

**Huerfano County Department of Human Resources
Medical Assistance Voter Registration & Inter-site Transfer Process**

<p>Policy Title: Medical Assistance Voter Registration & Inter-site Transfer Process</p>	<p>Effective Date: 12/17/2024 Revision Date:</p>
<p>Policy Program Area Assistance Payments Adult Services Operations</p>	<p>Authorizing Signature</p>

REASON FOR POLICY

To meet the requirements of 10 CCR 2505-10 8.100.3.C., 10 CCR 2505-10 8.100.3.D.6-7 and 11 CFR Part 9428 for processing, transferring and providing voter registration opportunities for medical assistance cases. Additionally, Section 7 of the National Voter Registration Act of 1993 requires States to offer voter registration opportunities in every agency and office in a State that administers or provides services or assistance under any public assistance programs.

DEFINITIONS [Site: add any other definitions you feel would be helpful]

Applicant-an individual who is seeking an eligibility determination for Medical Assistance through the submission of an application.

CBMS-Colorado Benefits Management System is the computer system that is utilized to determine an applicant or member’s eligibility for public assistance in the state of Colorado.

Eligibility Site-a location outside of the the Department of Health Care Policy and Financing that has been deemed by the the Department of Health Care Policy and Financing as eligible to accept applications and determine eligibility for applicants or members.

Eligibility worker-individual who is authorized to determine an applicant or member’s eligibility for public assistance in the state of Colorado.

HCPF-the Department of Health Care Policy and Financing. The single State agency designated to administer the Colorado Medical Assistance Program under Title XIX of the Social Security Act and Colorado statutes.

Initiating eligibility site-eligibility site who initiates an inter-Site transfer of a medical assistance case to another eligibility site.

Inter-Site-occurring between or involving two or more counties when a member moves residence from one Colorado Site to another Colorado Site.

Intra-Site-confined to one Site, when a member changes address within a Colorado Site.

Medical Assistance- all medical programs administered by the Department of Health Care Policy and Financing.

Member-a person who is eligible for or receiving a Medical Assistance Program. “Member” is used interchangeably with “recipient” and “client” when the person is eligible for the program.

NVRA-The National Voter Registration Act of 1993 that requires States to offer voter registration opportunities at certain State and local offices, including public assistance and disability offices (Section 7).

Originating Site-eligibility site who transfers a medical assistance case to another eligibility site.

Receiving Site-eligibility site who receives a medical assistance case from another eligibility site.

POLICY STATEMENT

In accordance with 10 CCR 2505-10 8.100.3.C, CCR 2505-10 8.100.3.D.6-7, 11 CFR Part 9428 and the National Voter Registration Act of 1993, members or applicants shall be provided the opportunity to register to vote by eligibility sites at application, renewal and change of address. Additionally, members who transfer their medical assistance case from one Site to another within Colorado will be provided the same opportunity in the new Site of residence.

Responsible staff include: Assistance Payments Unit Supervisor, Assistance Payments Unit Technicians, and Office Manager.

PROCEDURE for National Voter Registration Act (NVRA)

Eligibility sites are required to provide applicants and members the opportunity to register to vote in every agency that administers or provides services or assistance under any public assistance program. Records concerning registration and declination to register to vote are not part of the public assistance case record and are not to be stored in the case file or CBMS.

If an applicant moves during the application process and before an eligibility determination is made, HCDHS will complete the application before transferring the case to the receiving eligibility site. HCDHS will electronically transfer the case in CBMS and notify the receiving eligibility site of the transfer.

HCDHS will ensure the confidentiality of applicants or members registering and declining to register to vote. HCDHS will not:

- 1) Seek to influence the applicant's political preference or party registration;
- 2) Display any political preference or party allegiance;
- 3) Make any statement to the applicant or take any action, the purpose or effect of which is to discourage the applicant from registering to vote; and
- 4) Make any statement to an applicant which leads the applicant to believe that a decision to register or not to register has any bearing on the availability of services or benefits.

Voter Registration Processing at Application, Renewal or Intra-Site Change of Address

HCDHS will provide the Voter Choice Form and the Colorado Voter Registration Form at initial application, renewal or change of address to the applicant(s) or member(s).

1. HCDHS Office Manager will review the Voter Choice Form.
 - a. If the member marked “No” on the Voter Choice Form
 - i. The Office Manager will make sure the form is signed.
 - ii. The Office Manager will complete the information in the upper right corner.
 - iii. The Office Manager will give a receipt of the form to the client.
 - b. If the member marked “Yes” on the Voter Choice Form:
 - i. The Office Manager will make sure the form is signed.
 - ii. The Office Manager will complete the information in the upper right corner of the form.
 - iii. The Office Manager will provide the applicant or member with the Colorado Voter Registration Form.
 - iv. The Office Manager will offer assistance in completing the Voter Registration form, if needed. The applicant or member can also choose to register or update information online at www.govotecolorado.com
 - v. **The Office Manager** will attach the Voter Choice Form to the completed Colorado Voter Registration Form and give them both to the Huerfano County Clerk and Recorder: 401 Main Street, Walsenburg, CO 81089
 - c. If the applicant or member chooses to take the registration form home and not complete it in the office:
 - i. In the ‘For office use only’ section of the form, the eligibility worker will make a note that the applicant chose to take the form home.

- ii. The Office Manager will advise them to mail, deliver, or scan the completed registration form to the Site Clerk and Recorder. Contact information can be found at www.govotecolorado.com

Or mail the completed form to:
Colorado Department of State Elections Division
1700 Broadway, Suite 200
Denver, CO 80290

- d. If the applicant or member left the form blank:
 - i. No further action is required by the applicant or member.
 - ii. The Office Manager will complete the information in the upper right corner.
 - iii. The Office Manager will give the application to the appropriate technician.
- e. If the applicant or member refused or returned the form incomplete, **[Site Name or Identified Staff]** will mark the form as refused and write the applicant's name on the form.

Voter registration and Inter-Site Transfer

Members who transfer from one Colorado Site to another will be provided the same opportunity to register to vote in the new Site of residence. When an Inter-Site Transfer case is received, HCDHS will follow the above procedure. The Office Manager will notify HCDHS Site clerk and recorder of the member's change in address within five (5) days of receiving the information from the member.

If the household is transferring an active Medical Assistance case, HCDHS cannot mandate a new application, verification, or an office visit to authorize the transfer.

If the originating eligibility site closed a Medical Assistance case for the discontinuation reason of "Whereabout Unknown," the applicant shall reapply at HCDHS.

If the medical assistance case is closed for any reason other than "Whereabouts Unknown" and the member provides appropriate information to overturn the discontinuation with the originating eligibility site, then, upon transfer, HCDHS will reopen the case and enter case comments in CBMS.

Inter-Site Transfer for Long Term Care-Nursing Facility

When a member moves from his/her home to a nursing facility in another Site or when a member moves from one nursing facility to another in a different Site:

1. HCDHS will transfer the case electronically in the eligibility system to the eligibility site in which the nursing facility is located when the individual is determined eligible; and
2. The following items shall be furnished by HCDHS to the new eligibility site in hard copy format or via electronic transmission:
 1. 5615 that was sent to the nursing facility indicating the case transfer; and
 2. Identification and citizenship documents; and
 3. Long-Term Services and Supports Level of Care Eligibility Determination

When transferring a Long Term Care Nursing Facility case, the appropriate HCDHS technician will send an AP-5615 form to the nursing facility administrator of the new nursing facility showing the date of case closure and the current patient payment at the time of transfer. Should the Medical Assistance Program reimbursement be interrupted, the receiving eligibility site will have the responsibility to process the application and back date the Medical Assistance eligibility date to cover the period of ineligibility.

CBMS Inter-Site Transfer Access

Medical Assistance Inter-Site Transfers can be initiated by transferring to (PUSH) or transferring from (PULL) one Colorado Site to another by an eligibility site. Only two users are granted Push/Pull InterSite Transfer Access per Site. If a user has update access in CBMS, a second account will need to be requested with this access as this access cannot be granted to an update account in CBMS. The Site Security Administrator must grant profiles 030 and 071 which will allow update access to the Residency and Manage Inter Site Case Transfer pages in CBMS.

Transferring a Medical Assistance case to another eligibility site (PUSH):

1. HCDHS must notify the receiving eligibility site of the member's transfer of Medical Assistance and electronically transfer the case to the new Site of residence in CBMS.
2. HCDHS] may notify the receiving eligibility site by telephone that a member has moved to the receiving Site and enter in case comments of the transfer notification.
 1. If the member wishes to apply for additional public assistance programs, they will need to submit a new application to the receiving eligibility site for those programs.
 2. The receiving eligibility site can request copies of specific case documents to be forwarded from the originating eligibility site to verify the data contained in CBMS.

Transferring a Medical Assistance case from another eligibility site (PULL):

1. Eligibility sites are required to verify the member's residency is within their Site prior to pulling a case to their eligibility site.

2. HCDHS must contact the previous eligibility site, via email or telephone, to request that the case be transferred (pushed). If there is no response, let the previous eligibility site know that the case will be transferred (pulled).
3. On the Residency page in CBMS, HCDHS will enter the Effective Begin Date as the 1st day of the following month, enter the new address, select a new Site of residence, complete the date reported, date verified and save.
4. HCDHS will repeat for all Household members that are transferring.

Site Coordinator Responsibilities

HCDHS will ensure compliance with NVRA requirements by maintaining voter choice forms for two (2) years and enter the statistics in the online survey from the Secretary of State on a monthly basis, by the 15th of each month using the Secretary of State survey link.

At the end of each day, HCDHS will collect all Voter Choice Forms and Colorado Voter Registration Forms from your agency.

1. Tally all of the Voter Choice Forms:
 - a. If marked 'Yes', count as a 'Yes'.
 - b. If marked 'No', count as a 'No'.
 - c. If refused or returned incomplete, count as a 'No', mark the form as refused, and write the applicant's name on the form.

The Office Manager will count the completed Voter Registration forms and send all completed voter registration forms to the HCDHS Site clerk and recorder within five (5) calendar days. If an election is going to be held in twenty-two (22) days or less, then all completed voter registration forms should be sent to the Site clerk and recorder by the next day.

The Office Manager will provide the completed voter registration application to the HCDHS clerk and recorder's office no later than ten (10) days after the date of acceptance; except that if a registration application is accepted within five (5) days before the last day for registration to vote in an election, the application shall be transmitted to the Site clerk and recorder for the Site no later than five (5) days after the date of acceptance.

The Office Manager will archive records concerning registration and declination to register to vote for two (2) years or twenty-four (24) months. All records are retained in the file box labelled Voter Registration in the Vault.

MONITORING

HCDHS compliance will be monitored through internal Quality Assurance case reviews and monthly Site Coordinator compliance reports.

STAFF TRAINING

New and existing HCDHS eligibility staff will be trained by The Assistance Payments Unit Supervisor, the Office Manager, or the Director on this procedure as part of the new hire process and refresher training for existing staff. In person training will be tracked through sign in sheets and signed acknowledgements of completion from staff. Web-based training will be tracked through individual transcripts in COLearn. Training records are maintained in employee files.