

# CBMS/PEAK: Past, Present, Future Investing in Efficiency

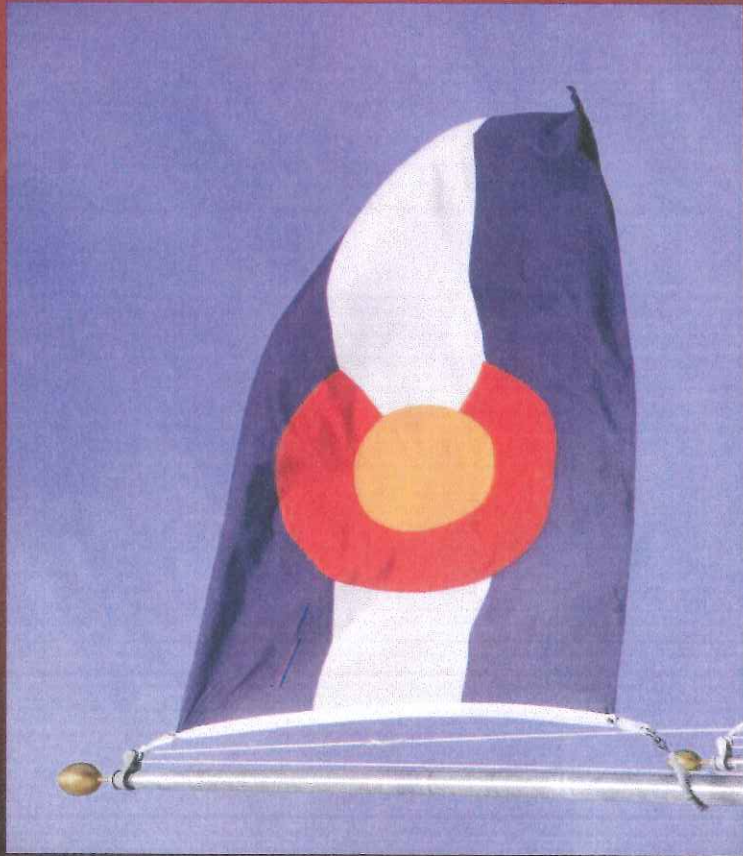
Governor's Office | Governor's Office of Information Technology (OIT)  
Health Care Policy and Financing (HCPF) | Human Services (CDHS)



# Investing in Efficiency

## AGENDA

- Historical Perspective
- What CBMS/PEAK has accomplished
- Budget Request: Project Numbers
- Big Picture: The Percentages
- OIT, CDHS, HCPF Project Breakdowns
- The Benefits
- Questions



## CBMS/PEAK: The Road We've Travelled

- *CBMS was a struggling system from its inception in 2004.*
- *Ambitious 18-month work plan successful in fixing the system*
- *Improvements to CBMS aided by federal matching funds (90-10)*
- *Time-limited matching funds go away at the end of December 2015*
- *Completed ACA/Connect for Health Colorado requirements.  
(Top 5 in the nation)*
- *Important to leverage matching funds with increasing demands on CBMS*

## CBMS/PEAK: Tangible Improvements

- *System Timeliness increased from 72% in 2012 to 92% in 2014*
- *CBMS/PEAK maintained system timeliness even as client load drastically increased with Affordable Care Act*
- *70% of Medicaid applications now have Real Time Eligibility determinations*
- *90% of all system transactions completed in 4 seconds or less*
- *30% improvement on system timeliness and approximately 30% reduction in service tickets year over year*
- *By July 1, 2014, clients will be able to monitor application status reducing workload/calls to county departments*

# CBMS/PEAK State Impact: CDHS Programs

| Food Assistance  | Colorado Works   | Adult Financial   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Successfully implemented 47 projects</li> <li>• Corrected over and underpayments to client recipients</li> <li>• Significant workload reduction, better customer service</li> <li>• Reports and tools strengthened to ensure program integrity</li> </ul> | <ul style="list-style-type: none"> <li>• 18-month work plan: aligned program policies, reduced inefficiency</li> <li>• Improved counties' and state's tracking of work activity outcomes</li> <li>• Cross-program coordination and alignment of redeterminations</li> <li>• Major service delivery shift including 6-month certification period.</li> <li>• Made great improvements to application processing times</li> </ul> | <ul style="list-style-type: none"> <li>• Limiting EDBC to Six Months Improved accuracy and speed of system</li> <li>• Spouse - Ancillary Member Verifications - sped up eligibility processing</li> <li>• AF Life Insurance - Increased value of life insurance to maintain compliance with state statute.</li> </ul> |

## CBMS Budget Request: What's Covered

1. **10 OIT projects**  
*(Ongoing maintenance of CBMS/PEAK)*
2. **58 CDHS updates: includes pool hours**  
*(51 are federal or state requirements)*
3. **31 HCPF projects**  
*(All are federal requirements)*
4. **Colorado County User Group**  
*(3 projects)*

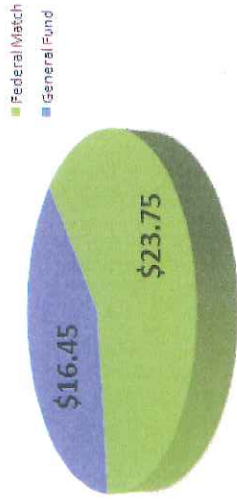
# CBMS/PEAK State Impact: Medicaid Programs

## Medicaid

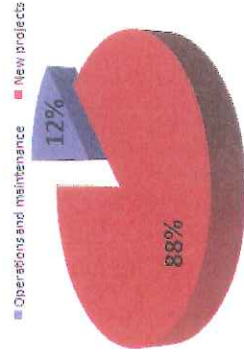
- Enrollment in Colorado's health insurance exchange and expanded Medicaid programs topped **220,000** people between Oct. 1 and Mar. 1.
- Of that number, **135,560** people were enrolled in Medicaid.
- The rest, **84,881** people, signed up or were approved for private insurance coverage.

# CBMS/PEAK: Budget Request By the Numbers

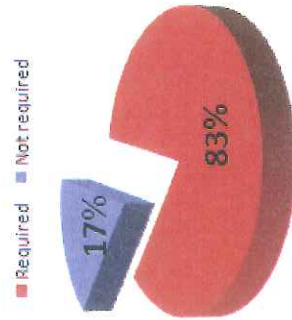
CBMS/PEAK Request in Millions (\$)



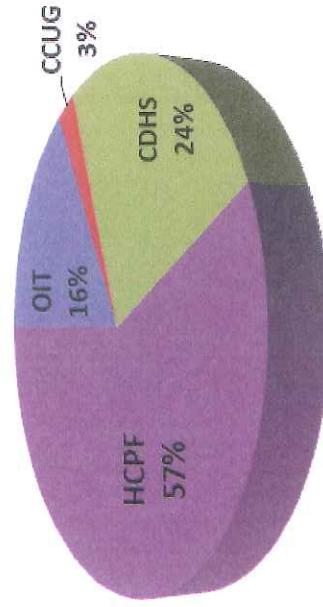
Percentage of Budget Allocated to Operations and Maintenance



Percentage of projects meeting federal/state requirements



CBMS/PEAK Project Breakdown per Agency





## CBMS Budget Request: OIT Projects

- Client Correspondence Enhancements Phase 2
- Client Correspondence Enhancements Phase 3
- HW/SW for Sustainability, Growth and Performance \$ 500,000
- Support of Cloud Transition \$ 700,000
- Websphere upgrade to 8.X
- OIT Pool Hours
- OIT Pool (ACA/Infrastructure)
- COBOL Migration to Java
- Adobe Lifecycle Upgrade

## CBMS Budget Request: CDHS Projects

Examples of projects required by federal statute, regulations, state statute or other guidance

### Employment & Benefits Division (Colorado Works & Adult Financial programs)

**Idea #2210** More easily identify discrepancies between an applicant's self-reported income and income known to the IRS. Complies with federal requirement to verify income and improve fraud prevention.

**Idea #2140** Compliance with federal Social Security Administration regulations requiring exemption of a client's primary vehicle as well as several additional income/resource exemptions.

**Idea #2412** Provides easier way to review application data, allowing for improved data entry & accurate payments.

**Idea #2333** Corrects eligibility criteria for the state Home Care Allowance program.

**Idea #2329** Fixes the automated interface does not work properly, allowing cases to remain open longer than permitted.

# CBMS Budget Request: CDHS Projects

Examples of projects required by federal statute, regulations, state statute or other guidance

## Food & Energy Division (Food Assistance)

**Project #7151** Ensures that adjustments made to a household's monthly food assistance benefit take effect beginning in the correct month. If a household's benefit is adjusted a month too early or a month too late, a household can be overpaid or underpaid food assistance benefits. A household's monthly benefit is adjusted when certain changes occur in a household's circumstances.

**Project #6934** Corrects dates on termination notices sent to households that failed to return required change report form. At this time, the dates on the termination notice do not correctly inform the household about benefits ending because required change report form wasn't provided. This violates federal client correspondence rules.

**Idea #2270** Ensures that households with earned income receive federally required 20% earned income deduction when determining the household's monthly food assistance allotment. If this deduction is not given to households with earned income, the household can be underpaid food assistance benefits, violating the federal rule regarding accurate payments.

## CBMS Budget Request: CDHS Projects

Examples of projects enhancing efficiency or support meaningful policy changes include:

**Idea #2336** Modifies caseworker reminders, prioritizing those that are more important ahead of those that are less so. Simplifies county staff work, supports improving accuracy

**Idea #2312** Supports, encourages good employment outcomes by enhancing the system's case management features, allowing for more robust client assessments and data-sharing with others systems.

# CBMS Budget Request: HCPF Projects

As required by and to comply with Subtitle C, Section 2201 of the Affordable Care Act:  
“Medicaid and CHIP Enrollment Simplification”

The following (among other) projects are being implemented:

- PEAK - C4 Interoperability
- PEAK - C4 Integration Updates

States are required to establish procedures to apply and enroll (or re-enroll) in Medicaid, CHIP, or the Exchange, through a state-run website (with a secure electronic interface).

PEAK is Colorado’s state-run website, and therefore, any projects involving PEAK’s interoperability and integration with Connect for Health’s system(s) and other respective enhancements are required by federal law.

The following projects also fall under this mandate:

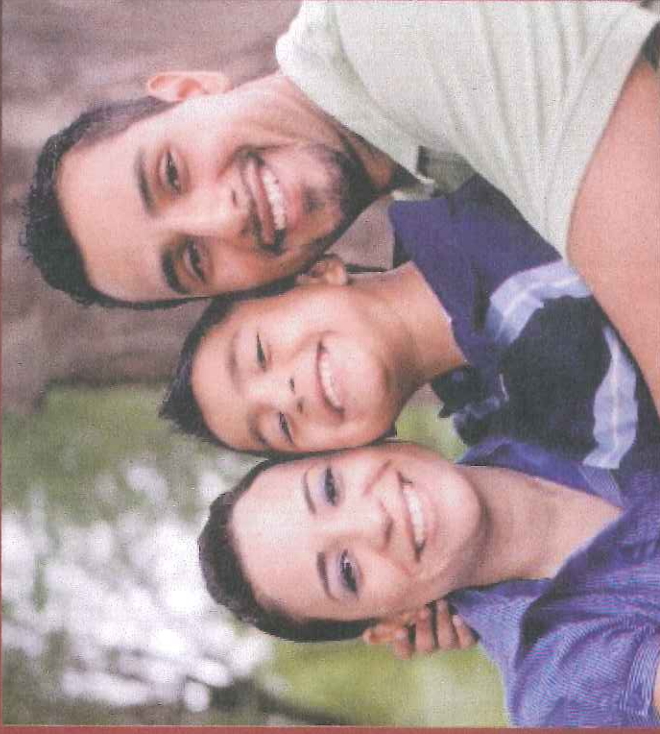
- SSAP Updates for PEAK and CBMS
- CBMS/C4 Enrollment Reconciliation interface



# CBMS/PEAK Budget Request

## The Benefits

- Self-service platform for clients, ability to monitor own status
- Continued Real Time Eligibility
- Compliance with federal and state requirements
- Timely access to benefits
- Online screening for multiple programs (HeadStart, WIC, LEAP)
- Updates ensure PEAK/Connect4Health connectivity
- Maintenance and care of CBMS/PEAK ensures fewer technical delays/issues
- County usability/productivity improvements
- County worker and manager dashboards



QUESTIONS?



**CBMMS**

**COLORADO BENEFITS MANAGEMENT SYSTEM**