State Policy & Support Contacts

Last Updated: January 2023

COLORADO
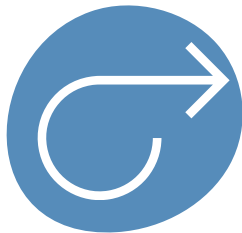Healthcare & Economic Security
Staff Development Division

Overview

Each team is essential to providing guidance regarding eligibility determinations for our programs and providing the best outcomes for clients. It can be difficult to know which team to reach out to for what.

To receive the most updated information in an efficient and timely manner, please direct requests to each department inbox for the appropriate subject matter (***not intended as an exhaustive list for each team***).

Start Here

>> In an effort to ensure our teams are able to respond to all questions in a timely manner, please be sure the following steps are completed **prior to submitting your questions via email**.

Document can be found on TrainColorado.com

HOW TO

Quickly Find Answers to Your Questions

In an effort to ensure our teams are able to respond to all questions in a timely manner, please be sure the following steps are completed **prior to submitting your question**:

Check Rules & Regs

Look up program policy - **Rules and Regulations** often have your answer. If you're not sure how to access rules, this training will help guide you.

Search for Training

There are many desk aids available in the Document Library on **TrainColorado.com**. Additionally, the **CBMS Community** and **COLearn** has an abundance of resources that will assist you.

Ask Your Leadership

Have you asked your **Lead Worker or Supervisor**? Do you have a **County Trainer** at your site? They may be able to provide you a faster response.

Email Program Area

After checking all the resources available to you and you still are unable to find an answer, please email the appropriate **state program area inbox**.

Email Address

Not sure who to email your question to? Use this list as a guide to point you to the right team!

Electronic Benefits Transfer (EBT)

» *cdhs_ebt_policy@state.co.us*
- ACH/Direct Deposit & KeyBank enrollment forms
- EBT cards, EBT payment issues, & ebtEDGE data entry
- EBT Policy clarification
- Archive EBT transaction data request
- Separation of Duties (SOD) & Second Party Review (SPR)
- EBT monthly card reconciliation paperwork
- EBT Fraud Prevention Workbook

Food Distribution Programs (FDP)

» *fdp@state.co.us*
- USDA Foods for the National School Lunch Program
- Commodities to food banks / food pantries to distribute to those in need
- Food boxes for those 60+ years old/130%FPL
- Grants for food banks and pantries

Low Income Energy Assistance Program (LEAP)

» *cdhs_leap_program@state.co.us*
- Policy clarification questions
- Weatherization and furnace repair
- Communication with vendors and LEAP Team
- Communication with stakeholders and LEAP Team

Out of State Inquiries

» *cdhs_outofstateinquiries@state.co.us*
- Verification of benefits for CDHS Programs (Cash and SNAP only)

Tax Intercept

» *cdhs_taxintercept@state.co.us*
- Colorado Department of Revenue (DOR) tax intercepts
- Federal Treasury Offset Program (TOP) tax intercepts

RED Team (Research, Evaluation, & Data)

》 *cdhs_fa_redteam@state.co.us*

- Measurement development
- Evaluation strategy and implementation
- Data resource consultation
- Business Process Review (BPR)/Re-engineering consultations
- Regulation guidance for governing data sharing with partners

SNAP Automation

》 *cdhs_fa_cbmsinquiries@state.co.us*

- CBMS data entry
- CBMS builds
- CBMS functionality
- CBMS HDT assistance

SNAP Outreach/SNAP-Education

》 *cdhs_snap_outreacheducation@state.co.us*

- Current partner lists/maps
- Program goals/outcome guidance
- Allowable and unallowable activities
- Description & location of education classes
- Outreach materials (brochures, flyers, etc.)
- Listing of application assistance locations

SNAP Program Initiatives & Performance

》 *cdhs_snap_team@state.co.us*

- General SNAP policy interpretation, clarification, and guidance
- SNAP waivers and state options
- Research/analysis to create future SNAP initiatives
- SNAP QA policy data analysis (statewide and county-specific)
- Management Evaluations (MEs)
- Corrective Action Plans (CAPs)
- Hearings (Appeals, IPVs)
- Complaints: Client escalations, Civil Rights, and Federal whistleblowers
- Reporting, e.g. COGNOS-generated reports and EPG case follow-up

Division of Economic and Workforce Support (DEWS)

≫ *cdhs_divecwfsec@state.co.us*

- General CW and AF policy interpretation, clarification, and guidance
- CBMS data entry , CBMS builds, CBMS functionality, CBMS HDT assistance
- Allowable and unallowable activities, use of funds
- Research/analysis to create future CW/AF initiatives
- CW and AF QA policy data analysis (statewide and county-specific)
- Management Evaluations (MEs)
- Corrective Action Plans (CAPs)
- Hearings (Appeals, IPVs)
- Complaints: Client escalations and Civil Rights
- Reporting, e.g. COGNOS-generated reports and EPG case follow-up
- AF and CW Use Month changes
- AF and CW EBT Prohibited location compliance
- Burial assistance related questions
- IAR guidance
- Inquires in regards to HCA
- MOE and COLA exceptions
- CW Disaster assistance
- AF Reexam date changes
- Updates to: Child support in RRR mode and Earned Income disregards
- Sponsor reimbursement claims
- Added or removed from the DYK distribution list
- Death match report questions
- Disability Navigator related questions

Employment & Training (E&T)
Workforce Development and Employment First

≫ *cdhs_et@state.co.us*

- Use this inbox for Workforce Development (WD) and Employment First (EF) (general questions and work requirements)
- WD and EF specific CBMS data entry, CBMS builds, CBMS functionality, CBMS HDT assistance
- Program goals/outcome guidance
- Allowable and unallowable WD and EF program activities
- Research/analysis to create future WD /EF initiatives
- Case-specific WD and EF policy and system inquiries
- WD and EF QA policy data analysis (statewide and county-specific)
- WD and EF training requests/suggestions or requests for technical assistance
- Program Management Evaluations (MEs)
- WD and EF Hearings (Appeals)
- Client Complaints and General Communications
- Client escalations and Civil Rights
- Added or removed from the DYK distribution list
- WPR questions and follow up emails
- Measurement development
- Evaluation strategy and implementation
- Data resource consultation
- Business Process Review (BPR)/Re-engineering consultations
- Regulation guidance for governing data sharing with partners
- Third Party Partners (and other local community agencies) communication
- Distribution List Updates
- Various platform subscription requests
- Responses from various surveys and questionnaires
- Additional EF supportive service requests
- General county operator recommendations to improve program service-delivery

Health Care Policy and Financing (HCPF) County Relations

>> *hcpf_countyrelations@state.co.us*

- County Grant Program
- County Incentives Program
- HCPF County Administration Funding
- Medical Assistance Management Evaluation (ME) Review Program
- Providing contacts from one eligibility site to another eligibility site
- Case escalations from eligibility sites, providers, or partner agencies
- Other general information regarding HCPF and Medical Assistance

HCPF Medicaid Eligibility Policy

>> *medicaid.eligibility@state.co.us*

- General Medical Assistance policy interpretation, clarification, and guidance
- Medical Assistance policy interpretation, clarification and guidance questions
- MAGI, Non-MAGI, and Long Term Care eligibility requirements questions

HCPF Performance Improvement Inbox

>> *hcpf_performance.improvement@state.co.us*

- Continuous Improvement
- Timeliness, accuracy, and other performance measure compliance
- Medical Assistance Program (MAP) Dashboard

HCPF Management Evaluation Review Team Inbox

>> *hcpf_mereview@state.co.us*

- Questions related to the Management Evaluation (ME) Review Program
- Submissions of ME Review documents

HCPF COVID Locked-In Inbox

>> *hcpf_moocovidlockin@state.co.us*
  - General or case-specific questions related to the locked in report resulting from the COVID-19 Public Health Emergency

HCPF Audits Inbox

>> *hcpf_audit@state.co.us*
  - Submission of documentation relating to financial audits
  - General questions regarding county financial audits
  - Questions regarding enhanced vs non-enhanced activities and funding

HCPF Trust Team Inbox

>> *hcpf_medicaid.trusts@state.co.us*
  - Submission of trusts and related documents related documents
  - General questions about trusts.

HCPF Provider Fraud Inbox

>> *hcpf_mereview@state.co.us*
  - Potential Provider fraud

Use the Health First Colorado Provider Fraud Form or if reporting provider fraud by email please include the following:

  - Name of person or entity you suspect may be committing fraud, waste or abuse.
  - Address and/or telephone number of that person or entity, if you have it.
  - Why you think that person or entity is involved in fraud, waste or abuse.
  - Your name, phone number and email address. You can submit a report without giving your name, however, this may prevent a comprehensive review of the report. We encourage you to provide information on how to contact you for additional information. You may also mail additional information to the address below.

HCPF Member Fraud Inbox

» Report.ClientFraud@state.co.us

This inbox is for reporting:

- Potential Member fraud

Use the Health First Colorado Member Fraud Form or if reporting provider fraud by email please include the following:

- Name of person or entity you suspect may be committing fraud, waste or abuse.
- Address and/or telephone number of that person or entity, if you have it.
- Why you think that person or entity is involved in fraud, waste or abuse.
    - Your name, phone number and email address. You can submit a report without giving your name, however, this may prevent a comprehensive review of the report. We encourage you to provide information on how to contact you for additional information. You may also mail additional information to the address below.

HCPF Eligibility Quality Assurance Inbox

» *hcpf_moo_eqr@state.co.us*

- Questions about the Eligibility Quality Assurance program

HCPF Presumptive Eligibility Inbox

» *hcpf_pe.eligibility@state.co.us*

- Questions about the Presumptive Eligibility program

Staff Development Division (SDD)

≫ *soc_staffdevelopment@state.co.us*

- Training related questions
- Help with course registration or transcript assistance
- Issues/Errors with COLearn or TrainColorado.com
- General data entry assistance in CBMS
- Training Requests/Support for all programs

CBMS Liaison

≫ *cbms.liaison@state.co.us*

- Feedback on your CBMS, PEAK Inbox, PEAK, or CBMS Community experience
- Idea for a CBMS, EDMS, PEAK, or CBMS Community enhancement
- NOTE**:** If you need assistance with a system/program defect or error on a case, do not send your request to cbms.liaison@state.co.us. You need to follow your eligibility site process for submitting a Help Desk Ticket.

CBMS Online Help (OLH)

≫ *cbms.liaison@state.co.us*

- Report Online Help errors and missing or unclear information
- Submit suggestions to enhance Online Help articles

Questions about this document? Please contact the Staff Development Division