

Entering a Good Faith Extension for DRA

CBMS | Process Manual | Revised: January 2021

OVERVIEW

Medicaid and CHP+ applicants who are unable to get required Citizenship and/or Identity documentation (DRA) within the reasonable opportunity periods may be allowed more time to comply if they are making a good faith effort. The amount of time allowed will be determined on a case-by-case basis and depends upon the amount of time the applicant needs to obtain the documents.

PROCESS

1. Log into CBMS
2. Navigate to the Case by entering the Case Number in the **Global Search** bar on the Home Page
3. Click on Case Number in the results table to access the **Members** page
4. From the Members page, hover over the **Run EDBC** button
5. Select **Wrap Up**
6. Review the **Verification Checklist Summary** for pending items
 - a. If there are no items in the list, the Good Faith Summary section will not allow editing
7. Click on the **Good Faith Summary** related list
8. To add a new record, click the **plus (+)** sign in the blue detail header

9. From the **Name** drop-down, select the appropriate person

- a. If the individual selected is not currently pending verification, an error will be received

10. Enter the **Begin Date**

- a. Refer to **Online Help** for assistance with which date you should use

11. Enter the **End Date**

- a. The Length of the extension (Not to exceed 6 months)

12. Add comments in the **Notes** section

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 for assistance.