

Goals to Prioritize and Options to Consider to Create a More Direct Pathway to Health Coverage

Given the eligibility and enrollment process for Colorado’s health insurance affordability programs and feedback received during focus groups, CKF recommends the following nine goals for the state to prioritize, and offers various options to realize these goals for decision makers to consider. The following chart indicates the types of changes that will likely be necessary to implement each option. These include legislative changes to statute and/or the need for legislative budget authority, state regulatory changes, administrative changes, including systems updates, and any necessary federal approval through a State Plan Amendment (SPA) or other waiver authority.

To access the full report, please visit <http://ckf.cchn.org/publications/the-maze/>. For more information on the goals and options that accompany each goal, please refer to the page number indicated.

GOALS AND OPTIONS	LEGISLATIVE		REGULATORY	ADMINISTRATIVE/ SYSTEMS	SPA/ WAIVER
	STATUTORY	BUDGET			
Goal 1: Reduce Churn and Minimize Gaps in Health Coverage – pg. 27					
Provide 12-month continuous eligibility for Health First Colorado adults	•	•	•	•	1115 waiver
Extend Health First Colorado eligibility to the end of the calendar year	•	•	•	•	1115 waiver
Minimize gaps in health coverage		•	•	•	
Goal 2: Monitor and Improve Eligibility and Enrollment Systems – pg. 29					
Increase the rate of RTE determinations and improve the accuracy of all eligibility determinations				•	
Improve transfer of information between systems and entities				•	
Use transition to Colorado interChange to improve functionality of MMIS				•	
Improve eligibility determinations for lawfully present immigrants				•	
Collect data to identify fixes and enhancements, and inform training				•	

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Goal 3: Improve Online and Paper Applications – pg. 32					
Simplify and improve questions and text in the applications				•	
Improve how income information is collected on the application				•	
Improve application accessibility				•	
Goal 4: Improve Client Correspondence – pg. 35					
Improve the readability, clarity, accuracy, and timeliness of client correspondence				•	
Goal 5: Improve Customer Service Support – pg. 37					
Improve customer service quality				•	
Decrease call center wait times				•	
Provide multiple channels for reaching customer support				•	
Allow call centers to transfer calls between each other				•	
Allow clients to provide a call-back number				•	
Improve access and quality of support for people with limited English proficiency and lawfully present immigrants				•	
Goal 6: Improve Support for Community-Based Assisters and Formalize Their Role – pg. 40					
Strengthen relationships between assisters, counties, and call centers				•	
Improve and diversify access to support for assisters				•	
Improve access to uniform and integrated training				•	
Ensure continued and sustainable funding for assister programs				•	

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Goal 7: Clarify, Communicate, and Improve Renewal Processes – pg. 45					
Train assisters and eligibility technicians on renewal processes				•	
Show renewal date for eligibility in PEAK				•	
Better align the state's ex parte renewal process with federal guidance				•	
Include length of lawful presence in renewal process for Connect for Health Colorado				•	
Encourage clients eligible for Connect for Health Colorado auto-renewal to shop				•	
Goal 8: Improve and Expand Health Coverage Options – pg. 48					
Ensure comparable coverage options if federal funding ends for CHIP in September 2017	•	•	•	•	SPA and maybe 1115 or 1332 waiver
Improve 12-month continuous eligibility for children enrolled in Health First Colorado and CHP+				•	
Make it easier for individuals who qualify for CSRs to get them				•	
Extend Medicaid coverage to former foster care youth from other states		•	•	•	SPA
Fix the "family glitch"		•	•	•	1332 waiver
Implement a SEP for pregnant women to enroll in private insurance			•	•	
Goal 9: Better Coordinate and Align HCPF and Connect for Health Colorado – pg. 54					
Take advantage of state options to better align income methodology between programs		•	•	•	1115 and 1332 waivers