



Colorado Covering Kids and Families

Denver Outreach Partners
Tuesday, August 11, 2015

Agenda Item	Discussion	Action/Follow-Up
<p>DOP Member Updates</p>	<p>Save the date for the Colorado Health Literacy Conference on Oct. 2, 2015, from 9:00 a.m. to 4:30 p.m.</p> <p>Denver Health (DH) School-Based Health Centers (SBHC) will be opening a new location at Florence Crittenton High School. The SBHC will see students and their children.</p> <p>The DH mobile enrollment van is running again after spending time in the shop for maintenance. DH staff have not established community partnerships and a sustained presence in the southeast part of Denver.</p> <p>DH is working on outreach to patients and community members who may be eligible for Medicaid and Child Health Plan <i>Plus</i> (CHP+) due to the removal of the five-year bar. DH was able to create a list of 500 potentially eligible patients based on their Colorado Indigent Care Program patients by age and possible pregnancy indicator.</p> <p>DH began outreach to potentially eligible Connect for Health Colorado clients. They have encountered lots of community members ready to enroll and waiting for open enrollment.</p> <p>Q. Is it true the Colorado Bridge program is ending? A. Kaiser Permanente Colorado is re-evaluating the Colorado Bridge program design and is closed indefinitely to new applicants in all Kaiser Permanente Colorado service areas. Current Colorado Bridge</p>	<p>If you work in the southeast part of Denver or would like to, please let Audrey know (Audrey.Hoener@dhha.org).</p>

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	members that continue to meet program eligibility requirements will receive 2016 recertification information.	
Future Meeting Topics	<p>DOP members in attendance discussed future meeting topics and agendas. Suggested future meeting topics include:</p> <ul style="list-style-type: none"> • Health Insurance by Colorado Zip Code Report and Review – <i>Colorado Health Institute (CHI)</i> (fall) • The 2015 Colorado Health Access Survey – <i>CHI</i> (spring) • Open enrollment kick-off: <ul style="list-style-type: none"> ○ The partnership between Connect for Health Colorado and Colorado Access – <i>Connect for Health Colorado and Colorado Access</i> ○ Communications and messaging for the open enrollment period – <i>The Colorado Department of Health Care Policy and Financing (HCPF), Connect for Health Colorado, and the Piton Foundation</i> • DOP member organization and outside agency presentations: <ul style="list-style-type: none"> ○ Denver County Strategic Planning Meeting – <i>The Mile High Health Alliance First Access to Care Workgroup</i> ○ Resettlement agencies ○ Agencies providing outreach and enrollment (O&E) to immigrant populations ○ Denver-metro health insurance brokers <p>DOP members in attendance discussed cancelling the Oct.13, 2015, meeting because there are two other CKF meetings that week. The group also discussed cancelling the Nov. 10, 2015, meeting due to the Denver GIVE Community Partner meeting focused on health and wellness. Options for future meeting scheduling include:</p> <ul style="list-style-type: none"> • Cancel both meetings • Move both meetings to different dates • Combine the October and November meetings and hold a two hour meeting at the end of October • Combine all October CKF meetings and host an open enrollment kick-off and training meeting 	
HCPF Updates –	Expansion of Continuous Eligibility for Non-MAGI children	For more information, please contact

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<p><i>Lisa Sterling</i></p>	<p>Continuous eligibility provides children up to 12-months of Medicaid or CHP+ coverage, regardless of changes in the family’s circumstances, with some exceptions. In March 2014, HCPF implemented this policy for children who qualified for Modified Adjusted Gross Income (MAGI) Medicaid and CHP+. Following implementation last year, HCPF sought and received additional guidance from the Centers for Medicare & Medicaid Services that the program is intended for all children, regardless of the Medicaid program for which they qualify. Beginning on Oct. 1, 2015, HCPF will extend continuous eligibility for up to 12-months to Medicaid children in the following non-MAGI categories: children eligible for Supplemental Security Income mandatory, Pickle, Disabled Adult Child, children in a buy-in program, and children in long-term care programs. Continuous eligibility will also apply to children under the age of 19 who are no longer eligible for foster care.</p> <p>Contacting DentaQuest for Medicaid Dental Benefits As the dental Administrative Services Organization for the state, DentaQuest is responsible for managing the Medicaid adult and children’s dental benefit programs, as well as the Division of Intellectual and Developmental Disabilities adult dental benefit. Medicaid members can reach DentaQuest’s Member Services at 1-855-225-1729 (TTY 711), Monday through Friday from 7:30 a.m. to 5:00 p.m. MT or visit their website for assistance with Medicaid dental questions. Providers can contact DentaQuest’s Provider Services at 1-855-225-1731 (TTY 711) if they need assistance or they can visit DentaQuest’s Providers website.</p> <p>MAXIMUS Return Address Still Included on Some Correspondence Due to a Colorado Benefits Management System (CBMS) error, the address for MAXIMUS may still be included as the return address for some client correspondence, including Medicaid ID cards and letters alerting clients to enrollment fee insufficient funds. HCPF is transferring all the returned mail to DH. The correspondence also</p>	<p>Ana Bordallo (Ana.Bordallo@state.co.us)</p>

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	<p>indicates clients can visit MAXIMUS to make an enrollment fee payment in person. HCPF plans to complete a CBMS update to fix this error. Until this build is complete, please send clients to 723 Delaware St. in Denver, Monday through Friday from 8:00 a.m. to 5:00 p.m. for in person assistance. The PO Box (PO Box 17548, Denver, CO 80217) where payments can be sent remains the same.</p> <p>Information from Quarterly CAAS Reports There are 267 active Certified Application Assistance Sites (CAAS). This number is down from previous months due to non-participation and non-communication. Three new sites have applied and are pending certification. During the last quarter there were 12,494 total assists. Of the applications completed, 3,369 were paper applications and 4,054 were PEAK applications.</p> <p>Because DOP members are interested in learning best practices for O&E from high performing CAAS, Lisa has requested additional information from those sites. She will share more information in future DOP meetings.</p> <p>Q. When CAAS have been disabled are they still assisting with applications? A. They should not be. In the letter HCPF sends notifying the site they are disabled they are informed the site is no longer certified to provide application assistance.</p> <p>Q. Can sites be reactivated? A. Yes, they need to contact Lisa to be reactivated.</p> <p>In June 2015, there were 1,241,434 Coloradans enrolled in Medicaid and 52,867 Coloradans enrolled in CHP+.</p>	
Denver Human Services (DHS) Updates – Kathy Crusan-Ford	<p>School Supply Community Resource List Denver GIVE’s school supply drive was designated for specific children. If your clients need access to school supplies for the upcoming school year these organizations provide assistance to</p>	

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	<p>families in need.</p> <p>General Assistance Services Offered Through DHS This document provides information about services offered through DHS and where outreach workers are stationed.</p> <p>Denver Botanic Gardens Farm Stands Farm stands take place through October on:</p> <ul style="list-style-type: none"> • Mondays from 10:00 a.m. to 1:00 p.m. at the Main Office (1200 Federal Blvd.) • Wednesdays from 1:30 to 4:00 p.m. at the East Office (3815 Steele St.) • Fridays from 12:00 to 3:30 p.m. at the Montbello Office (4685 Peoria St.) <p>The farm stands accept EBT, cash, card, and check.</p> <p>DHS Staffing Increase DHS hired a total of 40 new staff to manage new caseload from the MAXIMUS transition. Twenty staff have been trained and 20 more are currently in training.</p> <p>Upcoming Focus Groups About Churn DHS is looking for organizations in the following zip codes to host focus groups in September: 80204, 80239, 80216, 80233, and 80219. Focus groups will discuss barriers to benefits and churn. The focus groups will inform a community assessment about Medicaid and Food Assistance. Focus group participants will receive gift cards and incentives for participation. In addition to focus groups, DHS is sending a survey for community partners to distribute, where possible, to the communities they serve.</p>	<p>If you are interested in hosting or participating in a focus group, please contact Kathy (Kathy.CrusanFord@denvergov.org).</p>

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CKF Updates	<p>Save the date for the Building Better Health conference on Sept. 28 and 29, 2015. Registration opens on Monday, Aug. 17, 2015. To best determine room sizes for each session, registrants will be asked during registration to pick the sessions they plan on attending.</p> <p>DOP members in attendance provided feedback on the Building Better Health session outlines for Lifecycle of a Medicaid Client and In-Depth Overview of Public Health Insurance Benefits. Both sessions are direct suggestions made by the DOP.</p>	<p>To register, visit www.ColoradoHealth.org/BBHsignup.</p>
Next Meeting	Tuesday, Sept. 8, 2015, from 9:00 to 10:30 a.m.	