



**COLORADO**

Department of Health Care  
Policy & Financing

303 E. 17th Avenue  
Denver, CO 80203

October 25, 2024

The Resource Exchange  
Attn: Colleen Batchelor

Colleen,

Thank you for submitting a modified backlog reduction plan to Health Care Policy & Financing (HCPF).

HCPF is provisionally approving the modified backlog reduction plan with the mutual agreement that The Resource Exchange will continue working collaboratively with HCPF in addressing root causes to resolve the backlog on or before December 31, 2024.

The Resource Exchange must provide HCPF with an update monthly on The Resource Exchange findings related to the review of internal processes and procedures contributing to the agency's backlog of case management activities. This information will be provided in addition to the required monthly stabilization data metrics.

In addition, the Resource Exchange must provide HCPF with a plan to reduce the caseload sizes for the Designated Service Area serving Pueblo County within 30 calendar days.

Please contact Brent Salner or I with any questions or concerns.

Sincerely,

A handwritten signature in black ink that reads 'Rhyann Lubitz'.

Rhyann Lubitz  
Section Manager  
Case Management Quality Performance