



Colorado Covering Kids and Families

Denver Outreach Partners
Tuesday, Dec. 8, 2015

Agenda Item	Discussion	Action/Follow-Up
<p>DOP Member Updates</p>	<p>Delta Dental of Colorado Foundation is working to increase Child Health Plan <i>Plus</i> (CHP+) dental benefit utilization. Many families do not realize they have dental benefits. Delta Dental of Colorado Foundation is developing educational materials to provide to clients explaining their dental benefits.</p> <p>The Bridge Project is working with a lot of undocumented individuals and enrolling them in Kaiser Permanente's Colorado Bridge Program. Open enrollment for the program lasts until Jan. 31, 2015.</p>	
<p>Broker Presentation – <i>Diana Silva,</i> <i>Seguros Solidoa</i></p> <p>See slides from the presentation here.</p>	<p>Seguros Solidoa is a new health insurance brokerage firm certified by Connect for Health Colorado that:</p> <ul style="list-style-type: none"> • Helps customers throughout the entire application process and is available to answer questions after enrollment. • Looks at the customer's situation and health status and make a recommendation based on what works best for that customer. • Provides free consultations and education. • Works with undocumented immigrants. • Provides bilingual resources in English and Spanish. <p>Q: How do you help people who do not have a Medicaid denial? A: We start the application and go through it, and sometimes people end up in Medicaid.</p> <p>It was suggested that brokers use the estimator calculator on Connect for Health Colorado's website to check for eligibility. Another suggestion was made to refer people who are Medicaid and CHP+ eligible to apply for Food Assistance. Brokers and other assisters can refer individuals to Hunger Free Colorado by calling their hotline at 720-382-2920. The hotline is currently available to English and Spanish</p>	

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	<p>speakers; an interpretation service for other languages may be added in the future.</p> <p>Q: Where are you located? A: Seguros Solidoa is located in a private home on 6th Ave. and Cook St. in Denver, by appointments only. Staff can also travel to people’s homes and locations most convenient to consumers.</p> <p>Q: What are some of the barriers you are seeing that are keeping people from buying private health insurance? A: The cost of insurance and what is included in policies. Cheaper premiums with higher deductibles are not appealing to people.</p> <p>Q: Are you seeing a lot of Colorado HealthOP customers? A: Yes, and they are usually able to get a Kaiser Permanente plan for nearly the same price.</p>	
<p>Connect for Health Colorado Updates – <i>Kyla Hoskins</i></p>	<p>Colorado HealthOP Update More than 80,000 Coloradans were enrolled in Colorado HealthOP plans in 2015 that will be discontinued in 2016. About 45,000 of those were Connect for Health Colorado customers. Denver County makes up 13 percent of Connect for Health Colorado customers, and 56 percent of Colorado HealthOP customers live in Denver County.</p> <p>For 2016, 76 other plans are not being offered, something that happens on a regular basis in the health insurance market. New Ventures is another health insurance company that is discontinuing.</p> <p>Q: Does Connect for Health Colorado have plans to actively reach out again to Colorado HealthOP customers who did not enroll for 2016? A: It would depend on resources and capacity, but Connect for Health Colorado continues to reach out to these individuals on a weekly basis. Connect for Health Colorado is trying to encourage people to enroll prior to the deadlines as their customer service center gets especially busy on key dates.</p> <p>Q: Will the Dec. 15, 2015, deadline be extended? A: Colorado HealthOP, Colorado Access, and <u>some</u> Rocky Mountain Health Plans</p>	

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	<p>customers now have until Dec. 31, 2015, to enroll in coverage effective Jan. 1, 2016, through Connect for Health Colorado. This option will be available to Rocky Mountain Health Plans customers who no longer have access to plans in their area from this carrier.</p> <p>Update: Connect for Health Colorado recently announced an enrollment deadline extension. Customers now have until midnight, Saturday, Dec. 26, 2015, to enroll in a health plan with a Jan. 1, 2016, effective coverage date.</p> <p>Q: Is there a general email for customer service center issues? A: No, there is not a general email for the customer service center. However, CKF partnered with Connect for Health Colorado, the Colorado Department of Human Services, the Governor’s Office of Information Technology, the Colorado Program Eligibility and Application Kit (PEAK) Outreach Initiative, and the Colorado Department of Health Care Policy and Financing (HCPF) to create a reference guide for assisters to effectively and efficiently report technical issues they may encounter with the PEAK and Connect for Health Colorado online application, eligibility, and enrollment systems. The reference guide also lists steps assisters can take to escalate issues and best practices for contacting the Connect for Health Colorado customer service center.</p> <p>White House Healthy Communities Challenge Denver, along with 19 other cities across the country, has been invited by the White House to participate in the Healthy Communities Challenge.</p> <p>At the end of the third open enrollment period, the marketplaces in the 20 selected cities will publish tallies of new marketplace signups in participating communities. These tallies will be compared to the U.S. Department of Health and Human Services’ (HHS) estimates of the number of eligible uninsured people at the start of open enrollment to see which communities made the most progress during the challenge. The community with the most enrollments and biggest change in the number of eligible uninsured people gets a healthier community and a visit from President Obama. Talking points about the challenge can be found here.</p> <p>While Denver was selected as one of the participating cities, the zip codes used by</p>	

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	<p>HHS to determine the most enrollments include most zip codes in the state and some in Wyoming. Denver Human Services (DHS) will be leading this effort with support from the mayor’s office and Connect for Health Colorado.</p>	
<p>HCPF Updates – Lisa Sterling</p>	<p>IRS Form 1095-B to be Sent to Medicaid and CHP+ Members in January 2016 Under the Affordable Care Act (ACA), most individuals are required to have minimum essential coverage (MEC), or pay the individual shared responsibility payment. Because most Medicaid and CHP+ programs count as MEC, individuals enrolled in these programs at any time in 2015 will be receiving Form 1095-B from HCPF as proof of coverage. HCPF is required to use Form 1095-B to report MEC information to the Internal Revenue Service (IRS) and to Medicaid and CHP+ members so that they are not liable for the individual shared responsibility payment. HCPF will start mailing these forms to members between mid-to-late January 2016, and Feb. 1, 2016. <u>Please remind clients to update their mailing addresses.</u></p> <p>Q: What if clients want to contest the 1095-B time span? What if clients assumed they were covered for the whole year? A: Clients need to contact the Medicaid Customer Contact Center at 1-800-221-3943 if they disagree with the information provided on the form. Clients should be mindful of when they applied and stay up-to-date with their eligibility as much as possible.</p> <p>Q: What about homeless individuals who do not get their mail? A: The forms are not required to file taxes; they are meant to inform the client about their MEC status for the year. The information will also be directly reported by HCPF to the IRS.</p> <p>Social Security Title II Income Eligibility Error HCPF urges families with children receiving Social Security Title II benefits that applied for Medical Assistance before March 1, 2015, and were denied Medicaid, CHP+, or financial assistance through Connect for Health Colorado to reapply. Examples of Title II income include Social Security Disability Income, survivor benefits, retirement income, or equivalent Railroad Retirement Benefits. Applications with these types of income may have received an incorrect eligibility determination. Household income for applicants who applied after March 1, 2015,</p>	<p>More information on Form 1095-B is available through a recorded webinar, fact sheet, and desk reference for stakeholders posted here under “IRS Form 1095-B: Health Coverage.”</p> <p>For Medicaid and CHP+ member information, go to Colorado.gov/Health/IRSForm1095B.</p> <p>More information will be posted to these pages as it becomes available. For questions, contact Nina Schwartz.</p>

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	<p>was calculated correctly.</p> <p>New NOA Job Aid Released Based on requests from the CKF coalition, HCPF published a new job aid that explains the Notice of Action (NOA), which was updated in October 2015. The purpose of the job aid is to help assisters answer questions and explain the NOA to clients.</p>	<p>HCPF scheduled a webinar to accompany the NOA Desk Aid to help assisters better understand how to read the NOA and explain it effectively to clients. Subject matter experts will be available to answer questions about the NOA. All assisters are welcome to join the webinar, and a recording will be available. Join the webinar on Jan. 7, 2016, from 9:00 to 10:00 a.m.</p>
<p>DHS Updates – <i>Kathy Crusan-Ford</i></p>	<p>Overview of Outreach and Support Services at DHS Kathy Crusan-Ford gave an overview of outreach and support services available at DHS, including veteran’s services, child care, senior services, Medical Assistance, and others. Kathy also shared that the Behavioral Health Navigator Program continues to be very successful and an additional navigator is being hired.</p> <p>DHS Offers SNAP Into Health Navigator Training 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 Medicaid and cash programs, energy assistance, child support, childcare assistance program, PEAK, and a brief overview of the ACA. Connect for Health Colorado information will be added soon. 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 training will be held:</p> <ul style="list-style-type: none"> • Jan. 22, 2016, from 9:00 a.m. to 12:00 p.m. 1200 Federal Blvd., Room 1019, Denver 	
<p>Next Meeting</p>	<p>Tuesday, Jan. 12, 2016, from 9:00 to 10:30 a.m.</p>	