



Colorado Covering Kids and Families

## August 2016 Coalition Update

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## CKF News

### Denver Outreach Partners

**September 8, 2016**, from 9:00 – 10:30 a.m.  
CCHN (600 Grant St., Ste. 800, Denver)  
[August 2016 Meeting Notes](#)

### CKF Coalition

**September 15, 2016**, from 9:00 – 11:00 a.m.  
CCHN (600 Grant St., Ste. 800, Denver)  
[July 2016 Meeting Notes](#)  
[August 2016 Meeting Recording](#)

- [CKF Fact Sheet](#)
- [CKF Meeting and Event Calendar](#)
- Contact [Liz Tansey](#) with questions

## Health Policy

### **One-Time SEP for People Residing in Community Corrections Facilities**

The Centers for Medicare and Medicaid Services issued new guidance that residents of community corrections facilities, also known as halfway houses, are now eligible to enroll in Health First Colorado (Colorado's Medicaid program) or through Connect for Health Colorado and receive Advanced Premium Tax Credits and Cost Sharing Reductions. These individuals

are no longer considered to be incarcerated and should not indicate such when filling out the online application.

As a result of this guidance, Connect for Health Colorado will open a one-time Special Enrollment Period (SEP) for individuals who were residing in a community corrections facility prior to July 29, 2016. This one-time SEP will last from **July 29 to September 27, 2016**. Individuals released into a community corrections facility on or after July 29, 2016, will have an SEP that starts the day they are released into the community corrections facility and will last 60 days. For a list of eligible community corrections facilities, click [here](#) (exception: Gateway: Through the Rockies is not an eligible facility).

### **HCPF's Future of CHP+ Meeting Recording Now Available**

The Medicare Access and Children's Health Insurance Program (CHIP) Reauthorization Act of 2015 extended federal financing for CHIP through September 30, 2017. It is unclear if Congress will consider extending federal financing beyond September 2017. The Colorado Department of Health Care Policy and Financing (HCPF) is considering options to ensure that members of Child Health Plan *Plus* (CHP+), Colorado's CHIP program, will have access to comparable sources of physical, dental, and behavioral health coverage in the event that federal funding is discontinued. HCPF held a public stakeholder meeting on July 21, 2016, to discuss options and to receive stakeholder feedback. The stakeholder meeting audio recording and presentation is available [here](#).

### **Outreach and Enrollment**

#### **CAC Program Application Now Open**

The Certified Application Counselor (CAC) program is an unfunded initiative that engages partner organizations to support Connect for Health Colorado's efforts to provide Coloradans access to affordable health coverage. It is an opportunity for health care providers and organizations that already perform application assistance for health coverage or financial programs to become CAC Designated Organizations. Connect for Health Colorado will train and certify staff and/or volunteers as CACs. Application documents are on the Connect for Health Colorado [CAC Program webpage](#). Applications can be submitted between **August 1 and September 15, 2016**, for participation in the program from October 1, 2016, through September 30, 2017.

#### **Connect for Health Colorado Assistance Sites Selected**

Connect for Health Colorado announced they are partnering with 25 Assistance Sites across Colorado for the 2016-2017 fiscal year. The selected Assistance Sites submitted an application for funding and have completed the contracting process with Connect for Health Colorado. A list of Assistance Sites and the geographic area covered can be found [here](#).

#### **Connect for Health Colorado Shopping Marketplace Unavailable August 25-29**

In preparation for the upcoming open enrollment period, Connect for Health Colorado is performing planned system maintenance beginning August 25, 2016, at 12:01 a.m. and continuing through August 29, 2016, at 6:00 a.m. During this time the shopping marketplace will be unavailable.

#### **HCPF's Person- and Family-Centered Approach Grant and Advisory Council Updates**

In March 2016, HCPF received a second grant from the Colorado Health Foundation to continue improving Health First Colorado and CHP+ member and family engagement. The funding allows

collaboration with external partners on person- and family-centered practices and projects. To begin the second phase, HCPF solicited input from Advisory Council members and other external stakeholders. Advisory Council members and stakeholders identified the eligibility process as having the greatest need for continued work on member engagement and the greatest opportunity to improve the member experience. HCPF is exploring specific ways the grant dollars can support the work of improving the eligibility process to ensure it is person- and family-centered.

### **HCPF Seeks Advisory Council Members**

HCPF is accepting applications from Health First Colorado and CHP+ members and/or their family members/caretakers to apply for the in-person and virtual Advisory Councils. See the [recruitment needs](#) and [position descriptions](#) for more information, and share the [recruitment flyer](#) with your clients.

### **ACC Member Evaluation Survey Taking Place Now**

On behalf of HCPF, TriWest Group is conducting telephone interviews with Accountable Care Collaborative (ACC) members regarding their experiences, challenges, and successes in accessing and receiving health care. Each phone interview is expected to last approximately 30 minutes. The purpose of these interviews is to inform a larger effort of evaluating the ACC program and developing a set of potential care experience survey questions for future use by Health First Colorado. Flyers were sent to randomly selected members at the end of July to alert them that someone will call to interview them sometime in the next four weeks. Findings will be submitted in August and included in the ACC evaluation final report in September.

### **NEMT Provider Total Transit Has a New Name**

Total Transit is the transportation broker responsible for coordinating Non-Emergency Medical Transportation (NEMT) for eligible Health First Colorado members residing in Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, and Weld counties. Effective July 2016, Total Transit is now known as Veyo. Although the name has changed, member eligibility, benefits, processes, and providers remain the same. There are no changes to the provider billing process associated with this change. For more information, please review the [Colorado NEMT website](#) or contact Total Transit at 855-264-6368.

## **Resources**

### **Updated Job Aid on Immigration Status and Eligibility for Health Coverage Available**

With input from HCPF, CKF updated its job aid which explains immigration eligibility guidelines according to immigration status/category and class codes for Health First Colorado, CHP+, and qualified health plans with or without financial assistance through Connect for Health Colorado. Although the job aid is not to be used for legal advice, it can provide an overview of what kind of coverage programs immigrants with different statuses are eligible for, and if a five-year waiting period applies. View the job aid [here](#).

### **Health First Colorado Educational Videos Available**

HCPF developed four videos to help Health First Colorado members learn about their benefits. The videos cover what a member needs to know about their physical, behavioral, and dental benefits. In addition, a video was developed just for pregnant women. Each video tells members the basic information they need to know and guides members where to go for more information and assistance. Share the videos by linking to them on your website, sharing the videos through social media, playing the videos in your waiting room, and sharing the videos in your newsletters. At this time, the videos are available only in English. The videos can be found [here](#).

### **Research Project to Improve Member Eligibility Correspondence Underway**

In spring 2016, HCPF, the Colorado Department of Human Services, the Governor's Office of Information Technology, and Connect for Health Colorado partnered on a research project to inform and improve member eligibility correspondence. The goal of the project is to lay a strong foundation and give tools to improve joint eligibility correspondence. The project took a four pronged approach to engage partners, members, and communications experts in the field of plain language. The project focused on the four letters that would reach nearly every member, the Notice of Action, Redetermination/Renewal Letter, Income and Eligibility Verification System Letter, and Verification Checklist Letter. Now in phase four of this work, the project will re-engage policy experts at each agency, legal partners, and stakeholders, including counties, to provide feedback on the redrafted correspondence. For more information on the research project and findings to date, click [here](#). Additional information will be shared in the coming months.

### **Plain Language Best Practices and Tools Available**

According to the U.S. Departments of Education and Health and Human Services, less than 12 percent of adults have proficient health literacy. To help address some of the challenges faced when communicating often complex information to a diverse audience, HCPF worked with plain language experts to create plain language best practices and tools. HCPF developed a brief [webinar](#) to review the plain language best practices, as well as two tools to help promote plain language writing.

### **The Upcoming Election: Talking Points for Assisters**

Connect for Health Colorado created [talking points](#) that might help in conversations about the uncertainty of health care reform stemming from the upcoming election

### **September's Health Insurance Literacy Messaging – Managing Health Insurance Payments**

Monthly premiums are only part of health care expenses; there are also co-pays, co-insurance, deductibles, and maximum out of pocket costs. Learn more about communicating with [consumers](#) about networks, messaging for [stakeholders](#), and get sample [newsletter](#) and [social media](#) messages.

### **CBPP Guide on School-Based Outreach Strategies Now Available**

Schools have long proven to be good places to conduct outreach to enroll people in health care coverage, including Medicaid and CHIP, and more recently Affordable Care Act (ACA) marketplace coverage. Building on more than two decades of health coverage outreach work, the Center on Budget and Policy Priorities (CBPP) created a new [guide](#) on school-based outreach strategies. This comprehensive guide, with input from community organizations, including CKF, health care providers, school leaders, and other civic-sector actors, addresses several of the keys to success for outreach work in schools and describes lessons learned to help avoid approaches that yield ineffective results.

### **Human Services Gap Map Now Available**

Human service programs ensure that Colorado communities have the building blocks for a prosperous future, such as food, health care, child care, and financial assistance. A new interactive dashboard ([GapMap.org](#)), released August 9, aggregates county-level data to provide a clear picture of how these programs are ensuring the well-being of all Coloradans. The new [Human Services Gap Map](#) features caseload and performance data from all of these programs in one place for the first time to show how these programs are helping people in their

communities. It lets stakeholders identify which counties are performing well and explore the factors influencing that performance.

## Upcoming Calls, Trainings, and Events

### DHS Offers Navigator Training

Denver Human Services (DHS) offers a navigator training for community partners. The navigator training includes an overview of the programs DHS offers, including food assistance, basic eligibility for Health First Colorado and cash programs, energy assistance, child support, childcare assistance program, PEAK, and a brief overview of the ACA. For more information and to register, please contact Kathy Crusan-Ford, Agency Trainer for SNAP Into Health, at [Kathleen.Crusan-Ford@denvergov.org](mailto:Kathleen.Crusan-Ford@denvergov.org). The upcoming trainings will be held:

- **October 28, 2016**, from 9:00 a.m. to 12:00 p.m.  
1200 Federal Blvd., Room 1019, Denver
- **November 18, 2016**, from 9:00 a.m. to 12:00 p.m.  
1200 Federal Blvd., Room 1019, Denver

### New to PEAK or Need a Refresher? PEAK Training Available on Demand

The Intro to PEAK and PEAK Application Walk-Through webinars on [Medical Assistance Applications](#), [Food and Medical Assistance Applications](#), and [Manage My Account](#) have been recorded and are now offered as an [On-Demand Application Walk-Through](#). Visit the PEAK Outreach Initiative [training webpage](#) to see training resources and [request PEAK training](#).

## Jobs

### Children's Campaign Hiring Policy Analyst

The Colorado Children's Campaign is hiring a Policy Analyst. Learn more about the position and apply [here](#). Applications are reviewed on a rolling basis; interested candidates are encouraged to apply as soon as possible.

### HCPF Hiring Deputy Client Officer

HCPF is hiring a Deputy Client Officer. Learn more about the position and apply [here](#).