



**BUILDING
BETTER
HEALTH**

RESOURCES
INSPIRATION
SUPPORT

2017



KEYNOTE SPEAKER

Sister Simone Campbell

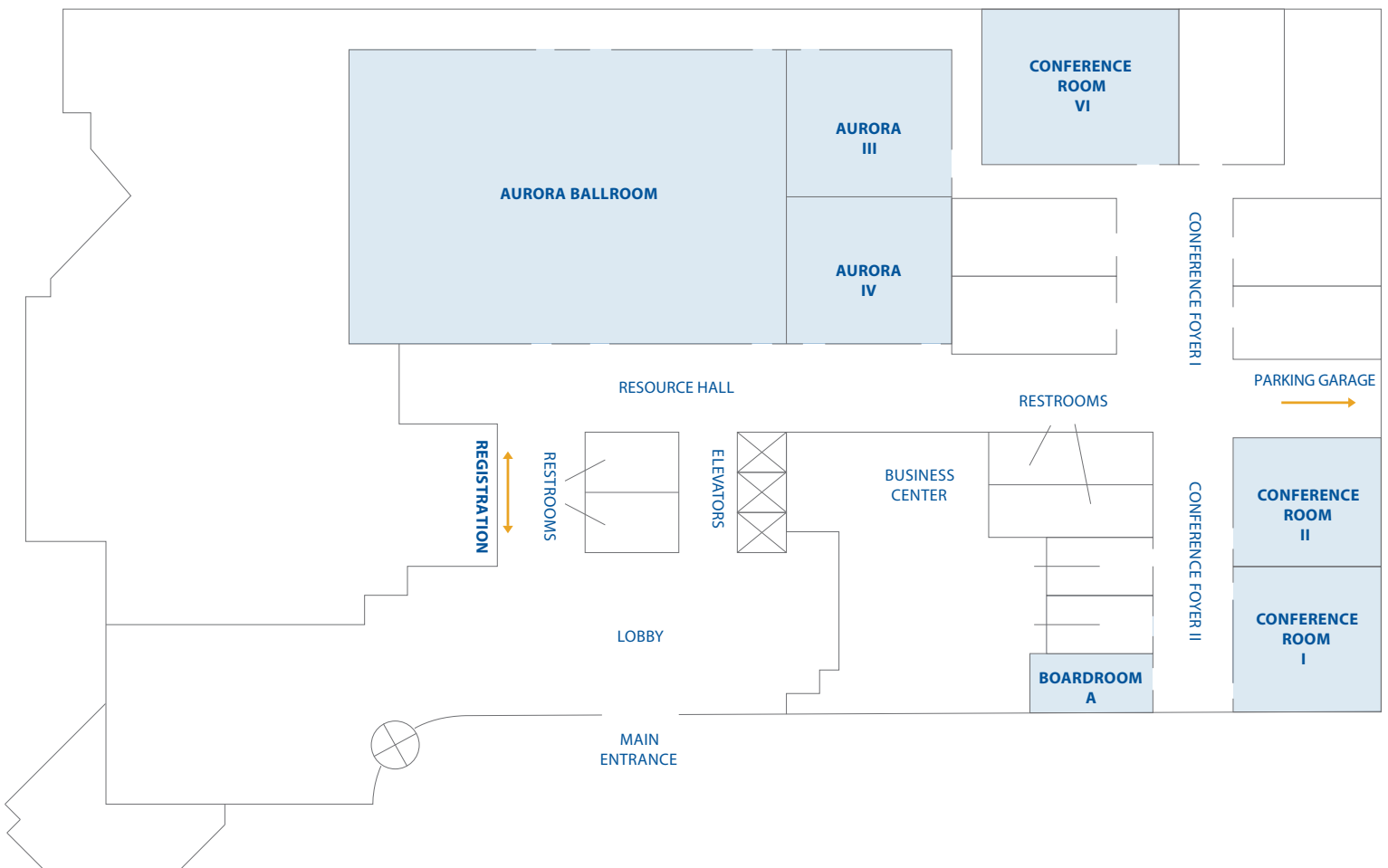
Simone Campbell has served as Executive Director of NETWORK since 2004. She is a religious leader, attorney, and poet with extensive experience in public policy and advocacy for systemic change. In Washington D.C., she works on issues that help “mend the gaps” in income and wealth in the U.S., focused specifically on how they disproportionately affect people of color and women. Around the country, she is a noted speaker and educator on these public policy issues.

During the 2010 congressional debate about healthcare reform, she wrote the famous “nuns’ letter” supporting the reform bill and got 59 leaders of Catholic Sisters to sign on. This action was cited by many as critically important in passing the Affordable Care Act.

She has led five cross-country “Nuns on the Bus” trips, focused on economic justice, comprehensive immigration reform, voter turnout, bridging divides in politics and society, and (most recently) mending the gaps in wealth and access in our nation.

She is also the author of *A Nun on the Bus: How All of Us Can Create Hope, Change, and Community*.

FACILITY MAP



MONDAY

	Aurora III	Aurora IV	Conference Room I	Conference Room II	Conference Room VI
7:30 – 8:30 a.m.	Registration and Breakfast in Aurora Foyer and Ballroom				
8:30 – 9:45 a.m.	Welcome and General Session: State of Flux: A Policy Conversation in Aurora Ballroom				
9:45 – 10:00 a.m.	BREAK				
10:00 – 11:30 a.m.	Member Experience: From Application Through Renewal	Best Practices for Collaborating with Counties	Maximize Your Impact: Hosting Successful Enrollment Events	Got Coverage Problems? Assisting Clients with Health Coverage	System Improvements: From OE4 to OE5
11:30 – 11:45 a.m.	BREAK				
11:45 a.m. – 12:45 p.m.	Do I Qualify? An Overview of the Updated Eligibility Notice of Action	Colorado's Funding Priorities	Influencing Local Health Care Beyond Enrollment	Hot Off the Press: Data from the 2017 Colorado Health Access Survey	Ask the Experts: Q&A with PEAK and Connect for Health Colorado
12:45 – 1:30 p.m.	Lunch in Aurora Ballroom				
1:30 – 2:15 p.m.	General Session: Sister Simone Campbell in Aurora Ballroom				
2:15 – 2:30 p.m.	BREAK				
2:30 – 4:00 p.m.		Assisting the Justice Involved	Cultural Competency: Honoring Human Diversity in Our Profession	Meet Aunt Bertha: Introduction to the Assistance Network Scheduling Tool	Got Coverage Problems? Assisting Clients with Health Coverage
4:00 – 5:00 p.m.	Reception in Aurora and Conference Foyers <i>Light hors d'oeuvres and drinks will be served. Entertainment by the Drew Morell Trio.</i>				

TUESDAY

	Aurora III	Aurora IV	Conference Room I	Conference Room II	Conference Room VI
7:30 – 8:30 a.m.	Registration and Breakfast in Aurora Foyer and Ballroom				
8:30 – 9:15 a.m.	General Session: Self-Care is Not Selfish in Aurora Ballroom				
9:15 – 9:30 a.m.	BREAK				
9:30 – 10:30 a.m.	Got Health Insurance? Using Community Convenings to Advance Community Health	Defining the Narrative: Consistent Communication During an Uncertain Time	Promising Practices in Outreach and Enrollment	Fewer Coloradans Are Eligible but Not Enrolled: A Look at the Most Recent Numbers	Incorporating HIL in an Enrollment Appointment
10:30 – 10:45 a.m.	BREAK				
10:45 a.m. – 12:15 p.m.	System Improvements: from OE4 to OE5	Making the Most of Your Time: Business Processes for Effective Appointments	Home and Community Based Services Waivers and Health First Colorado Medicaid Buy-in Programs 101		Staying Healthy and Happy on the Job: Ideas for Building Your Resiliency Toolkit
12:15 – 1:15 p.m.	Lunch in Aurora Ballroom				
1:15 – 3:00 p.m.	General Session: Speed Training				



- Visit the Resource Hall to collect materials related to open enrollment, connect with colleagues, and share your key takeaways on this year's Engagement Wall.
- Presentations from the conference will be posted to www.ckf.cchn.org following the event.



7:30 a.m.

Registration and Breakfast
Aurora Ballroom and Foyer

8:30 – 8:45 a.m.

Welcome – Aurora Ballroom
Lt. Governor Donna Lynne

8:45 – 9:45 a.m.

State of Flux: A Policy Conversation – Aurora Ballroom

State of Flux brings together Colorado leaders in health policy and coverage to answer the most prominent questions of the day surrounding health coverage, access, and future policy.

Contributors: Jeff Bontrager, Director of Research on Coverage and Access, Colorado Health Institute; Michael Conway, Deputy Commissioner of Insurance for Consumer and Compliance Services, Colorado Division of Insurance; Gretchen Hammer, Medicaid Director, Colorado Dept. of Health Care Policy and Financing; Kate Harris, Policy and External Affairs Director, Connect for Health Colorado
Moderator: Michael Booth, health journalist

10:00 – 11:30 a.m.

Concurrent Sessions

Member Experience: From Application Through Renewal

Aurora III

Assisting a member through the application process is generally not where an assister's relationship with the member ends. This session will highlight common member experiences during the first year enrolled in Health First Colorado or Child Health Plan Plus (CHP+), including times they may need additional support.

April Shelton, Colorado Dept. of Health Care Policy and Financing

Maximize Your Impact: Hosting Successful Enrollment Events

Conference Room I

Enrollment events can be an efficient way to sign up the maximum number of individuals for health insurance, in the shortest amount of time. This session will highlight the best practices for staging an event, logistics, marketing and leveraging partnerships. Participants will have an interactive experience that will better prepare them for addressing the challenges of a shortened enrollment period.

Jesse Lopez, Aurora Community Assistance Network; Eivi Colmenero, Servicios De La Raza

Got Coverage Problems? Assisting Clients with Health Coverage

Conference Room II

Note: Also at 2:30 today in Conference Room VI

Help your clients learn to navigate the resources they need when they have trouble with their health coverage. We'll discuss how to work with Connect for Health Colorado, the Dept. of Health Care and Financing, the Division of Insurance, and the health insurance carriers on everything from appealing eligibility determinations to questioning denied claims.

Jason Lapham, Colorado Division of Insurance; Molly McClug, Connect for Health Colorado; Joelle Morrison, Colorado Dept. of Health Care Policy and Financing

System Improvements: From OE4 to OE5

Conference Room VI

Note: Also at 10:45 on Tuesday in Aurora III

PEAK and Connect for Health Colorado systems are updated frequently to make the application and enrollment process more efficient. This session provides an overview of the changes to both systems since OE4 ended, and new updates which will be in place prior to OE5.

Teri Slater, PEAK Outreach Initiative; Ian McMahon, Connect for Health Colorado

11:30 – 11:45 a.m.

Break

11:45 a.m. – 12:45 p.m.

Concurrent Sessions

Do I Qualify? An Overview of the Updated Eligibility Notice of Action

Aurora III

Be one of the first to see the new Eligibility Notice of Action (NOA) that is scheduled to start going out later this year. This session will provide an overview of the new NOA, highlighting important changes to the letter's look, language, and feel.

Becky McKinney, Colorado Dept. of Health Care Policy and Financing

Colorado's Funding Priorities

Aurora IV

Colorado has new foundations beginning to break out their priorities on a big stage, and revered longtime foundations who have subtly shifted some community priorities -- we ask how they got there and where they plan to go next.

Amy Latham, Colorado Health Foundation; Cari Davis, Colorado Springs Health Foundation; Whitney Connor, Rose Community Foundation; Linda Reiner, Caring for Colorado Foundation; Michael Booth, health journalist

Influencing Local Health Care Beyond Enrollment

Conference Room I

Helping your community members get enrolled in coverage is vital, but have you wondered if there were some other ways you can turn your experiences as an assister into being an activist for better health care in your community? This session provides ideas and insight into how to engage in health policy issues at the local and state levels. This session is designed to cover a spectrum of options for ways you may be able to influence the health care landscape that you are enrolling community members into.

Dan Gibbs, Summit Board of County Commissioners; Adam Fox, Colorado Consumer Health Initiative; Rebecca Swanson, Mental Health Colorado

Hot Off the Press: Data from the 2017 Colorado Health Access Survey

Conference Room II

Data from the 2017 CHAS were just released and will provide an analysis of the impact of state and federal health reform efforts in Colorado. This session will highlight key findings from the CHAS, such as how many Coloradans remain uninsured and why, the affordability of their care, the extent to which Coloradans have access to mental health and substance use treatment, access and barriers to care, and more.

Jeff Bontrager, Colorado Health Institute

Ask the Experts: Q&A with PEAK and Connect for Health Colorado

Conference Room VI

This session offers an opportunity to ask questions of PEAK and Connect for Health Colorado Subject Matter Experts.

Teri Slater, PEAK Outreach Initiative; Ian McMahon, Connect for Health Colorado

12:45 – 1:30 p.m.

Lunch – Aurora Ballroom

1:30 – 2:15 p.m.

General Session: **Keynote by Sister Simone Campbell**
Aurora Ballroom

2:15 – 2:30 p.m.

Break

2:30 – 4:00 p.m.

Concurrent Sessions

Assisting the Justice Involved

Aurora IV

This session, geared toward assisters, will talk about working with the justice involved population and what it means to be involved in the justice system. The discussion will highlight the various ways people may be incarcerated such as in prisons and jails, as well as under supervision in the community such as residing in a community corrections facility or on probation. We will discuss the eligibility requirements and coverage options available for people who are justice involved. We'll also talk about how community-based organizations can identify, contact, and work collaboratively with agencies and organizations within the justice system to ensure the justice involved are able to access and enroll in the coverage they are eligible for.

Terri Hurst, Colorado Criminal Justice Reform Coalition

Cultural Competency: Honoring Human Diversity in Our Profession

Conference Room I

Human beings are all different, so the health solutions they choose will be different according to their gender identity, cultural background, sexual orientation, and age. How will we navigate these differences as we assist them, with care and compassion? How do the regions where people live, whether urban, rural or tribal; the political affiliations, beliefs or frustrations they may be experiencing during this unprecedented time in our nation; and the languages they do or do not speak impact how we will assist them? In this interactive session, we will explore the concepts of diversity, inclusivity, and identity as we tune our practice to become more skillful.

Sabrina Sideris, INVST Community Studies, University of Colorado

Meet Aunt Bertha: Introduction to the Assistance Network Scheduling Tool

Conference Room II

Join us for a technical walk-through and programmatic discussion of the new Assistance Network Scheduling and Data Collection tool. Representatives from Aunt Bertha, our partner organization who powers the Scheduler, will be available for a live demonstration of the system. Health Coverage Guides and Certified Application Counselors who plan to use this tool for scheduling and reporting, should consider attending to ensure you are ready to use this tool during Open Enrollment.

Gabriela Aguilar, Connect for Health Colorado; Ezra Watland, Connect for Health Colorado

Got Coverage Problems? Assisting Clients with Health Coverage

Conference Room VI

Note: Also at 10:00 on Monday in Conference Room II

Help your clients learn how to navigate the resources they need when they have trouble with their health coverage. We'll discuss how to work with Connect for Health Colorado, the Dept. of Health Care and Financing, the Division of Insurance, and the health insurance carriers on everything from appealing eligibility determinations to questioning denied claims.

Jason Lapham, Colorado Division of Insurance

4:00 – 5:00 p.m.

Reception in Aurora & Conference Foyers



7:30 a.m.

Breakfast and Registration
Aurora Ballroom and Foyer

8:30 – 9:15 a.m.

Self-Care is NOT Selfish: Creative Tools for Transforming Compassion Fatigue and Vicarious Trauma – Aurora Ballroom

You pay an emotional price for doing the work that you do. You hear difficult stories daily and are frequently exposed to traumatic details from clients and co-workers. Compassion Fatigue has been called “a disorder that affects those who do their work well” (Figley). We will review the definitions of compassion fatigue, vicarious trauma, burn out, and moral distress; you will identify your signs and symptoms and resources will be shared for daily self-care.

Kay Glidden and Beth Reynolds, Compassion Resiliency

9:30 – 10:30 a.m.

Concurrent Sessions

Got Health Insurance? Using Community Convenings to Advance Community Health

Aurora III

Communities across Colorado are beginning to find gains in health insurance literacy by providing educational events geared toward providing the basics to community members who want to get the most out of the insurance they’ve purchased for themselves, and their families. Come and learn some tips and tricks for planning a community educational meeting that meets your organizations goals and doesn’t break the bank.

Michele Ames, Michele Ames Consulting

Defining the Narrative: Consistent Communication During an Uncertain Time

Aurora IV

This year’s Open Enrollment period will pose unique communication challenges. Consistency will be key to reducing consumer confusion. Join us for a session outlining agency specific messages to help consumers and those helping them understand the current health insurance eligibility and enrollment landscape. Attention will be paid to both public and private programs and what consumers can expect when seeking affordable health insurance options. This session will provide clarification of what we know and where to find information and updates specific to Colorado in a rapidly changing health insurance environment.

Luke Clark, Connect for Health Colorado; Vincent Plymell, Colorado Division of Insurance; Marc Williams, Colorado Dept. of Health Care Policy and Financing

Promising Practices in Outreach and Enrollment

Conference Room I

This session showcases a new report from Colorado Covering Kids and Families and the Colorado Health Foundation on the most promising outreach and enrollment (O&E) practices in Colorado based on the work of the 10 organizations that participated in the Colorado Health Foundation’s Community Approach to O&E funding opportunity. The report is written for organizations and communities beginning their own O&E program for health coverage, and provides new approaches for those who are already doing this work.

Jessica Rosenthal, Covering Kids and Families; Sarah Reynolds, Boulder County Healthy Kids and Adults; Danielle McQueen, Family and Intercultural Resource Center; Representative, Hilltop Health Access

Fewer Coloradans Are Eligible but Not Enrolled: A Look at the Most Recent Numbers

Conference Room II

With the ACA in full swing, Colorado continues to chip away at the percentage of residents who lack coverage even though they are eligible for public insurance or financial assistance through Connect for Health Colorado. Who is this eligible but not enrolled (EBNE) population, and why do they remain uninsured? During this session, the Colorado Health Institute will share data from the 2015 EBNE report, looking at trends over time and geography that can help inform outreach and enrollment efforts.

Emily Johnson, Colorado Health Institute

Incorporating HIL In an Enrollment Appointment

Conference Room VI

Let’s face it. Giving a full health insurance terminology and literacy crash course during an enrollment appointment isn’t usually feasible. So, how can you infuse your enrollment appointments with health insurance literacy (HIL) content without bogging down the process of enrollment? This workshop style session will present some ideas for how to integrate language that supports health insurance literacy during appointments and then gives you a chance to develop additional ideas with fellow assistors.

Mirna Castro, Servicios de La Raza; Stacey Wright, Tri-County Health

10:30 – 10:45 a.m. Break
10:45 a.m. – 12:15 p.m. Concurrent Sessions

System Improvements: From OE4 to OE5

Aurora III

Note: Also at 10:00 on Tuesday in Conference Room VI

PEAK and Connect for Health Colorado systems are updated frequently to make the application and enrollment process more efficient. This session will provide an overview of the changes to both systems since OE4 ended, and new updates which will be in place prior to OE5.

Dale Whyte, PEAK Outreach Initiative; Ian McMahon, Connect for Health Colorado

Making the Most of Your Time: Business Processes for Effective Appointments

Aurora IV

This session will provide tips, strategies and best practices for conducting efficient enrollment appointments, including the use of “pre-appointment” interviews, customer “checklist” packets, translation services, and document upload capabilities. Additional items will focus on opportunities for customer self-service, including account creation and password resets. Presenters will explore the use of “group enrollments,” a practice that allows multiple customers to complete the eligibility application at once, giving brokers and assistants more time to focus on finalizing enrollments.

Jesse Lopez, Aurora Community Assistance Network; Eivi Colmenero, Servicios De La Raza

Home and Community Based Services Waivers and Health First Colorado Medicaid Buy-In Programs 101

Conference Room I

Health First Colorado Medicaid Buy-in and waiver programs help many Coloradans manage their health and improve health outcomes. Participants will learn what makes someone eligible for the Buy-in programs and Long-Term Services and Supports waivers, the application and enrollment process for waivers, and the benefits available.

Becky McKinney, Colorado Dept. of Health Care Policy and Financing

Best Practices for Collaborating with Counties

Aurora IV

SESSION HAS MOVED TO MONDAY AT 10:00 A.M.

Learn more about county departments of human/social services and best practices for building trusting relationships and collaborating with county staff. Get tips for identifying the correct person to contact at each county, and discuss strategies for building and maintaining trusting relationships based on panelists’ experiences.

Joshua Montoya, Colorado Dept. of Health Care Policy and Financing; Linda Gann, Connect for Health Colorado; Saphia Elfituri, Connect for Health Colorado; Michelle Trujillo, Mesa County; Joseph Rivera and Patricia Whitten, Valley-Wide Health Systems

Staying Healthy and Happy on the Job: Ideas for Building Your Resiliency Toolkit

Conference Room VI

Now that you know the definitions of Compassion Fatigue and Vicarious Trauma during the general session we will share even more ideas for building resiliency including a low impact debriefing tool that can be shared with your peers. More signs and symptoms will be discussed to create self-awareness and hands on tools, strategies and resources will be shared for increasing happiness and healthiness.

Kay Glidden and Beth Reynolds, Compassion Resiliency

12:15 – 1:15 p.m. Lunch – Aurora Ballroom
1:15 – 3:00 p.m. General Session: **Speed Training**
Aurora and Conference Foyers



THANK YOU

The Building Better Health Planning Committee members and organizations would like to thank all of those who have dedicated themselves to removing the barriers to health access through their work to cover all Coloradans.



Building Better Health is funded by:



The Colorado Health Foundation™