



Colorado Covering Kids and Families

December 2016 Coalition Update

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CKF News

CKF Coalition

January 19, 2017, from 9:00 – 11:00 a.m.
CCHN (600 Grant St., Ste. 800, Denver)

[November 2016 Meeting Notes](#)

[December 2016 Meeting Recording](#)

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

Children's Health First Colorado and CHP+ Enrollment Report Available

On a quarterly basis, CKF reviews children's enrollment in Health First Colorado (Colorado's Medicaid Program) and Child Health Plan *Plus* (CHP+). See CKF's newest report, [Children's Health First Colorado and CHP+ Enrollment Report – 2016 Quarter Three](#), which describes enrollment trends in the third quarter of 2016. Overall, children's Health First Colorado enrollment increased by 2,240 and children's CHP+ enrollment increased by 2,434 during the third quarter of 2016.

SBCs Published on ConnectForHealthCo.com
New PEAK Desk Aid Published: How to Reset your PEAK Account Password
New Job Aid on Verification Requests from Connect for Health Colorado Available
Map of Connect for Health Colorado Assistance Network Locations Available
New 'Vital Signs' Report Describes Impact of Health Disparities on Colorado's Health
Enroll America State Profiles Now Available
Transgender Health Insurance Guide Available for 2017
January's Health Insurance Literacy Messaging – Health Plan Basics
New Medicaid Messaging Website Now Live
NILC's Post-Election Answers about DACA

Upcoming Calls, Trainings, and Events

PEAK December Enhancements Webinar Scheduled
DHS Offers Navigator Training

Jobs

CCMU Hiring a Project Coordinator

Health Policy

Post-Election Information Available from Connect for Health Colorado and HCPF

Connect for Health Colorado created an [election questions](#) page on its website that will be updated with communications to stakeholders and clients regarding post-election topics, including information on the stability of 2017 health insurance plans and the future of Connect for Health Colorado. In addition, Connect for Health Colorado created an [election impacts](#) page that will serve as a repository for documents referencing potential impacts to the Affordable Care Act (ACA) and Connect for Health Colorado following the election.

The Colorado Department of Health Care Policy and Financing (HCPF) also created a [frequently asked questions \(FAQs\) page](#) on the status of the ACA.

2017 Connect for Health Colorado Plans Will Not Be Canceled Mid-year

Connect for Health Colorado issued a statement on the [election questions page](#) of their website clarifying that 2017 health insurance plans will not be canceled mid-year, regardless of potential federal changes, as long as clients continue to pay their monthly premiums. Continue to visit this new page for updates as they become available.

Outreach and Enrollment

PEAK Technical Support Call Center Coming Soon

The Governor's Office of Information Technology plans to debut the new Colorado Program Eligibility and Application Kit (PEAK) Technical Support Call Center in December. The call center will provide direct customer assistance for technical issues that consumers and assisters encounter when using PEAK. To learn more about the call center, please read this [fact sheet](#). CKF will notify coalition members when the call center is available.

If you need to report a technical issue with PEAK before the call center is available, please send an email describing the issue to CBMS.Help@state.co.us. Do not send client data unless an encrypted email system is being used. Be sure to include as much information as possible, including the date and time the issue occurred, screen in PEAK, the failure, the error message displayed, and a screenshot of the issue (as long as no client data is included, or an encrypted email system is being used).

CBMS Downtime Notification throughout Open Enrollment

The Colorado Benefits Management System (CBMS) has planned system maintenance periods on Sundays from 6:00 a.m. to 12:00 p.m. throughout open enrollment. Customers who apply for medical assistance using the online application will not receive a real time eligibility determination during these outages.

Connect for Health Colorado Holiday Service Center Closures

The Connect for Health Colorado Service Center will be closed on December 26 and January 2 which are state and federal holidays. The Service Center is always closed on Sundays.

Recommendations for a Smoother Connect for Health Colorado Enrollment Process

The following are recommendations from Connect for Health Colorado for a smoother enrollment process:

- Use a recommended browser:
 - Google Chrome v. 52, 53, 54

- Mozilla Firefox v. 48, 49
- MS Internet Explorer 9, 10, 11
- Apple Safari 9, 10
- Use a desktop or laptop computer: Tablets and mobile devices are not compatible with the Connect for Health Colorado marketplace. Assistors may browse the educational website, but they will have issues navigating on a tablet or mobile device once they sign in or start shopping.
- Clear browser cache and cookies: Before getting started, assistors should clear their browser cache and cookies. To do this, press the CTRL, Shift, and Delete keys at the same time. Select “clear browsing data,” and close all browser windows. Open a new browsing window to get started. This will remove any saved sites or passwords an assister may have enabled sites to store.

Mail Delivery of Medications Now Available for Health First Colorado Members

Health First Colorado members can now receive up to a 100-day supply of outpatient maintenance medications by mail (e.g. medication that is taken regularly such as prescriptions for asthma, diabetes, high blood pressure, and high cholesterol). Prescriptions may be new or a refilled prescription. Members must be enrolled with Health First Colorado, have a valid prescription for a maintenance medication, and have it filled by an enrolled pharmacy that offers mail order delivery. Please see the [member page](#), [member FAQ document](#), [provider page](#), and [provider FAQs document](#) for more information.

Resources

December PEAK/CBMS Build

Enhancements to PEAK and CBMS will be implemented on December 18, 2016. Please reference the [PEAK Enhancements and Fixes](#) document, and the CBMS/PEAK December 2016 Enhancements for [Community Partners](#) and [County Users](#) resources for more information.

Health First Colorado Member Handbook in English and Spanish Available

Download [English](#) and [Spanish](#) versions of the Health First Colorado Member Handbook [here](#).

SBCs Published on ConnectForHealthCo.com

All 2017 Summaries of Benefits and Coverage (SBCs) are now available on the Connect for Health Colorado website when shopping for plans. If an assister would like to preview the SBCs before shopping with a client, follow the steps below:

1. <https://prd.connectforhealthco.com/individual>
2. Click on “browse plans.”
3. Complete the required fields and click “browse plans.”
4. Results will show the plan eligibility for the information entered.
5. Under “plan details,” click on the name of the plan.
6. Scroll down to “plan documents” (very bottom). **Please note, this option will not show up when selecting “compare plans.”*
7. The assister will have all documents pertaining to that specific plan, including SBCs.

New PEAK Desk Aid Published: How to Reset your PEAK Account Password

The PEAK Outreach Initiative developed a desk aid to help consumers and assistors reset PEAK account passwords. See the document [here](#).

New Job Aid on Verification Requests from Connect for Health Colorado Available

View this [job aid](#) from Connect for Health Colorado on effectively handling verification requests from the online application so that clients do not lose their plan or Advanced Premium Tax Credits, especially due to income verification requests.

Map of Connect for Health Colorado Assistance Network Locations Available

To help assisters and partners locate Assistance Network organizations throughout the state, Connect for Health Colorado created a [map](#) that displays the main location for all Assistance Sites and Certified Application Counselor designated organizations in the Assistance Network for 2016/2017. Assisters and partners can use the map to view location information, including hours and days of operation, by clicking on pins. If an assister is helping a client to find a location to get in-person assistance, Connect for Health Colorado encourages assisters to use the [Get Covered Connector](#) to help schedule an appointment.

New 'Vital Signs' Report Describes Impact of Health Disparities on Colorado's Health

The Colorado Center on Law and Policy released a new report, [Vital Signs: The Influence of Race, Place, and Income on Colorado's Health](#). The report investigates health disparities in the state, and how they impact Coloradans' health.

Enroll America Graphic Encourages Consumers to Enroll for 2017 Coverage

Enroll America developed a simple graphic in English and Spanish to help reassure consumers that nothing has changed since the election, and that they should take advantage of the opportunity to enroll in affordable coverage this open enrollment period. View and download the graphic [here](#).

Enroll America State Profiles Now Available

Enroll America updated their state snapshots, which include key data on Medicaid and marketplace enrollment, as well as the remaining uninsured. See the Colorado state snapshots [here](#).

Transgender Health Insurance Guide Available for 2017

One Colorado released a Transgender Health Insurance Guide for 2017 plans which helps transgender people in Colorado see which insurance companies provide complete coverage for their specific health care needs. See the guide [here](#).

January's Health Insurance Literacy Messaging – Health Plan Basics

January is all about the basics, including the lingo (e.g. deductible, co-pay, and co-insurance), the products (i.e. metal tiers), networks, and more! Learn more about communicating with [consumers](#) about financial assistance, messaging for [stakeholders](#), and get sample [newsletter](#) and [social media](#) messages.

New Medicaid Messaging Website Now Live

The Colorado Cross-Disability Coalition convened a work group to develop messaging about the importance of Health First Colorado to Coloradans, the community, and the economy. View the messages, materials, and learn how to participate [here](#).

NILC's Post-Election Answers about DACA

The National Immigration Law Center (NILC) posted a new resource which answers questions about the Deferred Action for Childhood Arrivals (DACA) program, and what may happen to the DACA program once President-elect Trump takes office in January 2017. The resource answers

questions for people who have not yet applied for DACA status, for those who are deciding whether to renew, and other questions. See resource [here](#).

Upcoming Calls, Trainings, and Events

PEAK December Enhancements Webinar Scheduled

On **December 19, 2016**, the PEAK Outreach Initiative will provide an overview of the updates and changes to PEAK being implemented on December 18, 2016. 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 ACA. 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:

- **January 27, 2017**, from 9:00 a.m. to 12:00 p.m.
1200 Federal Blvd., Room 1019, Denver
- **February 24, 2017**, from 9:00 a.m. to 12:00 p.m.
1200 Federal Blvd., Room 1019, Denver

Jobs

CCMU Hiring a Project Coordinator

The Colorado Coalition for the Medically Underserved (CCMU) is seeking a Project Coordinator to support the organization's Health Systems Change work. Learn more about the position [here](#).