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2020
ANNUAL
REPORT
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Covering Kids and Families (CKF), a program of Colorado Community Health Network (CCHN), is dedicated to improving how Coloradans access and retain affordable health coverage. CKF accomplishes 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 CKF focuses on are Health First Colorado (Colorado's Medicaid Program) and Child Health Plan *Plus* (CHP+), programs administered by the Colorado Department of Health Care Policy and Financing (HCPF), 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 quickly adapts its focus 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 enroll eligible Coloradans in Health First Colorado, CHP+, and subsidized private insurance through Connect for Health Colorado.



DID YOU KNOW?

At the end of December 2020, 1,404,220 Coloradans were enrolled in Health First Colorado and 65,860 were enrolled in CHP+.



Monthly Network Meetings

In 2020, CKF held 13 meetings. Monthly meetings connect CKF members with peers and provide a unique opportunity to receive regular updates from the Department of Health Care Policy and Financing (HCPF) and Connect for Health Colorado.



Advocacy Work Group Meetings

CKF's Advocacy Work Group, which launched in 2020, has over 20 members from organizations across the state. Advocacy priorities include enrollment systems issues, training and support for assisters, and immigrants access to health coverage.



Newsletters and Communications

CKF's newsletters keep members informed about important system and health policy changes, as well as training opportunities, resources, and CKF news. In 2020, 12 monthly newsletters and 12 COVID-19 weekly newsletters were distributed.



Enrollment Analyses

2019 & 2020 Health First Colorado and CHP+ Enrollment Analysis

- [Q4 \(2019\) February 2020](#)
- [Year in Review \(2019\) February 2020](#)
- [Q1 May 2020](#)
- [Q2 August 2020](#)
- [Q3 November 2020](#)



Job Aid for Assisters

- [Public Charge Timeline and Printer Friendly Version](#), last updated January 2020
- [Key Points for Assisters to Help Clients Understand COVID-19 and Public Charge](#), March 2020
- [Public Charge and COVID-19](#), March 2020
- [COVID-19 Policy and Program Updates for Health Coverage Programs](#), first published May 2020, last updated October 2020
- [Best Practices for Conducting Enrollment Appointments on Zoom](#), May 2020
- [COVID-19 Public Health Emergency Overview](#), August 2020



Blog Posts

- [In 2020, CKF published five blog posts](#)

COVID-19 Advocacy and Education

From the start of the COVID-19 Public Health Emergency (PHE) in March 2020, CKF pivoted activities to focus on the needs of assisters. CKF prioritized sharing timely and comprehensive information of eligibility and enrollment-related changes through weekly email updates and twice monthly CKF meetings. As HCPF was implementing COVID-19 guidance from the federal government, CKF regularly engaged in conversations with HCPF on the implementation and content of activities. Examples include the lock-into coverage for Health First Colorado and CHP+, speed letters to members about COVID-19 PHE policies, and HCPF's outreach campaign.

CKF:

- **Provided feedback on a speed letter** for clients locked-into coverage due to the COVID-19 PHE with suggestions for improvements on clarity and readability.
- **Submitted comments to the Division of Insurance** for the proposed COVID-19 Special Enrollment Period on Connect for Health Colorado.
- **Encouraged HCPF** to publish guidance on remote enrollment assistance during the COVID-19 PHE, including sharing examples from other states and providing input on the draft memo.
- **Advocated for policies** that support coverage, retention, and improve the member experience at the end of the PHE such as a full eligibility determination at the end of the PHE prior to disenrollment.

Non-COVID-19 Advocacy

Throughout the year, CKF kept members 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:

- **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 because of returned mail.
- **Provided feedback to HCPF** on the letter to clients affected by the Colorado Benefits Management System (CBMS)/InterChange mismatch.
- **Advocated for clarity and communication** from HCPF on the transition from Medical Assistance sites to Eligibility Application Partner sites.
- **Advocated for improvements** to PEAK to improve useability, including adding a pathway to apply for Emergency Medicaid on PEAK.
- **Submitted comments on federal and state policies** that would affect Coloradans accessing coverage, such as federal changes to the affidavit of support for immigrants, and changes to the state's uniform health plan application.

Community Health Center Outreach and Enrollment Support

As part of CCHN, CKF supported Community Health Center Outreach and Enrollment Managers in 2020 with:

- One in-person and three virtual meetings (January in Lakewood, May, September, and December virtually).
- CCHN/Community Health Association of Mountain/Plains States (CHAMPS) Health Equity Learning Series for all Community Health Center staff in Region VIII (Colorado, Wyoming, Montana, Utah, North and South Dakota). Three sessions were held over the summer:
 - [Health Equity is Social Justice: Health Centers in the Context of Racial and Social Justice](#)
 - [Health Equity in the Context of COVID-19](#)
 - [Organizational Commitment and Strategies for Health Equity Communication](#)
 - [Applying the Health Equity Lens: Serving People with Disabilities](#)

CoverCO Training for Assisters

CKF worked with Connect for Health Colorado and the Building Better Health planning committee to plan CoverCO. The event was held virtually October 6-8, with 541 attendees.

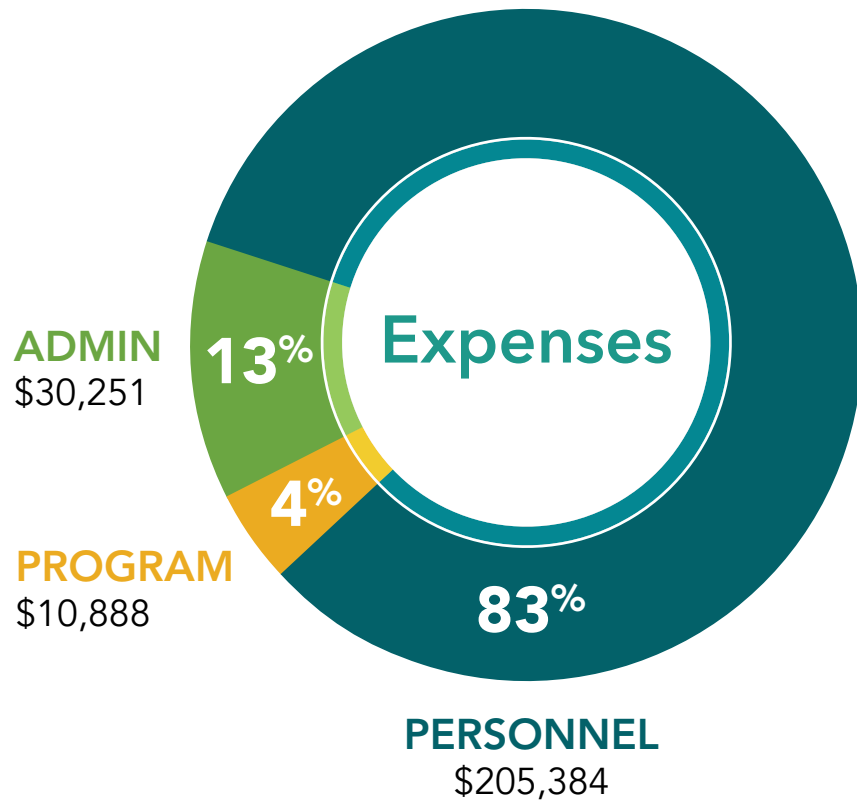
All Kids Covered

All Kids Covered (AKC) is a non-partisan coalition which advocates for policies to reduce the number of uninsured children in Colorado. CKF, along with the Colorado Children's Campaign and the Colorado Consumer Health Initiative lead AKC. AKC leadership met with HCPF bi-monthly to share information and advocate for improved policies.

Through AKC, CKF shared concerns about the sunset of the Healthy Communities program, discussed current outreach and enrollment work, and advocated for the needs of members during the COVID-19 public health emergency.

Ensuring Children's Access to Medicaid

CKF, with partners at the Colorado Center on Law and Policy, Colorado's American Academy of Pediatrics chapter, and Colorado's Family Voices chapter, represent Colorado as one of five states participating in an advocacy project supported by Manatt Health Strategies and the Robert Wood Johnson Foundation focused on ensuring children have access to needed Medicaid services during and beyond the COVID-19 crisis. Colorado priorities include protecting enrollment and due process after the COVID-19 PHE is lifted, protect early and periodic screening, diagnostic and treatment (EPSDT) and related provider reimbursement, protect children's access to home health services, and to reduce administrative burdens through enrollment system fixes.



CKF is thankful for support from the following foundations:

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



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In 2020, **Grace Trautman** joined CKF as Communications Coordinator.

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Term: August 2019 - July 2022

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Term: May 2020 - April 2023

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Term: August 2019 - July 2022

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Term: May 2019 - April 2022

CKF is thankful to **Rashonda Gordon** and **Rosanne Ernst** whose Advisory Committee terms ended in 2020.

THANK YOU



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