

Member Experience

Application through Renewal

Department of Health Care Policy and
Financing

Sep-17



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Department of Health Care
Policy & Financing

Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**



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Objective

- Provide an overview of the member experience from application through renewal



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Member Experience

Current Member Experience



Member Experience

- 3 Key Components



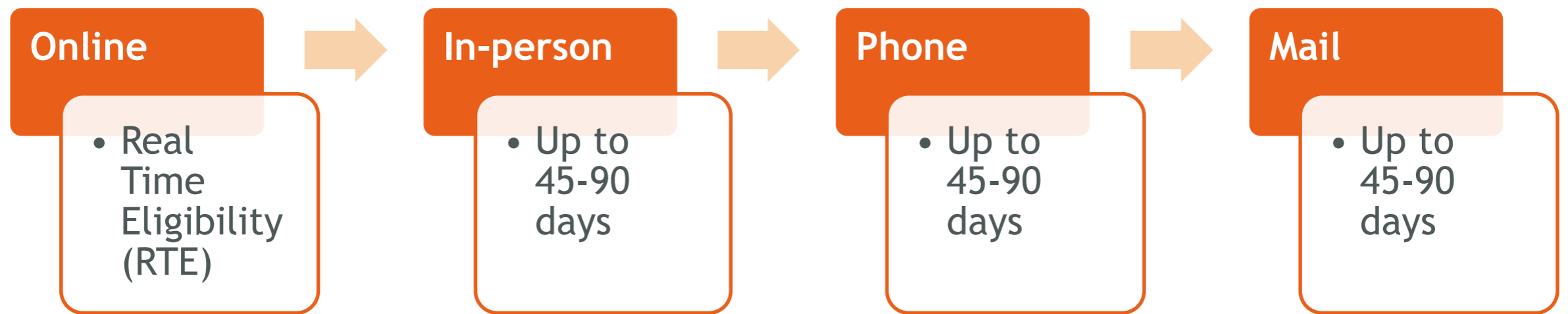
Getting Covered

- Apply
 - Online
 - In-person
 - Phone
 - Mail



Apply
(the way
you want to)

Processing Timeframes



Apply
(the way
you want to)



For Some

- Need More Information
 - Additional information may be requested to determine benefits
 - Citizenship - when it cannot be verified through an interface, the member will be required to provide original documentation with information such as;
 - Birth certificate
 - Report of Birth Abroad
 - Adoption Paperwork



Apply
(the way
you want to)



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For Some

- Need More Information
 - Additional information may be requested to determine benefits
 - Identity - when it cannot be verified through an interface, the member will be required to provide original documents with information such as;
 - Identification card issued by the Federal, State or local government with the same information included on driver's licenses
 - Other forms of acceptable identify verification



For Some

- Disability and Level of Care Decision
 - Hospital Level of Care
 - Participant's needs are similar to that of a person in a hospital. They have acute care needs or their condition is unstable and unpredictable.
 - Nursing Facility Level of Care
 - Participant's needs are similar to that of a person in a nursing facility. They require regular medical care and 24-hour nursing care.
 - Intermediate Level of Care for Individuals with Intellectual Disabilities (ICF-IID) Level of Care
 - Participant's needs are similar to that of a person in an ICF-IID facility. They require regular medical care and rehabilitation.

Apply
(the way
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Approve or Deny



Verifications

- Verification Check List
 - Informs applicant of what they need to provide and by when
 - May be allowed Reasonable Opportunity Period (ROP) to provide requested verifications
 - Examples include:
 - Income that can be identified via interface



Correspondence

- Notice of Action (NOA)
 - Include applicant's case number & Medical ID number (State ID)
 - Applicants are notified by the communication preference they specify (*e-mail, U.S. Mail*)
 - NOA is generated by CBMS & includes notifications for Medicaid, CHP+, APTC and Cost Sharing Reductions (CSR)



Correspondence

- Notice of Action (NOA)
 - Applicants are notified by the communication preference they specify (*e-mail, U.S. Mail*)
 - Notice of Action is generated by the Colorado Benefits Management System & includes notifications for Health First Colorado Medicaid, Children's Health Plan Plus, and the insurance marketplace, Connect for Health Colorado



Apply
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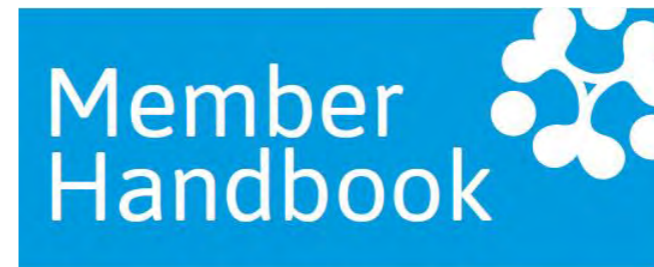
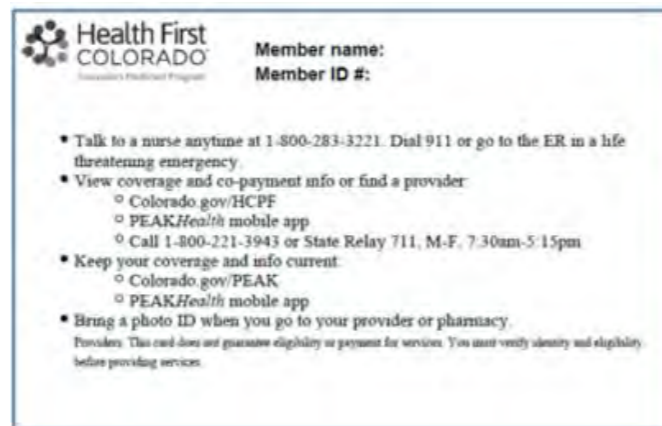


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Getting Enrolled

- Member ID card
- Welcome Letter



Welcome Letter



If you are hearing impaired call TTY: 1-888-876-8864
Alternative formats of this document will be provided upon request. For more information call 303-839-2120.



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May 8, 2017

John Smith
12345 Anywhere St
City, ST ZIP

Your member number:
999999

Dear John,

Welcome to Health First Colorado (Colorado's Medicaid Program)! Health First Colorado is a public health insurance for Coloradans who qualify.

The enclosed booklet includes the following information about Health First Colorado:

- Health care coverage and plan options
- How to find a provider and get care
- Benefits and services
- Child and youth well care
- How to file a complaint or appeal
- Your rights and responsibilities
- Nondiscrimination rights

Find out more about your benefits at HealthFirstColorado.com.

What happens next?

As a Health First Colorado member, you can pick the health plan that is right for you. In the coming weeks, you will get a letter from us telling you about your health plan choices. Your health plan options are based on where you live.

How can I learn about my health plan options now?

Call Health First Colorado Enrollment for information about your health plan options at 1-888-367-6557 or TTY 1-888-876-8864, Monday-Friday, 8:00 a.m. to 5:00 p.m.

Sincerely,

Health First Colorado Enrollment

Septiembre 2, 2016

Su Numero de miembro:
999999

Estimado John,

Bienvenido a Health First Colorado (Programa de Medicaid de Colorado)! Medicaid en Colorado ahora se llama "Health First Colorado (Programa de Medicaid de Colorado)." Medicaid es aseguranza medica publica para gente de Colorado con bajos ingresos que califiquen.

El folleto incluido le explica sus beneficios y servicios de Health First Colorado (Programa de Medicaid de Colorado). En el folleto usted encontrara informacion sobre:

- Como iniciar
- Cobertura de salud y opciones de planes
- Como encontrar un proveedor y recibir servicios de cuidado
- Cuales servicios y beneficios son cubiertos
- Servicios de cuidado para niños y jovenes
- Como reportar una queja o para apelar
- Derechos y responsabilidades

Que sigue despues?

Miembros de Health First Colorado (Programa de Medicaid de Colorado) pueden escoger el plan de salud en el que quieren inscribirse. En las proximas semanas, va a recibir una carta de Health First Colorado Enrollment informandole de opciones de planes de salud de Health First Colorado (Programa de Medicaid de Colorado). Usted necesitara decirnos en cual plan de salud se quiere inscribir.

Con quien me puedo contactar para mas informacion sobre mis beneficios?

Antes escoger un plan de salud, usted puede llamar a Health First Colorado Member Contact Center para mas informacion sobre sus beneficios. Contacte Health First Colorado Member Contact Center al 1-800-221-3943/State Relay 711, Lunes a Viernes de 7:30 a.m. - 5:15 p.m.

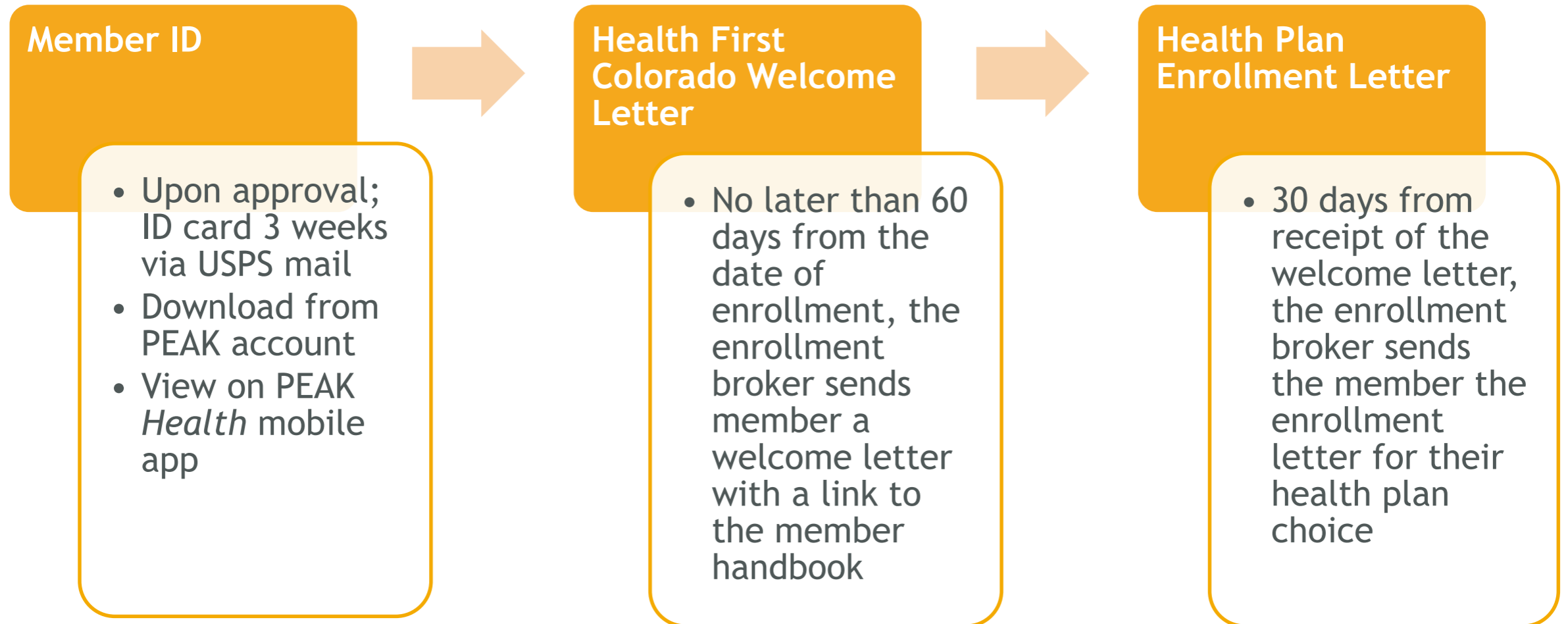
Con quien me puedo contactar sobre lo que califico?

Contacte su Departamento de Recursos Humanos/Servicios Sociales local de su condado. Su Departamento de Recursos Humanos/Servicios Sociales de su condado le puede ayudar a aplicar por beneficios y actualizar su informacion. Usted puede encontrar informacion de contacto en Colorado.gov/HCPF/Counties

Sinceramente,
Health First Colorado



Timeframes



Getting Covered...continued

- Income Letter
 - Member must update if error
 - Update in PEAK account, in person or by mail



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Getting Covered...continued

- Renewal Letter
 - Sent 2 months before date of initial application date



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Getting Covered...continued

- Termination Letter
 - Over income
 - No longer meet eligibility criteria for program



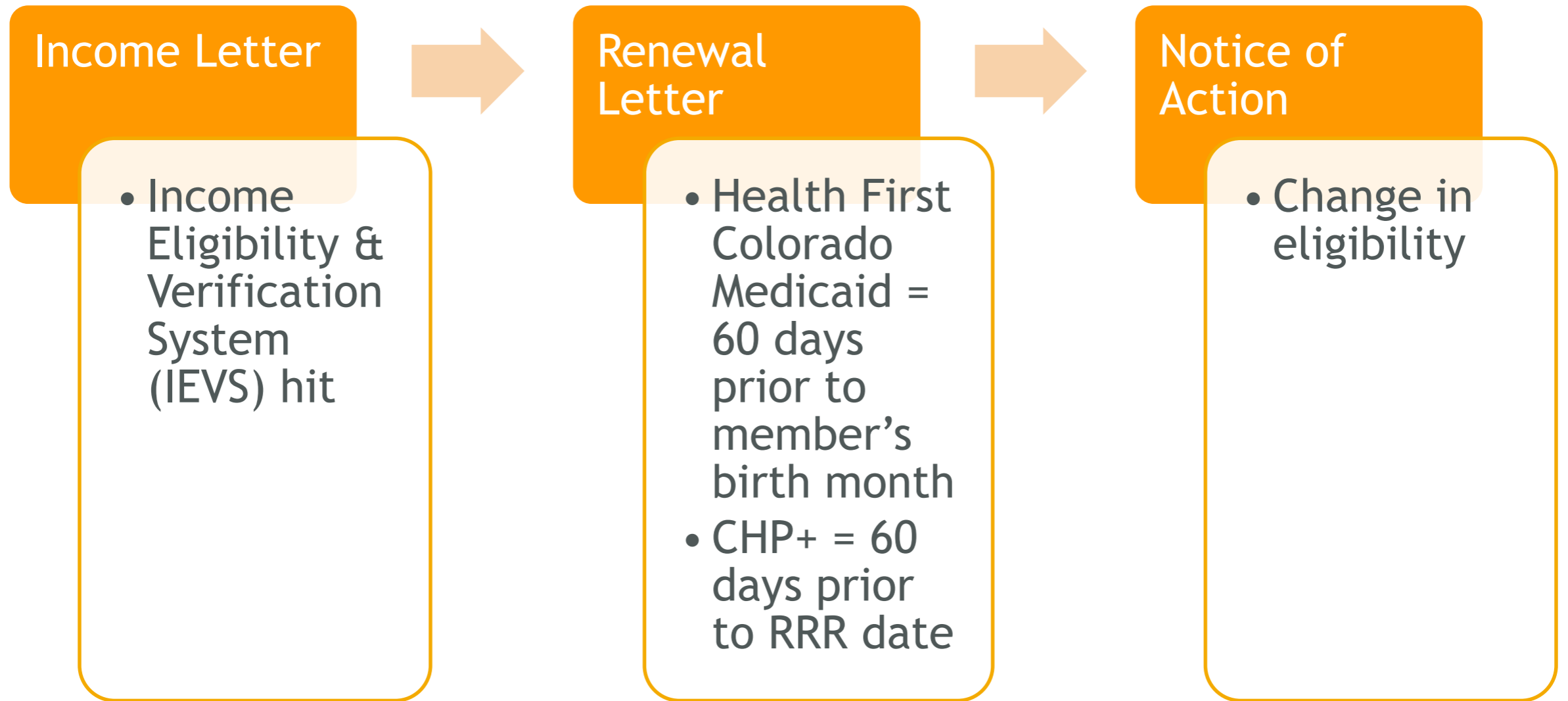
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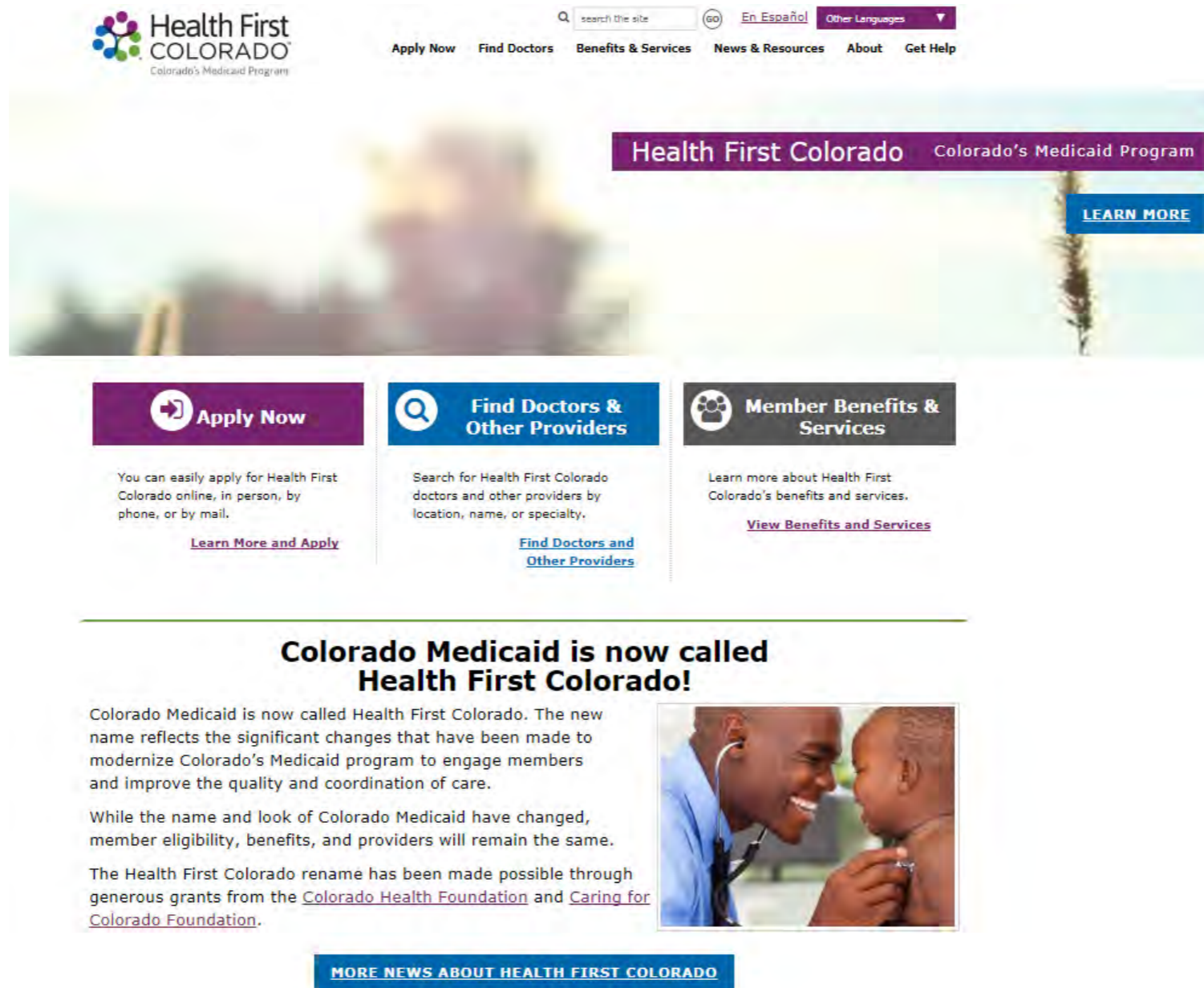
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Timeframes



Find-a-Provider



The screenshot shows the top of the Health First Colorado website. At the top left is the logo for Health First Colorado, with the text "Colorado's Medicaid Program" below it. To the right is a search bar with the text "search the site" and a "GO" button. Further right are language options: "En Español" and "Other Languages" with a dropdown arrow. Below these are navigation links: "Apply Now", "Find Doctors", "Benefits & Services", "News & Resources", "About", and "Get Help".

The main banner features a blurred image of a person. On the right side of the banner, there is a purple bar with the text "Health First Colorado Colorado's Medicaid Program" and a blue button labeled "LEARN MORE".

Below the banner are three service buttons:

- Apply Now**: "You can easily apply for Health First Colorado online, in person, by phone, or by mail. [Learn More and Apply](#)"
- Find Doctors & Other Providers**: "Search for Health First Colorado doctors and other providers by location, name, or specialty. [Find Doctors and Other Providers](#)"
- Member Benefits & Services**: "Learn more about Health First Colorado's benefits and services. [View Benefits and Services](#)"


A horizontal line separates this section from the announcement below.

Colorado Medicaid is now called Health First Colorado!

Colorado Medicaid is now called Health First Colorado. The new name reflects the significant changes that have been made to modernize Colorado's Medicaid program to engage members and improve the quality and coordination of care.

While the name and look of Colorado Medicaid have changed, member eligibility, benefits, and providers will remain the same.

The Health First Colorado rename has been made possible through generous grants from the [Colorado Health Foundation](#) and [Caring for Colorado Foundation](#).



[MORE NEWS ABOUT HEALTH FIRST COLORADO](#)

Find-a-Provider



search the site



[En Español](#)

[Other Languages](#)

[Apply Now](#)

[Find Doctors](#)

[Benefits & Services](#)

[News & Resources](#)

[About](#)

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Health First Colorado
Doctors

PEAKHealth App

Accountable Care
Collaborative

Other Programs

[Print Search Results](#)

[Jump To Map](#)

Search for nearby doctors, dentists, clinics, and pharmacies:

Find Providers Near Me ([find me](#))

Enter an address, city, or zip

within **New Patients:**

Find Providers By Name

Enter a provider name

Find Providers By Health Plan

Any health plan

Find Providers By Type

Any provider type

Find Providers By Specialty

Any specialty type

[Search](#)

[Reset](#)

39,163 providers found. 100 shown.

Solley, Matthew

Physician — Emergency Medicine

1024 S Lemay Ave — Fort Collins, CO 80524

Phone: 303-306-7783 — [Get Directions](#)

Gender: Male — Accepting New Patients: No

Meza, Janine

Physician — Specialist

1601 E 19th Ave, Suite 3650 — Denver, CO 80218

Phone: 303-226-7400 — [Get Directions](#)

Gender: Female — Languages: Spanish — Accepting New Patients: No

Laporte, Kayla

Nurse Practitioner — Nurse Practitioner

1400 E Boulder St, Suite 600 — Colorado Springs, CO 80909

Phone: 719-364-6487 — [Get Directions](#)

Gender: Female — Accepting New Patients: Yes

ADA Compliant: Yes

Courtyard Care Center



Listings now include languages spoken by the provider, gender, website links, and whether the provider is currently accepting new patients.

Need help? See [How To Find a Health First Colorado Doctor](#) and our [Frequently Asked Questions](#).

Questions or Concerns?



Thank You!



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