

Hello

We are sending this to people that have taken our appeals training. Please add this wherever our training are posted.

HCPF has changed the process for making sure benefits are continuing when there is an appeal. They now have more staff so the appeals should come to HCPF and they should be able to get the benefits going without having to email Joelle Morrison. This is welcome news as it is an inequitable process to have to know a specific email to keep benefits going when that is a constitutional right when appeals are timely filed. Now, in **MOST** cases if you can file the appeal before the date of the adverse action, you need do NOTHING more. The benefits will not stop.

There are a few situations where a little extra effort might be necessary.

- 1) You file an appeal within less than 2 business days before the benefits are set to end. Example, you filed an appeal on Friday March 29th and benefits were set to end on Sunday March 31st or you file an appeal on April 30th for a May 01 termination.
- 2) You filed an appeal and benefits are not reinstated within 2 days. You or your client should get a notice saying benefits are reinstated pending appeal.
- 3) You file an appeal after benefits have already terminated and need to be reinstated because the client did not get advance notice, or the notice was inaccessible, the client was in the hospital, etc.

Here is what HCPF is NOW asking you to do.

Use to the [member escalation web form](#) to be completed for these requests. **Please select the ticket type as "Member Escalation"** and the description box please write **"Eligibility Appeals Escalation"**. The screenshot below is an example of what this should look like. Please be reassured that our teams (escalation and appeals) connected on this process to make sure that this flows in an expeditious manner. As we continue to work through the process, we are happy to provide updates, if any.

Tell us what happened.

*Ticket Type: The list includes common areas for

*This question is required.

The screenshot shows a web form with a yellow header labeled 'Ticket Type'. Below the header is a dropdown menu with 'Member Escalation' selected. Below the dropdown is a text input field with the text 'Eligibility Appeals Escalation -'. To the left of the text input field is a red asterisk and the text '* Please describe the Issue or Incident:'. To the right of the text input field is a small circular icon with an exclamation mark.

The form may be hard for people with certain disabilities or people with limited English proficiency. If the people helping cannot make the form work please contact the ADA office for a reasonable accommodation to ask them to help you with the

form. HCPF504ADA@state.co.us. This is Emelie Esquivel. If you need language access ask her about this also. Please note in the email that this is urgent and time sensitive.

Let CCDC know if you have problems getting clients reinstated by emailing Donna Sablan, our director of Medicaid Eligibility and Appeals (dsablan@ccdconline.org).

Also, it is important that *clients do NOT dismiss an appeal just because benefits are reinstated*. Often counties will reach out to clients and ask them to dismiss the appeal because benefits continue uninterrupted. The client needs to get a notice saying that their benefits are good on their own, not due to the appeal. Counties get this confused, they just see no termination or break and think everything is fine. It is also important to note that going through the county informal process does NOT stop the clock on appeal deadlines. We advise that clients should always file an appeal if they get notice of a termination and should only withdraw when they get a notice reversing that adverse action.

Hopefully, some of the emergency measures they put in place to solve the massive problems caused by the botched CCM and CMRD roll out will mitigate the need for too much of this going forward. We are very appreciative of the measures they have taken, but also know that despite best efforts some people will fall through the cracks and need appeals. Thank you for reading this and for sharing this information to help HCPF respond to the increased demand. We are also VERY appreciative of all of you that are helping clients with appeals.

With Gratitude,

Julie Reiskin
Co-Executive Director
Email Address: jreiskin@ccdconline.org
Colorado Cross-Disability Coalition
1385 S. Colorado Blvd. Bldg. A., Suite 610
Denver, CO 80222
Organizational phone: 303-839-1775 | Direct Phone: 303-667-4216

Looking for ways to support our mission? Follow these links:
[Join our membership for free](#) | [Online giving](#) | [Other ways to support](#)

CCDC is headquartered in Denver; we acknowledge that Denver is on the occupied land of the Ute, Arapaho, and Cheyenne people

Nothing about us without us - ever!



Click the logos above or the text here to connect with us at ccdconline.org, [Facebook](#), or [Twitter](#)