



Colorado Covering Kids and Families

September 2016 Coalition Update

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CKF News

CKF Coalition

October 20, 2016, from 9:00 – 11:00 a.m.
CCHN (600 Grant St., Ste. 800, Denver)
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- [CKF Fact Sheet](#)
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- Contact [Liz Tansey](#) with questions

Health Policy

New 60-Day Timeline for Eligibility Appeals Effective 9/1/16

Beginning on September 1, 2016, Health First Colorado (Colorado's Medicaid program) applicants and members will have 60 days, as opposed to the current 30 days, after the eligibility determination date on the Notice of Action (NOA) to file an eligibility appeal with the Office of Administrative Courts. The eligibility NOA language will be updated to reflect the 60-

Enroll America Shares Lessons Learned from Third Open Enrollment Period
New Toolkits Available for Assisters

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PEAK Enhancements Training Webinar Scheduled
Register for CCMU's Annual Luncheon
Census Data Release and Health Coverage Rates Webinar Scheduled
Join HCPF's Webinar on New Policy for Certain Parents and Caretaker Relatives with Dependent Children
Upcoming Webinars from Health Reform: Beyond the Basics
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New to PEAK or Need a Refresher? PEAK Training Available on Demand

Jobs

Clinica Tepeyac Hiring an O&E Specialist
CHAMPS Hiring a Programs/O&E Coordinator

Denver Outreach Partners

October Date TBD
CCHN (600 Grant St., Ste. 800, Denver)
[August 2016 Meeting Notes](#)

day timeline for appeals starting in early 2017 based on current Colorado Benefits Management System (CBMS) build schedules. See the Colorado Department of Health Care Policy and Financing (HCPF) [agency letter](#) on House Bill 16-1277 for additional information about this change.

HCPF Working to Resolve NEMT Billing Issues

HCPF was notified that some Health First Colorado members incorrectly received collection notices for American Medical Response (AMR) ambulance trips provided in 2014. AMR was the Health First Colorado Non-Emergency Medical Transportation (NEMT) provider. The notices are from Credence Resource Management, listing the Original Creditor as AMR. HCPF is working with AMR to determine the Health First Colorado members affected, remove members from collections status, conduct outreach to these members, and establish safeguards to prevent future occurrences. If a Health First Colorado member incorrectly received a collections notice from Credence Resource Management for AMR ambulance services, please send an encrypted email, including a copy of the notice, to NEMT@state.co.us for resolution.

CMS Publishes Health Coverage Tax Credit Hardship Exemption Guidance

The Centers for Medicare & Medicaid Services (CMS) announced a hardship exemption from the individual responsibility to have health coverage that may be claimed through the tax filing process for eligible people who qualify for a Health Coverage Tax Credit (HCTC), but who are not enrolled in HCTC-qualifying health insurance coverage. Learn more [here](#).

Outreach and Enrollment

Connect for Health Colorado Renewal Notice Templates Released

The Division of Insurance released templates of renewal notices that will be sent to Connect for Health Colorado customers this year. The templates are available in the [Revised Bulletin No. B-4.79: Renewal and Re-determination Notices for Use by Carriers and Connect for Health Colorado](#). The first renewal template, Attachment A, is a co-branded combined renewal and redetermination notice template to be used by carriers and Connect for Health Colorado for consumers eligible for automatic renewal. The second renewal template, Attachment B, is a co-branded combined notice to be used by carriers and Connect for Health Colorado for consumers not eligible for automatic renewal.

One Issue – One Ticket Process at Connect for Health Colorado’s Service Center

The Connect for Health Colorado Customer Service Center is implementing a new ticket management process starting September 12, 2016. Instead of providing multiple tickets per customer, one ticket will be provided to each customer from start to finish; all duplicate tickets will be closed. This change in ticket management will not impact the escalation process.

RMHP Not Available Outside of Mesa County in 2017

Rocky Mountain Health Plan (RMHP) individual and family plans will no longer be available outside of Mesa County in 2017. RMHP customers who will lose their coverage will receive [discontinuation notices](#) and renewal information in late October.

Resources

Learn About Upcoming Updates to PEAK and CBMS

Several updates to CBMS and the Colorado Program Eligibility and Application Kit (PEAK) are scheduled to be implemented on September 18, 2016, to improve the overall eligibility partner

and consumer experience. For more information, see the CBMS/PEAK September 2016 Enhancements for [community partners](#) and [county users](#).

Connect for Health Colorado Shopping Experience Focus Group Report Available

With the research firm, PerryUndem, Connect for Health Colorado held five focus groups across Colorado to hear feedback from a diverse set of consumers on many aspects of their health insurance and care. The study explored health plan satisfaction, service utilization, how consumers choose health insurance, and how they feel about health care costs. The study also tested three ideas to simplify the shopping experience and help consumers choose a health plan. For more information, read the [full report](#).

October's Health Insurance Literacy Messaging – Getting Ready for Open Enrollment

Open enrollment is the yearly opportunity for consumers to change their plan without a qualified life change event. Learn more about communicating with [consumers](#) about reviewing their current plan and looking ahead at planned health care needs, messaging for [stakeholders](#), and get sample [newsletter](#) and [social media](#) messages.

Issue Brief Released on Insights into In-Person Assistance from the Get Covered Connector

Enroll America's issue brief, [Making the Connection 2.0: Insights Into In-Person Assistance From the Get Covered Connector](#), takes data from the nearly one million appointments offered and 97,000 appointments made during the third open enrollment period through the [Get Covered Connector](#) (Enroll America's in-person assistance scheduling tool) to provide insights for assisters on clients' behaviors and needs regarding in-person assistance. Insights include the importance of using digital media campaigns for client outreach, Saturday morning and weekend afternoon appointment availability, and reminding clients about their in-person appointment via text or phone.

Enroll America Shares Lessons Learned from Third Open Enrollment Period

View [slides](#) and listen to a recording from Enroll America's "What Did We Learn From the Affordable Care Act's Third Open Enrollment Period?" presentation to see messages that still apply during the fourth open enrollment period, learn when consumers preferred to schedule appointments during the third open enrollment period, and what types of reminder messages were the most effective.

Resources and Partnerships for Enrolling Consumers with Disabilities

The [National Disability Navigator Resource Collaborative](#) (NDNRC) provides cross-disability enrollment information, resources, and support to assisters, including a [Disability Guide](#) and various [fact sheets](#). The NDNRC also funds [Community Outreach Collaboratives](#) in 17 different states, including Colorado, to increase community collaboration, disseminate outreach information, and help assisters partner with the disability community.

New Toolkits Available for Assisters

- [Community Catalyst Consumer Complaints Toolkit: Health Insurance Resources for Health Advocates, Health Providers and Enrollment Assisters](#)
- [Community Catalyst Meaningful Consumer Engagement: A Toolkit for Plans, Provider Groups and Communities](#)
- [Medicare Rights Center: Medicare and the Health Insurance Marketplaces](#)

Upcoming Calls, Trainings, and Events

BBH Pre-Conference Webinars Scheduled

New this year, the Colorado Health Foundation is offering three pre-event webinars about popular topics to be discussed at this year's Building Better Health (BBH) conference. For more information and to sign up, click on a title below:

- [ACA 101: Everything you wanted to know but were afraid to ask!](#)
September 19, 2016, from 2:30 to 3:30 p.m.
- [Where Eligibility Starts: Modified Adjusted Gross Income \(MAGI\)](#)
September 26, 2016, from 2:30 to 3:30 p.m.
- [Communications 101: Building Communications into Your Outreach](#)
October 3, 2016, from 2:30 to 3:30 p.m.

PEAK Enhancements Training Webinar Scheduled

The PEAK Outreach Initiative is holding a September Enhancements Training webinar on **September 19, 2016**, from 9:00 to 10:15 a.m. Register [here](#).

Register for CCMU's Annual Luncheon

The Colorado Coalition for the Medically Underserved (CCMU) is hosting their annual fundraising luncheon on **September 20, 2016**, from 11:00 a.m. to 1:00 p.m. at the Denver Art Museum. The luncheon's keynote will feature Dr. Zubin Damania, founder of Turntable Health and the director of health care development for Downtown Project Las Vegas. Register [here](#).

Census Data Release and Health Coverage Rates Webinar Scheduled

The State Health Access Data Assistance Center will hold a free webinar on **September 21, 2016**, from 11:00 a.m. to 12:00 p.m. The webinar will provide a detailed look at health insurance coverage rates across the country and within states in 2015 based on new census data. Learn more and register for the webinar [here](#).

Join HCPF's Webinar on New Policy for Certain Parents and Caretaker Relatives with Dependent Children

Beginning October 1, 2016, HCPF is implementing a federal requirement that certain parents or caretaker relatives living with a dependent child under the age of 19 are required to enroll the child in qualifying health coverage in order for the parent/caretaker relative to be eligible for Health First Colorado. HCPF and the PEAK Outreach Initiative are hosting a training on **September 22, 2016**, from 1:00 to 2:00 p.m. Register [here](#).

Upcoming Webinars from Health Reform: Beyond the Basics

In preparation for open enrollment, the [Health Reform: Beyond the Basics](#) project from the Center on Budget and Policy Priorities is presenting a reprisal of its four-part webinar series on key topics that assisters need to know to help enroll people into marketplace coverage:

- [Part I: Premium Tax Credits](#)
September 27, 2016, from 12:00 to 1:00 p.m. MT
- [Part II: Determining Household Size and Income](#)
September 29, 2016, from 12:00 to 1:00 p.m. MT
- [Part III: Plan Design](#)
October 4, 2016, from 12:00 to 1:00 p.m. MT
- [Part IV: Exemptions and Penalties](#)
October 6, 2016, from 12:00 to 1:00 p.m. MT

BBH Registration Now Open

Registration is now open for the Colorado Health Foundation's BBH conference, which takes place on **October 13-14, 2016**. This comprehensive event will include:

- Training on the health coverage application process and marketplace plan selection
- Access to the latest uninsured data and coverage resources
- Networking time with other health coverage guides, assistance site navigators, certified application assistants, brokers, community-based organizations and advocates

Register [here](#).

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 Affordable Care Act. For more information and to register, please contact Kathy Crusan-Ford, Agency Trainer for SNAP Into Health, at Kathleen.Crusan-Ford@denvergov.org. The upcoming trainings will be held:

- **October 21, 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

Clinica Tepeyac Hiring an O&E Specialist

Clinica Tepeyac is hiring an outreach and enrollment (O&E) specialist. Learn more [here](#).

CHAMPS Hiring a Programs/O&E Coordinator

The Community Association of Mountain/Plains States (CHAMPS) is hiring a Programs/O&E Coordinator. Learn more [here](#).