



Colorado Covering Kids and Families

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CKF News

CKF Coalition

April 20, 2017, from 9:00 – 11:00 a.m.

CCHN (600 Grant St., Ste. 800, Denver)

[February 2017 Meeting Notes](#)

[March 2017 Meeting Recording](#)

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

CKF Annual Survey Results Available

Thank you to everyone who responded to our annual survey! The survey asked coalition members to reflect on their engagement with CKF, and on the issues Coloradans face when applying for and enrolling in affordable health coverage. Survey responses identified issues and barriers, opportunities for improvement, and changes that have made the biggest positive impact on the application and enrollment process this past year. CKF will use survey responses to improve our support and technical assistance and to inform our priorities and advocacy strategies. Click [here](#) to access our analysis of the survey results. We always welcome feedback; please feel free to reach out to CKF staff at any time.

We would also like to congratulate our lucky drawing winners who received gift cards:

- Nancy from Denver Public Schools
- Barbara from Hilltop

- Gloria from Weld County

Health Policy

Federal Policy Update

Earlier today, House Speaker Paul Ryan pulled the American Health Care Act (the proposed bill to repeal and replace the Affordable Care Act) from the House floor just prior to the scheduled vote. It is unclear what the next steps will be, but CKF will continue to monitor the progress of this bill, or others, and will keep the CKF coalition informed of major developments that could impact health coverage programs, or outreach and enrollment in Colorado.

CKF is also monitoring federal regulations and guidance. Earlier this week, newly appointed Centers for Medicare & Medicaid Services (CMS) Administrator, Seema Verma, and the Secretary of the Department of Health and Human Services (HHS), Tom Price, penned [a letter](#) to governors outlining their view of how states can partner with HHS and CMS to increase flexibility in designing and administering their Medicaid programs. Additionally, CMS' [proposed Market Stabilization rules](#) are currently in a comment review process. The proposed rule includes several regulatory changes that could impact outreach and enrollment in Colorado, in particular a proposed six week open enrollment period, if they are finalized as proposed. CKF will notify the coalition of any important changes as they are determined.

Outreach and Enrollment

Upcoming Updates to PEAK and CBMS

On March 19, several updates to the Colorado Benefits Management System (CBMS) and the Colorado Program Eligibility and Application Kit (PEAK) were made to improve the overall eligibility partner and consumer experience. For more information, see the [March 2017 Build Updates](#). Highlights include:

- **CHP+ clients with other coverage:** Individuals who have other health insurance are not eligible for Child Health Plan *Plus* (CHP+), however the system had not stopped these individuals from enrolling. The change to CBMS in March stop people from enrolling in CHP+ if they report having other health insurance. In addition, notices will be sent to all CHP+ clients who reported other health insurance, informing them that their CHP+ coverage will terminate at the end of April. If clients do not agree with the termination notice, they should follow the standard appeals process.
- **New Income Verification Letter:** The letter that is sent when there is a discrepancy between the income that a Health First Colorado (Colorado's Medicaid Program) or CHP+ client self-reports, and income their employer reports through the Colorado Department of Labor and Employment (CDOLE), is being updated. The letter will be sent to the head of household on the case, and lists the person whose income is in question. The member must respond by the date listed (within 90 days) to provide a reason for the discrepancy. If the member does not respond, the income reported through CDOLE will be used to redetermine eligibility for the member. See the desk aid which describes the letter [here](#) for more information.
- **New Redetermination Packet:** The packet sent to clients prior to their annual redetermination/renewal date is being updated. The letter will be dynamic and will state whether a member's information was verified electronically and they will be automatically

reenrolled, or if they need to respond with additional verifications in order for the system to redetermine their eligibility for Health First Colorado or CHP+. Clients whose income cannot be verified electronically, e.g. clients who have self-employment income, clients whose employer does not report income through CDOLE, clients with unearned income for non-MAGI programs, and clients with resources for non-MAGI programs, will need to provide verification before their eligibility can be re-run. View the recorded [webinar](#), or see the desk aid which describes the letter [here](#) for more information.

WIC Added to PEAK and PEAKHealth Mobile App in March

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides healthy foods, nutrition education, breastfeeding support and other services free of charge to Colorado families who qualify. Pregnant woman and children under five years of age who are enrolled in Health First Colorado are income-eligible for WIC. Starting March 20, the WIC program was added to PEAK's online application and the PEAKHealth mobile app. The goal of this project is to increase referrals to WIC and allow for targeted outreach to potentially eligible clients. Read frequently asked questions [here](#).

Resources

New and Improved Health First Colorado Find a Doctor Tool

Health First Colorado launched a new and improved version of its online [Find a Doctor tool](#). Members of Health First Colorado or CHP+ can now search for doctors, dentists, clinics, pharmacies, and other health care providers using an improved interface that offers more information on each provider and more ways to search:

- Providers can now be searched based on their participation in Health First Colorado's Accountable Care Organizations or any of the CHP+ Health Maintenance Organizations.
- Listings for each provider now include additional details including languages spoken, gender, and whether the provider is currently accepting new patients.
- Listings also include links to the provider's website where available in addition to maps that offer directions to the provider by car or public transportation.

HCPF Annual Report Now Available

The Colorado Department of Health Care Policy and Financing (HCPF) released its Fiscal Year 2015-16 annual report, *Putting Colorado's Health First*. The report contains demographic and financial data, and profiles Coloradans whose lives are impacted HCPF programs. Read the report [here](#).

What the DOI Can Do For You

The Division of Insurance (DOI) within the Colorado Department of Regulatory Agencies regulates the insurance industry in Colorado, including the health insurance industry. Its mission is to promote compliance and enforce laws to help protect consumers, and can be a resource for Coloradans. Several health insurance resources for consumers are available on their consumer-facing site, AskDORA.colorado.gov, by clicking the "health insurance" tab. The DOI also takes reports from consumers if a consumer believes a claim has been handled improperly, denied incorrectly, or if consumers are being mistreated or misinformed about their insurance. The Division can be contacted at 303-894-7490 or 1-800-930-3745 (outside the Denver metro area), or email DORA_insurance@state.co.us.

LiveWell Double Up Food Bucks Colorado

Double Up Food Bucks Colorado offers participants in the Supplemental Nutrition Assistance

Program (SNAP, formerly food stamps) up to an additional \$20 in Colorado-grown fruits and vegetables. When customers use the benefits on their Quest card at participating farmers markets or select retailers, those food benefits will be put toward Colorado-grown, fresh produce up to \$20 per visit. Resources, flyers, market locations, and information about the program is available on Double Up Colorado's [website](#). Double Up Food Bucks 2016 vouchers are valid until April 2017. Vouchers for 2017 will be available starting May 1, 2017. The program is expected to run for at least three years. Email doubleup@livewellcolorado.org with questions about this program.

Upcoming Calls, Trainings, and Events

Webinar: Supporting Assisters in Uncertain Times

This special webinar presented by the Center for Budget and Policy Priorities, Enroll America, Families USA, Community Catalyst, and the National Health Law Program will provide an update on the status of efforts to repeal the Affordable Care Act, including what they mean for navigators and other assisters, ideas for messaging to consumers during this challenging time, and a roadmap of assister resources available from national organizations. The webinar will be held **April 4** from 12:00 to 1:00 p.m.. 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:

- **March 24** from 9:00 a.m. to 12:30 p.m.
1200 Federal Blvd., Room 1019, Denver
- **April 28** from 9:00 a.m. to 12:30 p.m.
1200 Federal Blvd., Room 1019, Denver

Jobs

Connect for Health Colorado Assistance Network Program Manager (Contract role)

Connect for Health Colorado is hiring a contract Assistance Network Program Manager. Learn more and apply [here](#).