



2019
ANNUAL
REPORT

Covering Kids and Families (CKF), a program of the Colorado Community Health Network, is dedicated to improving how Coloradans access and retain affordable health coverage.

We accomplish this by supporting community-based organizations, bridging the experiences of community-based assisters with state agencies, and advocating for policy and systems improvements.

The health coverage programs we focus on are Health First Colorado (Colorado's Medicaid Program), Child Health Plan *Plus* (CHP+), and subsidized private insurance through Colorado's state-based marketplace, Connect for Health Colorado.

MISSION

CKF works to improve how Coloradans access and retain affordable health coverage.

VALUES

COLLABORATION: CKF connects and communicates proactively with members and other partners, working together to boost positive outcomes.

DEPENDABILITY: CKF is persistent in addressing issues, and strives to be credible, effective, and thorough.

OBJECTIVITY: CKF is a practical partner, approaching problems with curiosity, not judgement, and evaluating situations from a variety of perspectives.

FLEXIBILITY: CKF recognizes that the needs of the community come first, and is able to adapt its focus quickly to those needs.

EQUITY: CKF strives to leverage its resources toward achieving equitable health outcomes for all Coloradans.

The heart of CKF is our statewide network of outreach and enrollment professionals, community-based organizations, application assistance sites, brokers, health care providers, and advocates. CKF's members work to enroll eligible Coloradans in Health First Colorado, CHP+, and subsidized private insurance through Connect for Health Colorado.

Members of CKF's network help Coloradans enroll in health coverage all throughout the state.





10 network meetings

Monthly meetings connect CKF members with peers and ensure they receive regular updates from HCPF and Connect for Health Colorado.



10 newsletters

CKF's newsletters keep our network informed about CKF news, training opportunities, and important system and health policy changes.



New website and blog

CKF launched a new [website](#) and [blog](#) covering topics like program and system changes, enrollment trends, and tips for interacting with clients.



Enrollment Analyses

2019 Health First Colorado and CHP+ Enrollment Analysis

- [Q1, July 2019](#)
- [Q2, August 2019](#)
- [Q3, November 2019](#)



Job Aid for Assisters

- [Public Charge Timeline, December 2019](#)
- [Key Points for Assisters to Help Clients Understand the Final Public Charge Regulation, July 2019](#)
- [Immigration Status Eligibility for Health Insurance Affordability Programs, July 2019](#)
- [Images of Commonly Used Immigration Documentation, July 2019](#)



Throughout the year, CKF kept the network up-to-date on policy changes that could impact Health First Colorado, CHP+, and Connect for Health Colorado. CKF participated in and advocated for state-level changes to simplify, streamline, and coordinate eligibility and enrollment processes. CKF:

- **Gathered feedback** from network members to improve training and resources for Connect for Health Colorado's New Eligibility System.
- **Raised questions and concerns** from network members to HCPF about upcoming changes to Medical Assistance sites and issues assisters were encountering after the CBMS Transformation project.
- **Participated in HCPF's Consolidated Return Mail Work Group** to streamline the processing of returned mail for Health First Colorado members. CKF advocated for a simplified process that focuses on the impact on members who lose coverage due to the issue of returned mail.
- **Advocated** for HCPF's report on member churn to include specific and actionable data.

DID YOU KNOW?

At the end of December 2019, 1,013,720 Coloradans were enrolled in Health First Colorado MAGI programs, and 75,277 were enrolled in CHP+.

In August 2019, the U.S. Department of Homeland Security published a final public charge rule, following a proposed rule in 2018. The rule and subsequent lawsuits and injunctions created confusion about the rule's implementation and had a chilling effect on enrollment.

CKF monitored and updated the network on the final rules' judicial challenges and implementation through email updates, monthly newsletter, monthly meeting, blog posts, and other publications. CKF created a [timeline](#) of key moments in the public charge debate since the first draft order was circulated in January 2017. CKF also created a [webpage](#) with resources created by CKF and other state and national partners



Community Health Center Outreach and Enrollment Support

Three in-person meetings (January in Lakewood, May in Colorado Springs, and September in Grand Junction).

CCHN/CHAMPS Outreach and Enrollment Distance Learning Series for all Community Health Center staff in Region VIII (Colorado, Wyoming, Montana, Utah, North Dakota, and South Dakota). Three sessions were held over the summer:

- [Social Determinants of Health 101 for Community-Facing Staff](#)
- [Preparing for Open Enrollment 7: Outreach to Specific Populations](#)
- [Self-Care: Building Resiliency and Burnout Prevention](#)

Eight monthly support calls, a Community Health Center specific webinar about public charge rule changes, and individual technical assistance.

CoverCO Training for Assisters

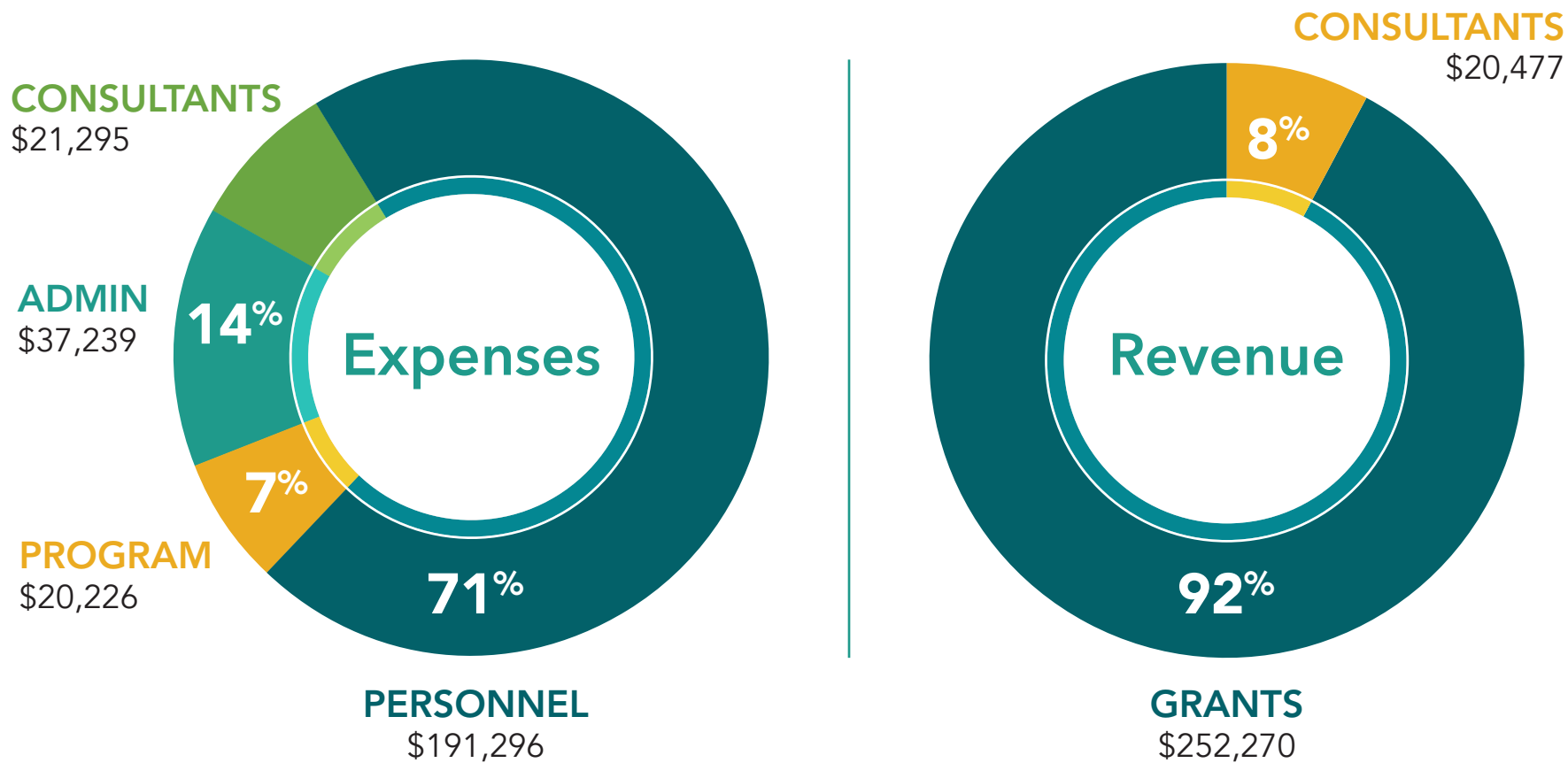
CKF worked with the Building Better Health Planning Committee, represented by CKF, the Colorado Department of Health Care Policy and Financing, Connect for Health Colorado, the Colorado Division of Insurance, PEAK Outreach Initiative, and Colorado Consumer Health Initiative to plan the CoverCO tour which included training, professional development, resources, networking, and support. CoverCO was held in September and October 2019 with events in Greeley, Durango, Grand Junction, Keystone, Pueblo, and Denver.

All Kids Covered

CKF continued to play a leadership role with all Kids Covered (AKC) in 2019. AKC is a non-partisan coalition advocating for policies to reduce the number of uninsured children in Colorado. AKC leadership met quarterly with HCPF to share information and advocate for improved policies, including supporting the governor's budget request to fully fund CHP+. Through AKC, CKF monitored and submitted feedback on the public option proposal and advocated that the final bill should expand coverage to the population to those who cannot gain access to affordable coverage, including those without proper documentation and those who fall into the family glitch.

WIC Learning Community

Alongside the Colorado Department of Public Health and Environment and Kaiser Permanente Institute for Health Research, CKF was part of a leadership team coordinating a learning community of 12 WIC agencies innovating to increase WIC enrollment and retention in Colorado.



CKF is thankful to the continued support from the following foundations:

- Caring for Colorado Foundation
- The Colorado Health Foundation
- Rose Community Foundation
- The Bureau of Primary Health Care



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In 2019, **Stephanie Brooks**, who was formerly CKF Senior Project Manager, became the Policy Director at CCHN.

Allison Summerton

Aurora Coverage Assistance
Network Program Manager
Aurora Mental Health Center
Term: August 2019 - July 2022

Bethany Pray

Health Care Program Director
Colorado Center on Law and Policy
Term: May 2017 - April 2020

Krystin Beadling

Financial Counselor
Yampa Valley Medical Center
Term: August 2019 - July 2022

Rashonda Gordon

Practice Manager
Healthy Communities Denver
Term: July 2019 - June 2022

Rory Thomes

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PEAK Outreach Initiative
Boulder County Human Services
Term: January 2019 - December 2022

Rosie Duran

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Larimer Health Connect
Health District of Northern Larimer County
Term: July 2019 - June 2022

Stephanie Arenales

Consumer Assistance Program Manager
Colorado Consumer Health Initiative
Term: January 2019 - December 2022

Stephanie Brooks

Policy Director
Colorado Community Health Network
Term: May 2019 - April 2022

CKF is thankful to **Tonya Bruno**, **Elise Neyerlin**, and **Joe Rivera** whose Advisory Committee terms ended in 2019.

THANK YOU



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