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WELCOME – presentation starting soon



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COLORADO
Department of Health Care
Policy & Financing



CONNECT FOR HEALTH COLORADO

GETTING READY FOR OE9 FOR ASSISTERS



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Today's Agenda

- Welcome and Introductions
- Setting the Stage
- Technology and Policy Updates
- Certification Training
- Resources and Supports
- Wrap-up and Reminders



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Introductions

- Elizabeth Horng, Senior Manager of Broker and Assister Operations
- Ezra Watland, Director of Marketing and Communications Strategy
- Assistance Network (AN) Team
 - Ashley Blevins, Enrollment and Enablement Program Manager
 - Alicia Plantz, Outreach & Enrollment Specialist
 - Heather Taber, AN Representative



SETTING THE STAGE

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RESOURCES.
CONNECTIONS.
SUPPORT.

Assistance Network 0E9

Enrollment Assistance Network



40

Assistance Sites

234

Trained & Certified Health Coverage Guides
and Certified Application Counselors

*Source: C4HCO's [By the Numbers](#)



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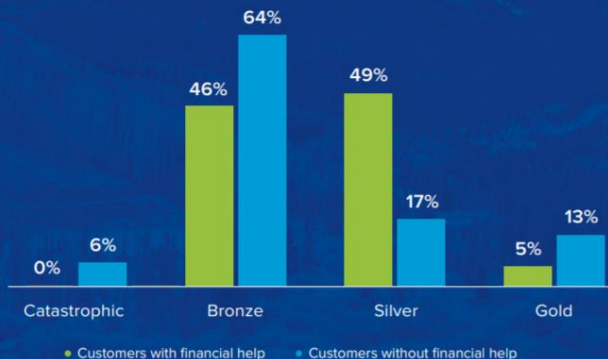
Setting the Stage

During Open Enrollment:



179,661
Coloradans Covered for 2021!

2021 Plan Choice by Metal Tier



128
virtual and socially
distanced enrollment
events hosted by
Assistance Network sites

6,286
customers made appointments directly with an Assister
through the Assistance Network Scheduler tool



6%
of all Marketplace
customers enrolled
through an Assister

*Source: C4HCO's [By the Numbers](#)

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Setting the Stage

2021 Numbers

\$152

Average monthly net premium after tax credits for customers receiving financial help in 2021

\$394

Average monthly plan premium for customers NOT receiving financial help in 2021

69%

of Marketplace customers are receiving financial help in 2021



Costs at a Glance: 2017-2021

This Open Enrollment, our non-financially assisted customers saw a slight decrease in their plan premium costs. However, because the cost of premiums decreased in many areas of the state, most customers who qualified for financial help also received a lower financial help amount to apply to a 2021 health insurance plan.

Financially assisted customers who did not change their plan likely saw an increase in their net premium (the monthly payment after tax credits are applied).

Average Monthly Plan Costs



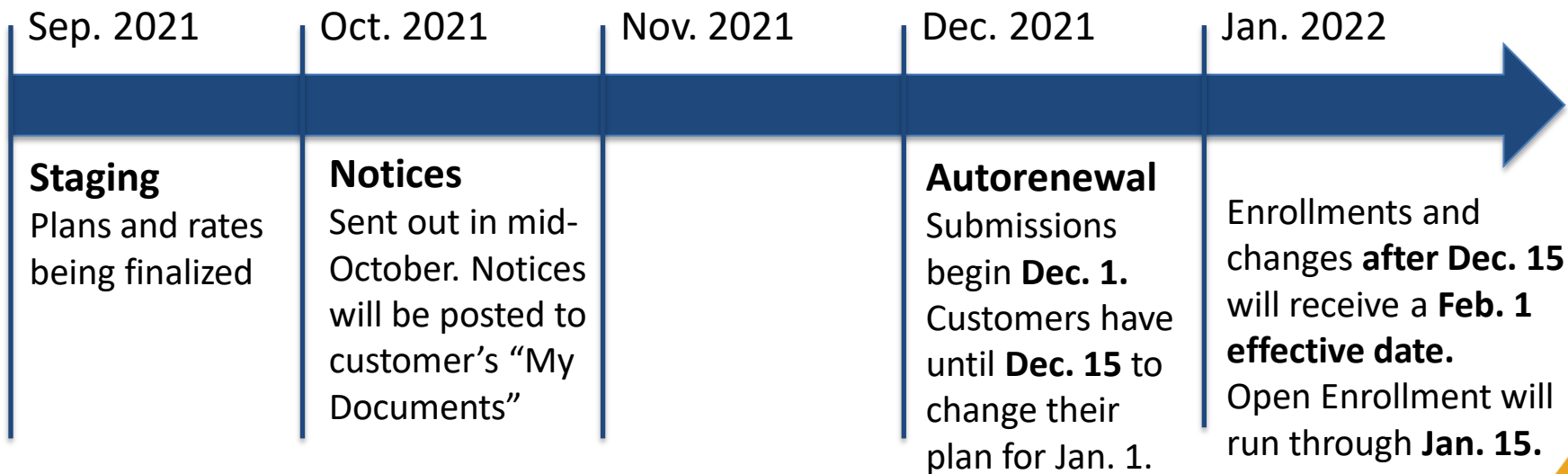
Performance At a Glance (Apr 15-July 31)

- 217,271 Coloradans Enrolled in 2021
- 271k visitors to our homepage
- Website users increased 47% over last month
- Brokers and Assisters have helped 55% of customers
- Assister Appointments up more than 10% in comparison to last year



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Renewals for Plan Year 2022

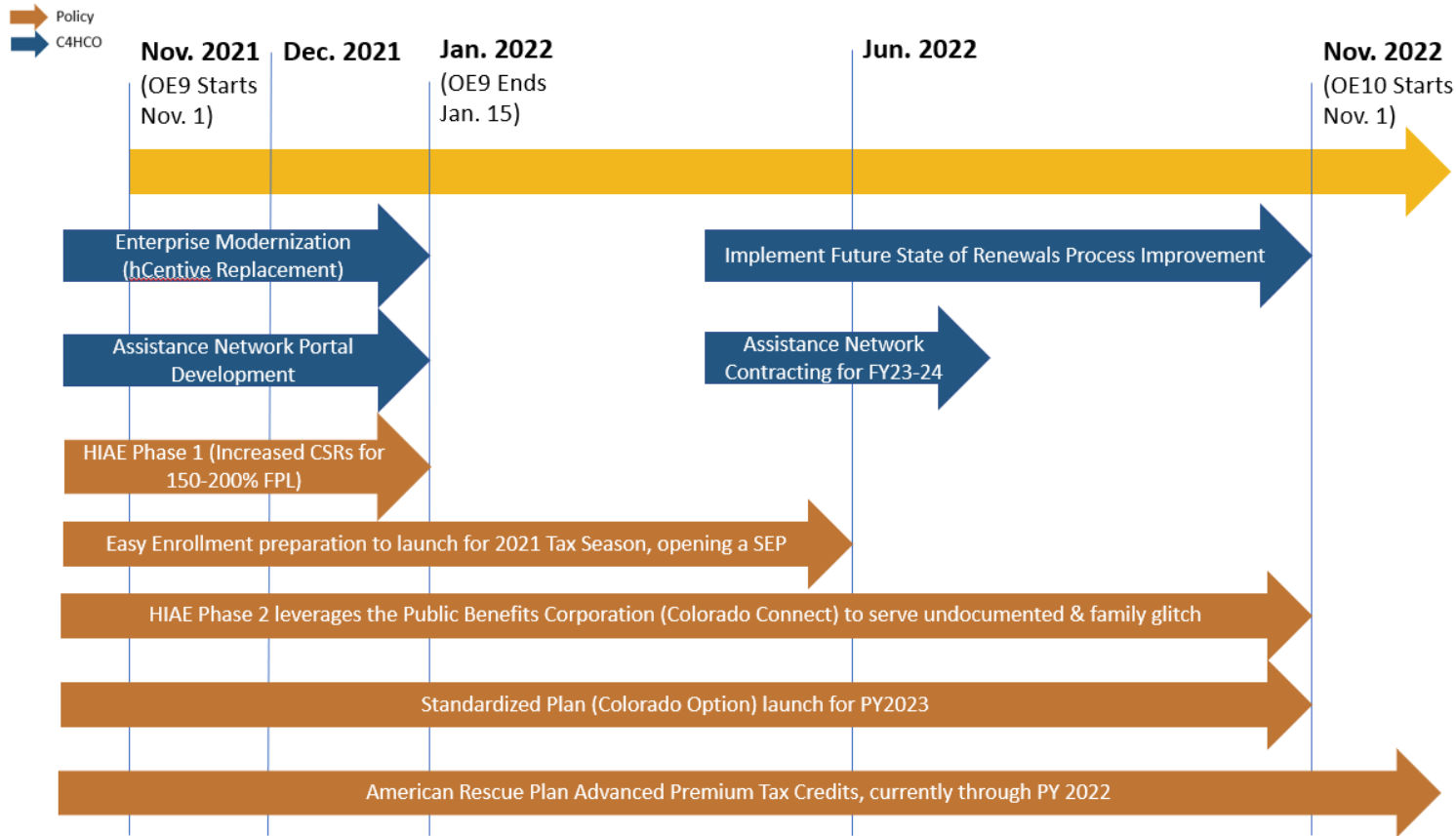


Those currently receiving financial assistance will be automatically redetermined under the increased American Rescue Plan benefits



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Policy and Priority Updates impacting the Network



The Health Insurance Affordability Enterprise (HIAE)

Overview: HIAE was passed to address the affordability of insurance for Coloradoans on the individual market

- Phase 1: for C4HCO Customers
 - In 2022, the subsidy will be a cost-sharing reduction (CSR) enhancement for eligible customers
 - Customers are eligible for increased CSRs if they are between 150-200% FPL
- Phase 2: Will leverage the Public Benefits Corporation (Colorado Connect) to serve undocumented and family glitch consumers for Plan Year 2023



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Tax-Time Enrollment

Overview: During the 2020 Legislative session, the General Assembly passed House Bill 1236, creating a Health Care Coverage Easy Enrollment (EE) program. Also known as the “Tax-Time Enrollment SEP”, EE provides Coloradans with the opportunity to ask on their state income tax returns for C4HCO to assess whether uninsured household members are potentially eligible for coverage through Health First Colorado or for subsidized coverage on the exchange.

- To qualify for the new Tax Time Enrollment SEP through C4HCO, customers must meet the eligibility criteria (potentially eligible for APTC, not already enrolled in a QHP, etc.) and must file their taxes by the annual tax filing deadline (April 15th)
- 60-day SEP to enroll in C4HCO from when customer is found potentially eligible for APTC
 - Customers can still enroll in Health First Colorado or CHP+ anytime throughout the year
- C4HCO will validate that the customer is eligible for the SEP, it will be completed as part of the system functionality



Standardized Plan: Colorado Option

A standardized plan is a common plan to make easier comparisons on quality, network, and price across insurance carriers.

Three main components:

- Creation of a Standardized Plan for Colorado, across all tiers and counties
- Requires standardized plans to reduce premiums
- Allows State of Colorado to capture federal premium tax credit savings and make coverage more available and affordable

The Division of Insurance will be looking for public comment in early November



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Public Health Emergency (PHE)

- Please refer to materials shared in the CoverCO Public Health Emergency sessions on Tuesday, Oct. 5 at 2:00 p.m. and Wednesday, Oct. 6 at 9:30 a.m.
- Assistance Network Poll



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CERTIFICATION TRAINING

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RESOURCES.
CONNECTIONS.
SUPPORT.

Certification Training

- MUST complete annual certification training before assisting customers
- Learning Management System, C4U
 - Training available on c4hco.csod.com
- If any systems or content challenges, first contact Program Manager then email TrainingSupport@c4hco.com and AssistanceNetwork@c4hco.com

For additional Training, please contact the Assistance Network to access our Whitelisting process and / or application walkthroughs with Alicia Plantz!



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Post Certification Training Materials

Because our annual certification training is finalized every August, we recognize some important details may change!

- We have collaborated with our training team to create an up to date information repository in C4U!
- Search for “Post-Certification Training Updates”



RESOURCES AND SUPPORTS UPDATE

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RESOURCES.
CONNECTIONS.
SUPPORT.

Remote Team Support Contact Matrix

Scenario	AN PM	AN PC/AN inbox	Org PM	Remote Teams
Assister questions on any topic before reaching out for additional support			●	
Questions on contracts or applications	●	●		
Questions on policies		●		
Questions on the Marketplace Eligibility System, complex/mixed households, application use and plan distinction		●		●
Reporting Program Manager staff transitions	●	●		
Questions on best practices for Program Managers	●	●		●
Questions on best practices for Assisters		●		●
Support and training requests for new organizational PMs	●	●		
Support and training requests for new Assisters		●		●
Customer escalations (use BART or MSU matrices first)		●		



Communicating with Connect for Health Colorado

- Customer Service Center:
 - **Assister Line: 855-873-6166**
 - For households with Health First Colorado/CHP+ customers, please make the appropriate selection when calling in (currently ext. 2)
 - Reminder: This line can help support Health First Colorado (Colorado's Medicaid Program) and Child Health Plan *Plus* (CHP+) only households as well as mixed-eligibility households.



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Escalations

- When a customer issue fails to be resolved by the Customer Service Center, you should share the issue through an escalation to the Assistance Network Staff.
- Use our password protected form in the “Health Coverage Guide and Certified Application Counselor Resources” folder
 - Subfolder: Customer Service Interactions
 - Submit to AssistanceNetwork@c4hco.com



Customer Account Association

- Both Brokers and Assistants can be associated on one account
- Creating list of certified Brokers
 - Broker directory lookup tool (to be determined)
- Reminder on Broker referrals and event engagement
 - Encouraged partnerships, must be unbiased and invite all local Brokers to participate in Outreach and Enrollment Events
- Questions regarding partnerships, best practices, typical interactions contact AssistanceNetwork@c4hco.com




C4HCO Website and Health Insurance Literacy

- Online resources at ConnectforHealthCO.com under:
 - FIND ANSWERS at top of homepage
 - FOR ASSISTERS at bottom of homepage
- Online [Quick Cost & Plan Finder tool](#)
Printed and other materials at C4HCOStore.com




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C4HCO Store




Overview of Connect for Health Colorado

[View Details](#)




Using Your Health Insurance Guide

[View Details](#)




Compare Plans Worksheet

[View Details](#)




American Rescue Plan Rack Card (English)

[View Details](#)



Health Insurance Help for Small Businesses (English)

[View Details](#)



Job Loss Rack Card (English)

[View Details](#)

- **What can I order?**
 - Brochures
 - Compare Plans worksheet
 - Open Enrollment posters
 - ARP rack cards
 - Health Insurance Literacy materials
- Most items are also available in Spanish.



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How do I get printed materials?

C4HCOStore.com

- **How do I get materials for Open Enrollment?** Materials are available at our online store at C4HCOStore.com. Simply create an account (if you do not already have one). **Shipping and handling are free.** Your account will be approved within 1 business day.
- **When can I order materials?** You can order materials any time during the year. Updated materials for Open Enrollment will be **available mid-October.**
- As your partner in getting more Coloradans covered, **we cover all costs from the store to your door.** *Questions? Email Suzy at sfitzgerald@c4hco.com*



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Toolkits

- OE9 Toolkit coming mid-October!

Connect for Health Colorado Job Loss Toolkit > Flyers/Brochures

Files



- Toolkits include: flyers/brochures, social media content, videos, etc.



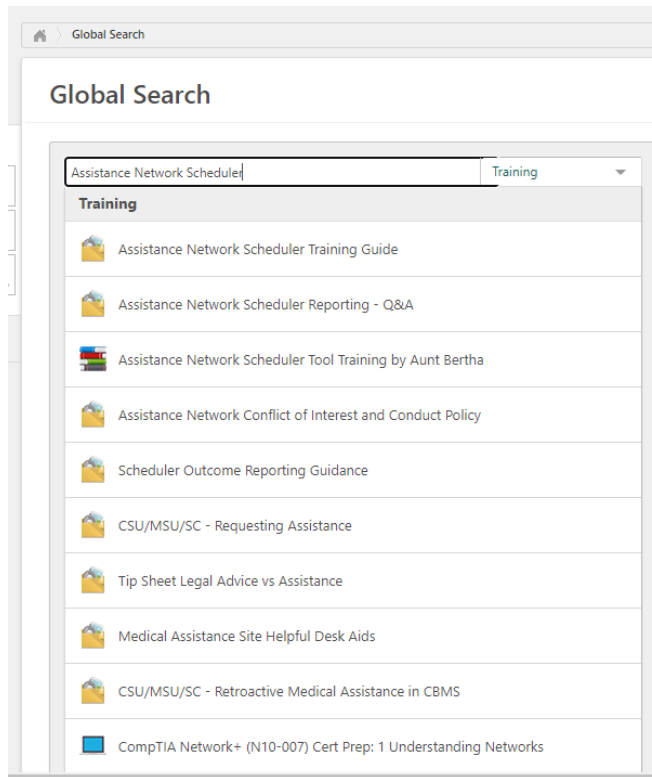
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Assistance Network Scheduler

- Assistance Network Scheduler
 - Scheduling/data tool
 - Referral tool
 - Optional for CACs
- Assistance Network Scheduler Analytics
 - What info available:
 - Total appointments
 - Data on mixed eligibility households served



Assistance Network Scheduler Cont.



Search: Assistance Network Scheduler

Any technical issues/questions with the Scheduler: support@auntbertha.com

- Make sure to put C4CHO in the subject
- Copy AssistanceNetwork@c4hco.com



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Aunt Bertha Community Site

- Community resources for customers
 - Make referrals for other community services
 - Create lists of commonly used referral services
 - Measure your referrals and the needs in your customer base.



WRAP-UP AND
REMINDERS

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RESOURCES.
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Wrap-up and Reminders

- Reminders
 - Program Updates Calls during Open Enrollment
 - Assisters: Twice a week
 - Tuesdays: 1pm-2pm
 - Thursdays: 10am-11am
 - OE9 dates: Nov. 1 – Jan. 15
 - Certification training: c4hco.csod.com
 - Due Oct 15



Wrap-up and Reminders, cont.

- Contacts
 - Assistance Network: AssistanceNetwork@c4hco.com



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Thank you!

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