

●●● COLORADO ●●●
COVERING
KIDS & FAMILIES
OCTOBER MEETING NOTES
October 21, 2022

MyFriendBen Presentation

Kathleen Bottagaro and Brian Hiatt, Gary Community Ventures, provided information on the [MyFriendBen online tool](#). The website, which is still in prototype state, helps individuals and families understand the programs and benefits they may be eligible for. The tool currently offers information for 14 different benefits, but will eventually have 40. There will soon be information with who to contact for application assistance.

MyFriendBen includes a calculator indicating the monetary value of the benefits. This value is determined based on a reasonable cost of providing comparable health insurance, or other benefits, for the family.

For more information, email Kathleen Bottagaro at kbottagaro@garycommunity.org.

HCPF Updates

Lisa Pera and Shawn Bodiker, the Colorado Department of Health Care Policy and Financing (HCPF) presented information on the end of the public health emergency (PHE), update your address campaign, and Consolidated Return Mail Center.

The PHE was extended until at least January 11, 2023. The Department of Health and Human Services (HHS) has promised to give states 60 days warning before declaring the end of the PHE.

The Update Your Address Campaign is a resource for community-based organizations (CBOs) to communicate with Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) members about the importance of updating their contact information. The campaign was created in preparation for benefit renewals at the end of the PHE. There has been a significant increase in address change reports since the campaign was released at the beginning of April 2022. The campaign is now available in 11 languages beyond English and Spanish: Amharic, Arabic, Burmese, Chinese, Dari, Pashto, Russian, Somali, Swahili, Ukrainian, and Vietnamese.

HCPF also introduced the Consolidated Return Mail Center (CRMC) to help manage address changes leading up to the end of the PHE. The CRMC helps reduce burden on county departments of human/social services and other eligibility sites which were previously tasked with processing returned mail. The CRMC opened in December 2020, and helps process returned mail for all programs administered through the Colorado Benefits Management System (CBMS). The only exceptions are people experiencing homelessness, or those protected under the address confidentiality program. In 2022 so far, 52% of addresses are successfully updated, and 6% are no longer Colorado residents. There are about 61,000 members in the Continuous Coverage population whose address is unknown. HPCF is working with a third-party vendor to locate this population and contact the members.

HCPF's Community-Based Organization Ambassador Program

Lee Repasch, Stephanie Denning, Iliana Gillman, and Kelsey Moore, Health Management Associates, presented on HCPF's Community Ambassador Program. The goal of the project is to work with Health First Colorado members to improve the written communications they receive from HCPF. The program will begin early 2023, and in the first year the program will be focused on communications in Spanish and Vietnamese.

Ambassadors should currently be enrolled in Health First Colorado or have been enrolled in the past. They also must understand the needs of the communities in which they live. Ambassadors will be paid about \$15-\$20 per hour and will be expected to complete four hours of training, and work about 5-10 hours per month reviewing communications and engaging their communities.

CBOs may support ambassadors by providing meeting space or recommending an internal ambassador. The ambassador doesn't have to be associated with the CBO. CBOs may be compensated for their efforts.

For more information, email Lee Repasch at lrepasch@healthmanagement.com, Iliana Gillman at igilman@healthmanagement.com, or Kelsey Moore at kelsey.moore@healthmanagement.com

Connect for Health Colorado Updates

Hannah Seiben, Connect for Health Colorado, provided written updates about OmniSalud.

Special Enrollment Periods (SEP) that are available on the individual market will be available for Colorado Option plans on Colorado Connect. Right now, these include loss of coverage, birth, death, marriage, and divorce. The Division of Insurance is currently working to understand if they will be able to extend income changes to 150% for people who are newly eligible for OmniSalud as an SEP through a regulatory change, but has not made a final decision.

Once enrollments in OmniSalud hit 10,000, the program will be closed and does not allow additional us to add new people at any point through the year.

OmniSalud customers will be expected to update their application as their information changes, including changes to income. If a customer is enrolled in a \$0 Silver Enhanced plan and later reports a change so that their income exceeds the qualifying limit (about \$20,000 annually for an individual), they will lose all the financial help applied to their plan. They will have the option to enroll in a full-priced plan.

The Health Insurance Affordability Enterprise Board is working with an actuarial team to understand potential income limits and enrollment numbers for PY 2024. Any decisions that they make will be communicated with our partners as we implement.