

# *Member Experience*

## Application through Renewal

Department of Health Care Policy and  
Financing

Sep-17



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# *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



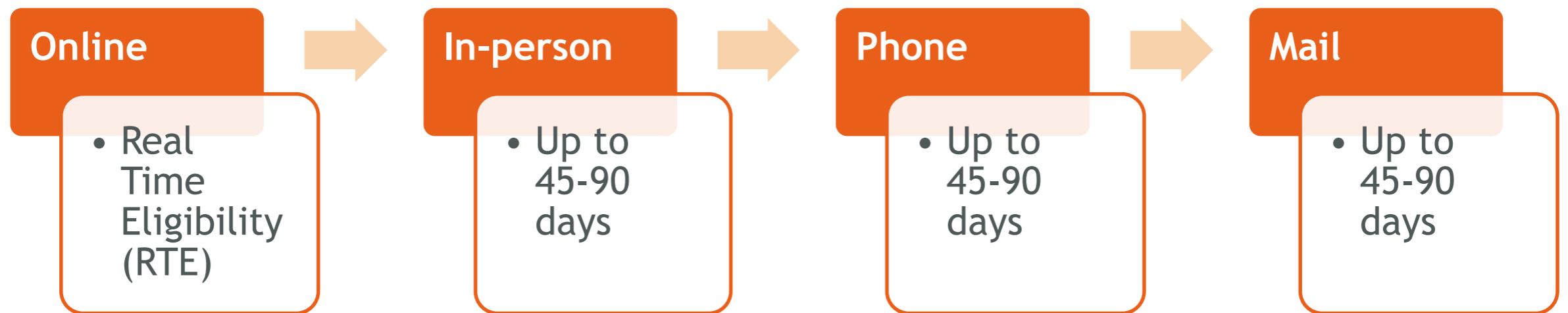
# Getting Covered

- 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  
you want to]



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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  
(the way  
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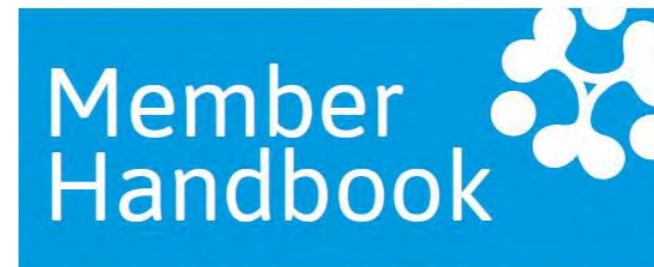
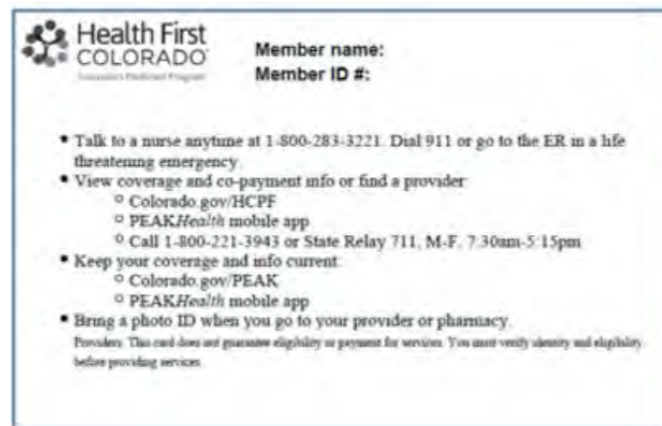


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# Getting Enrolled

- Member ID card
- Welcome Letter



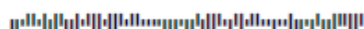
# Welcome Letter



Colorado's Medicaid Program

*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.

May 8, 2017



John Smith  
12345 Anywhere St  
City, ST ZIP

1-1

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](http://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**



Colorado's Medicaid Program

*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.

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](http://Colorado.gov/HCPF/Counties)

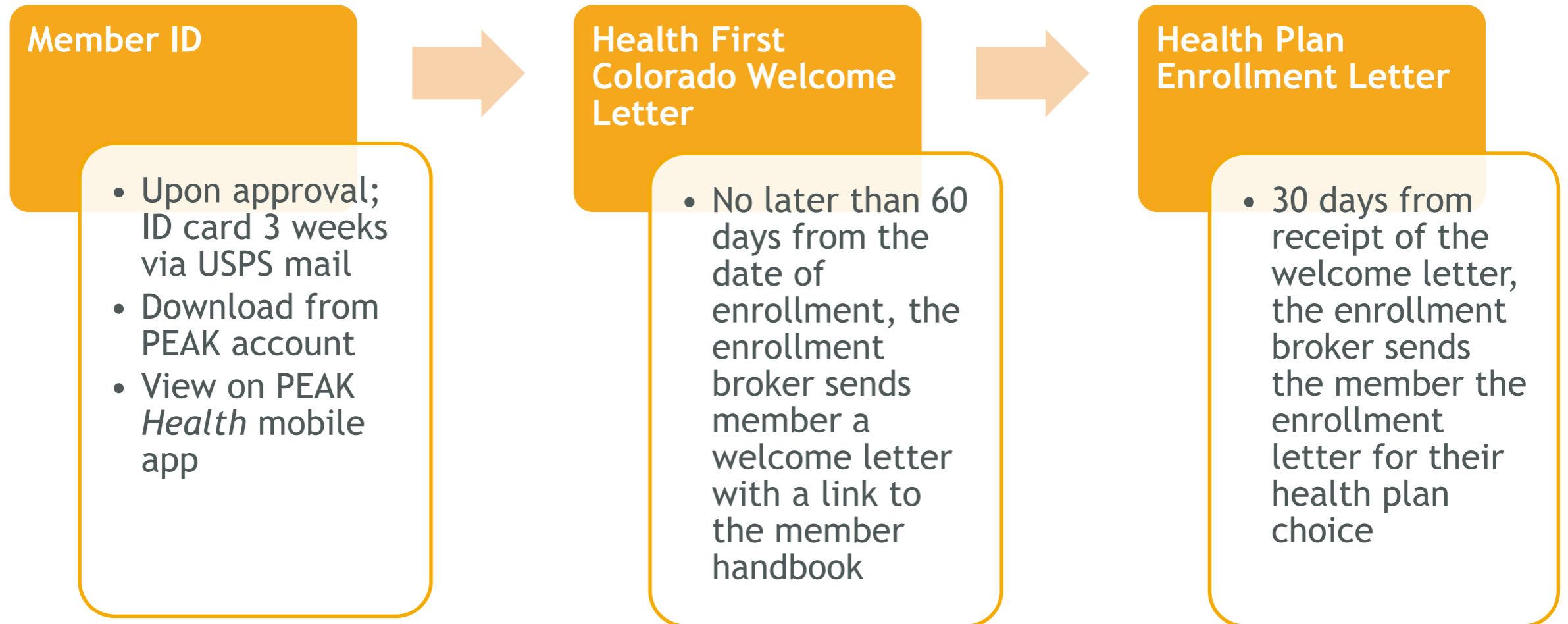
Sinceramente,  
**Health First Colorado**



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# Timeframes



# *Getting Covered...continued*

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



Apply  
(the way  
you want to)



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# *Getting Covered...continued*

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



Apply  
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# *Getting Covered...continued*

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



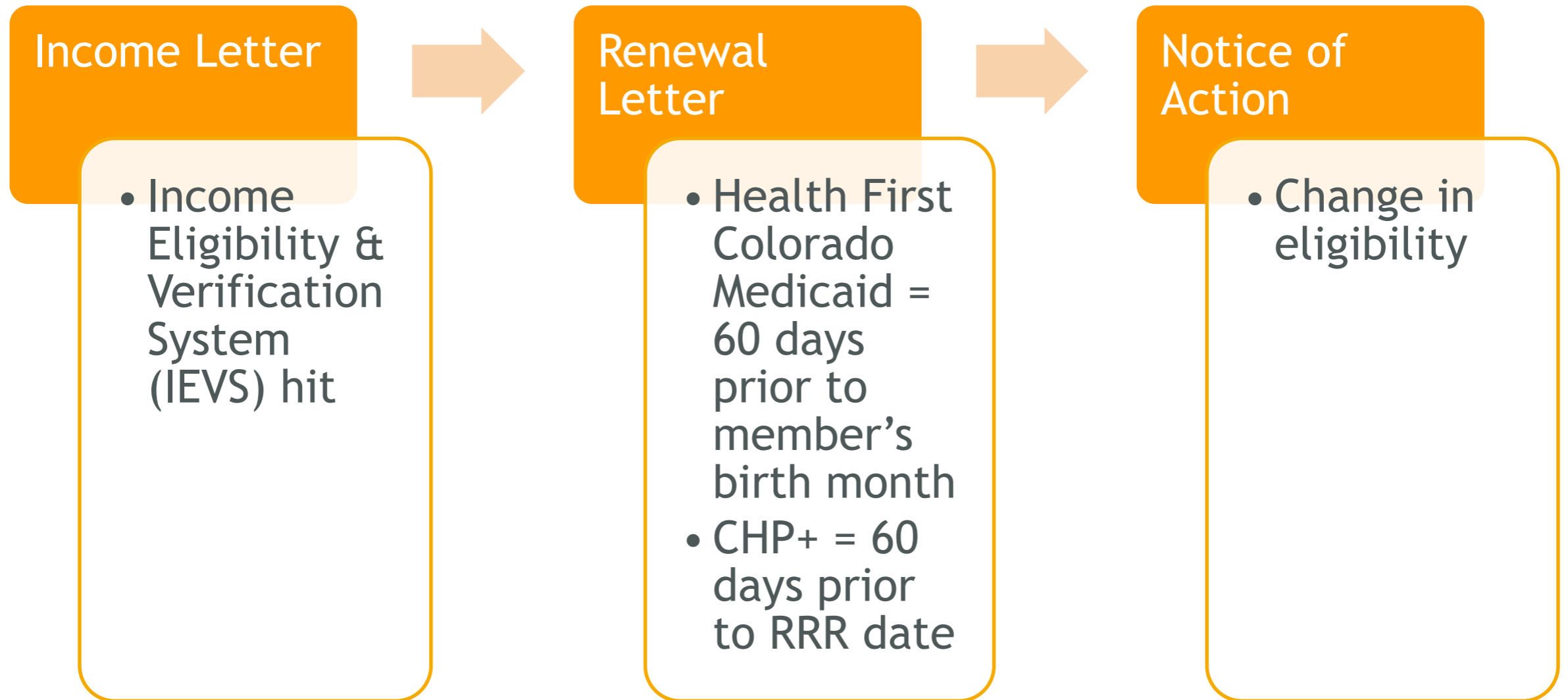
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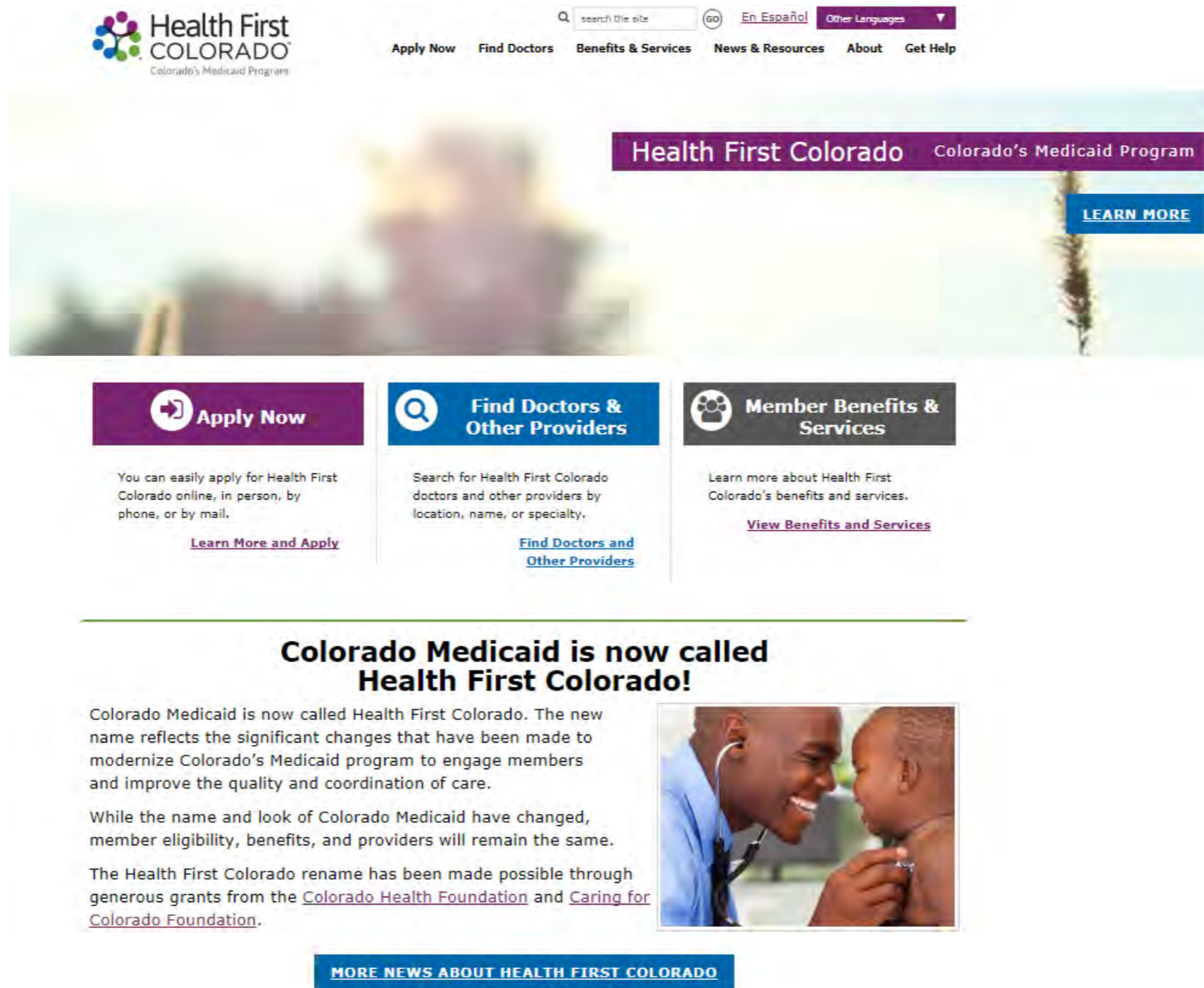
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# Timeframes



# 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". Below these are navigation links: "Apply Now", "Find Doctors", "Benefits & Services", "News & Resources", "About", and "Get Help".

The main banner area 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 main service buttons:

- Apply Now**: A purple button with a white icon of a person. Below it, text reads: "You can easily apply for Health First Colorado online, in person, by phone, or by mail." and a link: "Learn More and Apply".
- Find Doctors & Other Providers**: A blue button with a white magnifying glass icon. Below it, text reads: "Search for Health First Colorado doctors and other providers by location, name, or specialty." and a link: "Find Doctors and Other Providers".
- Member Benefits & Services**: A dark grey button with a white icon of a group of people. Below it, text reads: "Learn more about Health First Colorado's benefits and services." and a link: "View Benefits and Services".

Below these buttons is a section titled "Colorado Medicaid is now called Health First Colorado!". The text explains the name change and mentions grants from the Colorado Health Foundation and Caring for Colorado Foundation. To the right of this text is a photograph of a doctor examining a child's chest.

At the bottom of this section is a blue button labeled "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](#)
- [Get Help](#)

- [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](#))

within  **New Patients:**

**Find Providers By Name**

**Find Providers By Health Plan**

**Find Providers By Type**

**Find Providers By Specialty**

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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