



**BUILDING
BETTER
HEALTH**

#COVERCO

2018

**RESOURCES
INSPIRATION
SUPPORT**

••• COLORADO •••
COVERING
KIDS & FAMILIES

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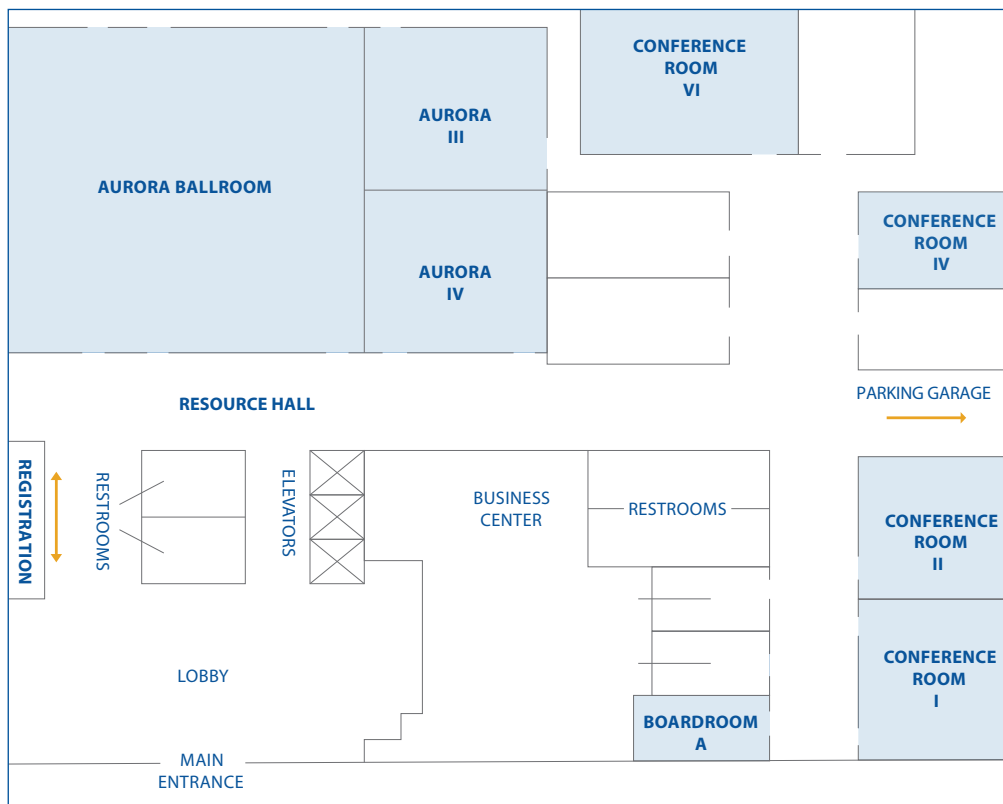


KEYNOTE SPEAKER

Paul Schmitz

Paul Schmitz builds the collective leadership of organizations and communities to achieve greater social impact through his roles as Senior Advisor at The Collective Impact Forum and CEO of Leading Inside Out. He is also the author of *Everyone Leads: Building Leadership from the Community Up*, and the former CEO of Public Allies, where he helped more than 5,000 diverse young adults begin careers working for community and social change. Paul is a faculty member of The Asset-Based Community Development Institute, was a social innovation advisor to the Obama White House, and has been named three separate years to The Nonprofit Times list of the 50 most influential nonprofit leaders in America. He lives in Milwaukee, Wisconsin with his wife and five children.

FACILITY MAP



Resource Hall Participants

- Aurora Coverage Assistance Network
- Benefits in Action
- Bright Health Plan
- Clinica Tepeyac
- Colorado Community Health Network
- Colorado Dept. of Health Care Policy and Financing
- Colorado Division of Insurance
- Colorado Consumer Health Initiative
- Connect for Health Colorado
- DentaQuest
- Denver Health/Healthy Communities
- Eric D. Nelson Agency, LLC
- Friday Health Plans
- GLBT Community Center of Colorado
- Hunger Free Colorado
- LiveWell Colorado
- North Colorado Health Alliance
- PEAK Outreach Initiative
- Rocky Mountain Health Plans
- SHIP



The Resource Hall provides an opportunity for registered conference attendees to network and collect resources related to open enrollment. Exhibitors include event partners, insurance carriers, regional assistance hubs and advocacy- and community-based organizations within the outreach and enrollment community.

Presentations from the conference will be posted to www.ckf.chn.org following the event.

MONDAY

	Aurora III	Aurora IV	Conference Room I	Conference Room II	Conference Room IV	Conference Room VI
7:30 – 8:30 a.m.	Registration and Breakfast in Aurora Ballroom					
8:30 – 9:30 a.m.	Welcome and Policy Conversation in Aurora Ballroom					
9:30 – 10:00 a.m.	BREAK/RESOURCE HALL					
10:00 – 11:00 a.m.	World Café: Dialogue with Fellow Health Coverage Professionals	What to Expect After Health First Colorado Approval	Life Change Events	New Eligibility System Overview for Brokers	Assisting the Justice Involved	Nuts and Bolts of 2018 Technology Updates
11:00 – 11:15 a.m.	BREAK					
11:15 a.m. – 12:15 p.m.	What Assistors Need to Know about CICP	Unique Enrollment Considerations with Certain Populations	The Silent Crisis: Outreach in an Anti-Immigrant Climate	New Eligibility System Overview	Supporting LGBTQ People	Broker Roundtable
12:15 – 1:15 p.m.	Lunch in Aurora Ballroom					
1:15 – 2:15 p.m.	Keynote: Paul Schmitz in Aurora Ballroom					
2:15 – 2:30 p.m.	BREAK					
2:30 – 4:00 p.m.	Culture and Bias	Rise Above the Noise: Creating a Communication Toolkit	Appeals 101	Immigrant, Refugee, Asylee Eligibility and Enrollment	Sticky Storytelling with Paul Schmitz	Ask the Experts: Q&A with PEAK Outreach and Connect for Health Colorado
4:00 – 5:00 p.m.	Reception in Aurora Foyer <i>Light hors d'oeuvres and drinks will be served. Entertainment by the Drew Morell Trio.</i>					

TUESDAY

	Aurora III	Aurora IV	Conference Room I	Conference Room II	Conference Room VI
7:30 – 8:30 a.m.	Registration and Breakfast in Aurora Ballroom				
8:30 – 9:30 a.m.	Compassion Fatigue and Self Care in Aurora Ballroom				
9:30 – 9:45 a.m.	BREAK				
9:45 – 11:15 a.m.	Understanding Dental Benefits	Addressing Challenging Insurance Topics in Enrollment Appointments	Helping the Uninsured Get Care	Understanding Proposed Changes to Public Charge	Trending the Affordable Care Act
11:15 – 11:30 a.m.	BREAK				
11:30 a.m. – 12:30 p.m.	PEAK Updates from OE5 – OE6	Looking Beyond Coverage: How Well Does Colorado Score on Access to Care?	Renewals 101	New Eligibility System Overview	Non-MAGI Programs
11:30 a.m. – 12:30 p.m.	In the News in Aurora Ballroom				
12:30 – 1:15 p.m.	Lunch in Aurora Ballroom				
1:15 – 2:45 p.m.	Speed Training Topics Include:				
	<ul style="list-style-type: none"> Utilizing United Way 211 for Referrals Making the Most of Food Assistance with Double Up Food Bucks 	<ul style="list-style-type: none"> Understanding Short-Term Plans Rise Above the Noise Communications Toolkit The New Verification Checklist 	<ul style="list-style-type: none"> Consumer Assistance Program Changes to Public Charge Share Your Insights and Feedback 		



7:30 a.m.	Registration and Breakfast – Aurora Ballroom and Foyer
8:30 – 8:45 a.m.	Welcome – Aurora Ballroom Liz Tansey, Covering Kids and Families and Comilla Sasson, MD, PhD
8:45 – 9:30 a.m.	Policy Conversation – Aurora Ballroom This conversation brings together Colorado leaders in health policy and coverage to answer the most prominent questions of the day surrounding health coverage, access, and future policy. <i>Contributors: Michael Conway, Colorado Division of Insurance; Joe Hanel, Colorado Health Institute; Kate Harris, Connect for Health Colorado; Marivel Klueckman, Colorado Dept. of Health Care Policy and Financing</i>
9:30 – 10:00 a.m.	Break/Resource Hall
10:00 – 11:00 a.m.	Concurrent Sessions

World Café: Dialogue with Fellow Health Coverage Professionals

Aurora III

Participate in a fun and interactive World Café-style group discussion about the information and resources you need to support health coverage work and the ways that diverse health coverage professionals work to impact the health of communities across Colorado.

Morgan Valley and Stacie Hanson, Vantage Evaluation

What to Expect After Health First Colorado Approval

Aurora IV

Once members are approved for Health First Colorado (Colorado's Medicaid Program), their journey begins. Attendees will learn what members can expect after they are approved for Health First Colorado. This session will cover the role of Health First Colorado Enrollment, Healthy Communities, and the Regional Accountable Entities (RAEs) and who to connect with to access care and services. At the end of this session, attendees will be better equipped to guide members after they are approved for Health First Colorado.

Emily Berry and Kayla Tuteur, Colorado Dept. of Health Care Policy and Financing

Life Change Events

Conference Room I

What are the life change events that allow people to make changes to their health insurance outside of open enrollment? And what do you know about these life events? Join us as we cover what these events are, what kind of health insurance changes are allowed, who to talk to and where to go to make these changes, including the process for life events with Connect for Health Colorado.

Jason Lapham, Colorado Division of Insurance; Saphia Elfituri, Connect for Health Colorado; Becky McKinney, Colorado Dept. of Health Care Policy and Financing

New Eligibility System Overview for Brokers

Conference Room II

Join us for an opportunity to learn about Connect for Health Colorado's New Eligibility System. Attendees will see the new look and feel of the system and get a chance to ask questions. This session will not address eligibility requirements and policy which are not impacted by the New Eligibility System.

Ian McMahon, Connect for Health Colorado

Assisting the Justice Involved

Conference Room IV

This session, geared toward assisters, will highlight the various ways people may be involved in the justice system, including incarceration in prisons and jails, as well as under supervision in the community such as residing in a community corrections facility or on probation. We will cover eligibility requirements and coverage options available for people who are justice involved. Steps to work collaboratively with agencies and organizations within the justice system, and troubleshooting common coverage issues for justice involved people will also be discussed. This session will help build your capacity to help justice involved people access and enroll in the coverage they are eligible for.

Terri Hurst, Colorado Criminal Justice Reform Coalition, Allison Marler, CDOC Division of Adult Parole; Breann Goebel and Nicole Beckett, Douglas County

Nuts and Bolts of 2018 Technology Updates

Conference Room VI

Attend this session to receive a high-level overview of Connect for Health Colorado's New Eligibility System, CBMS transformation, and changes to PEAK. Attendees will gain a baseline understanding of system changes that will allow for deeper learning in later sessions.

Jessica Smith, Connect for Health Colorado; Rory Thomes, PEAK Outreach Initiative; Joetta Fischer, Governors Office of Information Technology

11:00 – 11:15 a.m.

Break

What Assisters Need to Know about CICP

Aurora III

The Colorado Indigent Care Program (CICP) is not insurance, but participating hospitals and clinics can offer discounts on health care services to qualifying clients who are uninsured or underinsured. The program can also help reduce out-of-pocket costs for insured individuals in some cases. This session, for assisters and community-based organizations, will provide an overview of CICP including eligibility requirements and the discounts available to clients if they qualify. The session will provide you with a strong overview of the program so that you can inform your clients about the program and ensure they know about the services available to them.

Allison Neswood, Colorado Center on Law and Policy

Unique Enrollment Considerations with Certain Populations

Aurora IV

Do you have questions about how to provide assistance to populations that may have unique insurance options and needs like students/young invincibles, older adults, the Hispanic/Latino population, and individuals that don't qualify for tax credits? This session provides strategies, tactics and best practices for enrollment with these populations.

Elise Neyerlin, Summit Family & Intercultural Resource Center; Christina Postolowski, Young Invincibles; Austin George, Boomers Leading Change

The Silent Crisis: Outreach in an Anti-Immigrant Climate

Conference Room I

Anti-immigrant sentiment has created serious obstacles for health organizations to reach and provide care to immigrants. In response, Health Outreach Partners (HOP) hosted a series of convenings to discuss the challenges frontline staff face when working with these communities, and ultimately created the Silent Crisis outreach guide. In this session, HOP will review key findings from the meetings, demonstrate how to best use the Silent Crisis resource, and share recommendations for how to support immigrant communities in accessing care.

Liam Spurgeon, Health Outreach Partners

New Eligibility System Overview

Conference Room II

Note: Also at 11:30 on Tuesday in Conference Room II

This session gives attendees the opportunity to learn about Connect for Health Colorado's New Eligibility System. Attendees will see the new look and feel of the system and get a chance to ask questions. This session will not address eligibility requirements and policy which are not impacted by the New Eligibility System.

Ian McMahon, Connect for Health Colorado

Supporting LGBTQ People

Conference Room IV

The lesbian, gay, bisexual, transgender, and queer community faces unique health challenges. This session includes information on LGBTQ health disparities, how the ACA has specifically addressed these disparities, additional information specific to the transgender community, and small steps to create an inclusive and safe environment for LGBTQ clientele.

Ron DeVries, GLBT Center of Colorado

Broker Roundtable

Conference Room VI

Led and facilitated by brokers, this session provides brokers an opportunity to discuss strategies and challenges that face the broker community.

12:15 – 1:15 p.m.

Lunch – Aurora Ballroom

1:15 – 2:15 p.m.

General Session: Paul Schmitz – Aurora Ballroom

2:15 – 2:30 p.m.

Break

2:30 – 4:00 p.m.

Concurrent Sessions

Culture and Bias

Aurora III

What is culture to you? What about bias? How do each impact health and how we relate to those we serve? This interactive module from the Care Equity Project explores how conscious and unconscious bias and culture affect us in our day-to-day lives.

Betty Hart and Katie Wall, Kaiser Permanente

Rise Above the Noise: Creating a Communication Toolkit

Aurora IV

This active workshop will refine a toolkit that all Colorado's enrollment assistance community can use for public communications. Using unified messaging may change the conversation at a state-wide level and what is portrayed in the media, leading to fewer misconceptions and a better-informed public. Attendees will complete a pre-conference survey to inform this session. Responses will be composed into a draft toolkit structured around key messages and talking points that respondents identify.

Adam Fox, Colorado Consumer Health Initiative; Luke Clarke, Connect for Health Colorado

Appeals 101

Conference Room I

Help your clients learn the processes and systems they need when they have trouble with their health coverage. We'll discuss how you and your clients can work with Connect for Health Colorado, the Department of Health Care and Financing, the Division of Insurance, and the health insurance carriers on everything from appealing eligibility determinations to questioning denied claims.

Dayle Axman, Colorado Division of Insurance; Beth Deines and Molly McClurg, Connect for Health Colorado; Joelle Morrison, Colorado Dept. of Health Care and Policy Financing

Immigrant, Refugee, Asylee Eligibility and Enrollment

Conference Room II

This session provides an overview of immigrant eligibility policies for coverage programs and helps explain how to navigate the application process for families that include immigrants.

Sticky Storytelling with Paul Schmitz

Conference Room IV

This workshop will help participants analyze and re-consider the story they tell about their work. Using models like the Heath brothers' SUCCESS framework and his own experience, Paul will help participants learn to tell more compelling stories.

Paul Schmitz, Leading Inside Out

Ask the Experts: Q&A with PEAK Outreach and Connect for Health Colorado

Conference Room VI

In this session, PEAK and Connect for Health Colorado subject matter experts will address frequently asked questions and questions submitted during conference pre-registration. *Please note, this session is not intended to be an open Q+A format.*

Ian McMahon, Connect for Health Colorado; Rory Thomes and Teri Slater, PEAK Outreach Initiative

4:00 – 5:00 p.m.

Reception



7:30 a.m.

Registration and Breakfast – Aurora Ballroom and Foyer

8:30 – 9:30 a.m.

Compassion Fatigue and Self Care – Aurora Ballroom

9:30 – 9:45 a.m.

Break/Resource Hall

9:45 – 11:15 a.m.

Concurrent Sessions

Understanding Dental Benefits

Aurora III

Dental benefits vary from program to program. This session provides an overview of Health First Colorado and Child Health Plan *Plus* (CHP+) dental benefits, as well as dental plans offered through Connect for Health Colorado and on the open market. Learn how to educate the people you assist on accessing and using their dental benefits and how to help clients when they encounter coverage issues.

Yvonne Castillo, Colorado Dept. of Health Care Policy and Financing; Nancy Greene, Dental Quest; Denver Hamrick and Angela Moon, Delta Dental

Addressing Challenging Insurance Topics in Enrollment Appointments

Aurora IV

This practice-based workshop session focuses on how to approach the value of insurance, tricky questions, and complex insurance topics like short-term plans, CSRs, etc. in enrollment appointments without getting bogged down.

Michele Ames, Michele Ames Consulting

Helping the Uninsured Get Care

Conference Room I

Having health insurance is important, but not everyone will enroll. Learn about resources available to consumers who choose not to enroll or are not eligible for coverage. Resources include the Colorado Indigent Care Program, safety net clinics, information about an online tool to help clients find a provider, and more.

Angela Rose, Colorado Community Health Network; Stephanie Arenales, Colorado Consumer Health Initiative; Sara Leahy, Colorado Rural Health Center; Taryn Graf, Colorado Dept. of Health Care Policy and Financing; Kaitlin Wolff, Tri-County Health Department

Understanding Proposed Changes to Public Charge

Conference Room II

A proposed federal rule change would hold the use of Medicaid, food assistance, and other benefit programs against immigrants when they apply for legal permanent resident (green card) status. This session will cover what the public charge rules are currently, how they may change under proposed rules, actions you can take now, and how to communicate about the change with your clients.

Allison Neswood, Colorado Center on Law and Policy

Trending the Affordable Care Act

Conference Room VI

After the initial years of the ACA displayed quite a bit of volatility in terms of both plans and premiums, recent years seem to have brought a little more stability. Join the Division of Insurance as we review some of the key trends – number of plans, deductibles, provider networks – since the first ACA plans came online in 2014. While this session will take a long-range view from 20,000 feet, it will also discuss a key change for 2019 – silver loading – and leave time for your questions.

Adam Boggess, Colorado Division of Insurance

11:15 - 11:30 a.m.

Break

11:30 a.m. - 12:30 p.m.

Concurrent Sessions

PEAK Updates from OE5 – OE6

Aurora III

The PEAK System is continually being updated to improve the user experience. This session looks at changes that have been made to PEAK between the fifth and sixth open enrollment periods that impact the Medical Assistance application. *Note: This content has been previously presented by PEAK Outreach during PEAK Update webinars. For details about PEAK changes impacting all programs, please access the posted resources on PEAKOutreach.com*

Rory Thomes, PEAK Outreach Initiative

Looking Beyond Coverage: How Well Does Colorado Score on Access to Care?

Aurora IV

Ensuring a person has access to the care they need goes beyond having health insurance. Provider availability, transportation, child care, acceptance of insurance and travel time are among the many factors that influence access to care. The Colorado Access to Care Index is a resource that helps communities understand how access in their county compares with others in the state. This interactive session will include a demonstration of the Index and discussion about how to use the data. Participants will also be able to provide input into the development of the forthcoming Medicaid and commercial insurance Access to Care Indexes.

Jeff Bontrager, Colorado Health Institute

Renewals 101

Conference Room I

Join Connect for Health Colorado and the Colorado Division of Insurance for a session focused on the renewals process for customers.

Jessica Smith, Connect for Health Colorado; Dayle Axman and Jason Lapham, Colorado Division of Insurance

New Eligibility System Overview

Conference Room II

Note: Also at 11:30 on Tuesday in Conference Room II

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Ian McMahon, Connect for Health Colorado

Non-MAGI Programs

Conference Room VI

Need a better grasp on non-MAGI programs including long term care, buy-in programs, and waivers? This session provides high level information about these programs. Assistants will learn what makes someone eligible for buy-in and waivers, and non-MAGI eligibility including financial and functional criteria and the benefits available.

Becky McKinney, Colorado Dept. of Health Care Policy and Financing

In the News

Aurora Ballroom

How many months away are we from Amazon Prime Health Care? Will surprise billing galvanize the public around health care the way pre-existing conditions did in 2009? Is there a growing majority for universal health care? How does Colorado's next governor feel about health care access? Did you know we're about to cure hepatitis C in Colorado's prison system? Discuss the latest health access trends, and bring your insights -- there won't be a test, but you might want to take notes.

Michael Booth, Journalist and Health Communications Consultant

12:30 – 1:15 p.m.

Lunch – Aurora Ballroom

1:15 – 2:45 p.m.

Speed Training

THANK YOU

The Building Better Health Planning Committee members and organizations would like to thank all of those who have dedicated themselves to removing the barriers to health access through their work to cover all Coloradans.



Building Better Health is proudly sponsored by:



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