have any questions or suggestions regarding this process? Please contact the SDC via email [SOC\\_StaffDevelopment@state.co.us](mailto:SOC_StaffDevelopment@state.co.us)*

