

# Entering a Good Faith Extension for DRA

## 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**

*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)*