



# COLORADO COVERING KIDS AND FAMILIES MONTHLY COALITION MEETING

**Friday, May 28, 2018**

**9:00a.m.-10:30a.m.**

## **Connect for Health Colorado Updates**

Ian McMahon and Saphia Elfituri from Connect for Health Colorado provided an overview of the New Shared Eligibility System, and the 2018 legislative session.

## **Overview of the New Eligibility System**

- Connect for Health Colorado is building a new online application and eligibility system for Advanced Premium Tax Credits (APTC) and Cost Sharing Reductions (CSR). Eligibility determinations for APTC and CSR will no longer come from the Colorado Benefits Management System (CBMS).
- The goal is to increase the number of real time eligibility determinations and real time verification requests. Customers will be able to see their eligibility determination at the end of their session.
- Connect for Health Colorado will send customers eligibility notices for APTC and CSR.
- Families in mixed eligibility households with family members eligible for Health First Colorado (Colorado's Medicaid Program) and/or Child Health Plan *Plus* (CHP+) and Connect for Health Colorado will receive one notice from Connect for Health Colorado, and one from CBMS.
- If an applicant starts in PEAK, CBMS will still send eligibility information to Connect for Health Colorado, but it will not be a finalized determination.
- County and Medical Assistance site eligibility technicians will be able to see a preliminary eligibility determination for CSR and APTC in CBMS, but they will not be able to see the dollar amount. The final determination will be in the Connect for Health Colorado eligibility system.
- The Connect for Health Colorado Medical Assistance site will still provide case management and customer service for mixed eligibility households.
- Individuals will not be required to provide verification to both Connect for Health Colorado and CBMS. If CBMS verifies citizenship, for example, the Connect for Health Colorado system will not request that information.
- Assisters may share their thoughts, feedback, and concerns about the New Eligibility System with the Connect for Health Colorado team at [NESinput@c4cho.com](mailto:NESinput@c4cho.com),
- Visit <http://connectforhealthco.com/about-us/stakeholders-and-board/advancing-technology/> for updates.

**Q:** Will this go live before open enrollment?

**A:** The timeline is early October, or potentially in September.

**Q:** Will Connect for Health Colorado be providing information about this at the Building Better Health (BBH) Conference?

**A:** Yes. Additionally, Connect for Health Colorado is developing a sandbox that will be available in late August.

Liz Tansey, CKF is working with assisters to make sure BBH will meet their training needs. If you have any thoughts or ideas about how you would like to receive training on the New Eligibility System at BBH, contact Liz at [ltansey@cchn.org](mailto:ltansey@cchn.org).

### **State Legislative Session**

- The Health Insurance Provider Fees and Fee Disclosure bill, SB-136, passed and will go into effect in August. This bill allows brokers to charge a fee when customers enroll in plans that do not pay the broker a commission. Brokers will be required to notify customers of their fees ahead of time. This bill applies to plans sold through Connect for Health Colorado, as well as plans sold outside of the exchange.
- The 1332 State Waiver Catastrophic Health Plans bill, SB-132, passed and will go into effect in 2020. The bill requires the insurance commissioner to analyze the cost of expanding catastrophic plans to adults over 30 years old. The analysis will evaluate if this will increase net premiums or decrease APTC usage. As long as implementing the bill will not increase net premiums or decrease APTC, the commissioner will be required to submit 1332 Waiver to allow individuals over 30 without a hardship exemption to enroll in a catastrophic plan.

### **CHP+ and Health First Colorado Updates**

Nina Schwartz and Sharla Williams provided a general overview of HCPF updates, and the new eligibility site survey.

### **General Department Updates**

- HCPF is preparing for the implementation of Phase II of the Accountable Care Collaborative (ACC). HCPF's informational resources about ACC Phase II can be found here: <https://www.colorado.gov/pacific/hcpf/accphase2>. On this page sign up for HCPF's newsletter to receive regular updates.
- HCPF is sending letters to Health First Colorado members about ACC Phase II in mid-June.

**Q:** Will assisters be able to see specific clients' ACC Phase II letters in CBMS, or just the general letters on the website?

**A:** The letters are not sent through CBMS, so the general letters will be on the website.

- The federal administration proposed a 15-billion-dollar rescission package that includes a seven-billion-dollar cut to the Children's Health Insurance Program (CHIP) budget. HCPF does not anticipate that this will have any impact on Colorado. HCPF will analyze the proposal if it goes forward.

**Q:** Why would the rescission proposal not impact CHP+ in Colorado?

**A:** The proposal targets two buckets of CHIP funds. The first is the Child Enrollment Contingency Fund, and the second involves unobligated state allotments from prior years. As of now the proposal has not moved forward. HCPF cannot analyze the rules until both houses of Congress pass the proposal.

- HCPF and Connect for Health Colorado are releasing an updated paper medical assistance application soon. HCPF is hosting two informational webinars about the application and publishing a desk aid for guidance.
  - Click [here](#) to register for the webinar on May 29, 2018 at 2:00p.m.
  - Click [here](#) to register for the webinar on June 1, 2018 at 9:00a.m.
- Click [here](#) to review HCPF's summary of the 2018 legislative session.
- Click [here](#) to see the IEVS Webinar PowerPoint.

### **New eligibility site survey**

- Starting June 1, all Certified Application Assistance Sites (CAAS), Presumptive Eligibility (PE) sites, Medical Assistance (MA) sites, and hospital out stationing sites will be required to share a survey with the members they assist. This survey is a pilot project that will allow Health First Colorado and CHP+ members the opportunity to provide feedback on the assistance they received.
- The survey will be available in English and Spanish and will evaluate Health First Colorado and CHP+ members experiences at the site.
- Several coalition members expressed their concerns about members getting overwhelmed by the amount of surveys that they are asked to fill out.
- See the surveys in [English](#) and [Spanish](#).

**Q:** How do assisters make sure members fill out the surveys?

**A:** Members can use their phone, tablet, and computer to complete it. It is not required to provide a space for them to complete the survey on-site.

**Q:** What will be done with the results, and what information will assisters get back?

**A:** Sharla is compiling the data and sharing it with the state contract managers for sites. They can choose to disclose the results to program managers. If there is something concerning in the results, sites will be contacted. HCPF is discussing the best way to share the information they collect through the survey.

**Q:** If a site already surveys members, can they combine HCPF's questions with the existing survey?

**A:** No. During the pilot period HCPF is collecting the results to determine if the project should continue.

**Q:** Are all CAAS, PE, and MA sites required to share the survey with clients?

**A:** Yes.

**Q:** Was this pilot started because of complaints from Health First Colorado and CHP+ members?

**A:** No. HCPF is using the survey to collect member feedback and show their commitment to improve member experiences.

**Q:** Are there incentives for members to fill out the survey?

**A:** There are no incentives for members to fill out the survey, but HCPF is looking into site incentives.

## **CKF Updates**

Cam Goldstein provided a summary of CKF's recently published [Quarterly Health First Colorado and CHP+ Enrollment Analysis](#).

### Health First Colorado Children's Caseload

- The Health First Colorado Children's Caseload decreased by two percent in the first quarter of 2018.
- Some children may have lost coverage due to an increase in household income, or issues with verifications. CKF is working with HCPF to learn more.
- The decrease may also be connected to federal immigration reform efforts.

### CHP+ Caseload

- The CHP+ caseload increased by 10 percent in the first quarter of 2018.
- Some children that lost coverage through Health First Colorado enrolled in CHP+, but the increase does not match the decrease in the children's Health First Colorado caseload.
- The federal reauthorization of CHIP funding may be connected to the increase.
- A coalition member shared that more people became aware of CHP+ because of the increased presence in the news. They have seen in an increase in CHP+ enrollments.

### Health First Colorado Adult Caseload

- The Health First Colorado Caseload increased by less than one percent in the first quarter of 2018.

## **Coalition Member Updates and Information Sharing**

- A coalition member shared that they are seeing fewer clients come in for life change events.