



COLORADO  
**COVERING**  
KIDS & FAMILIES

**MONTHLY MEETING NOTES**

Friday, July 19, 2019

9:00 – 10:30 a.m.

**Connect for Health Colorado Updates**

Saphia Elfituri, Connect for Health Colorado, shared information about the preliminary rate filings which were released on Tuesday, 7/16, during a press conference with the Governor. Carriers have gone through their initial filing phase – these are the first presented to the DOI – and DOI will then review. After the rates are reviewed, the final rates will be finalized. Carriers were required to submit two sets of rates to the DOI; one assuming reinsurance is approved, the other assuming reinsurance is not approved. In the rates that assumed reinsurance, there was an average in 18.2. percent decrease statewide, and some areas had 30 percent decrease. Without reinsurance, the rates stayed approximately the same with an increase of 0.5 percent. All the carriers from last year are participating, and one more will join the roster, Oscar, which will be in rating area 3 (Denver area).

**Department of Health Care Policy and Financing Updates**

Rebecca Ornelas, Colorado Department of Health Care Policy and Financing provided information on the following:

**CHP+ dental change in administrative service organization (ASO) from DeltaDental to DentaQuest on July 1**

- The process for this change was to do a mass disenrollment from DeltaDental to DentaQuest of CHP+ members, then the members can be sent new cards from DentaQuest, and then the member packet will go out from DentaQuest.
- Members were not sent any information ahead of this change, although they may have seen information about the change if they logged into their PEAK account.
- Members should be able to see the same dentist – all but two CHP+ dental providers signed on with DentaQuest, and HCPF is still working with these providers to see if they would consider joining the network.
- The member communication team at HCPF will also be sending out a communication soon.
- Reminder that the annual dental cap in Medicaid increased from \$1,000 to \$1,500 in July, however CHP+ does not have the same increase. The annual cap in CHP+ is still \$1,000.

**PEAKHealth App**

- The PEAKHealth app is available from app stores. The app can be used to do almost everything that the online PEAK website can be used for, except signing up for an account, applying for benefits, or viewing their correspondence.
- The client needs to have a PEAK account in order to use the app (they need to do this on a computer, not the app).
- Examples of what they can do: update address (in real time), see if their coverage is active or inactive, access state ID numbers, can update job, update income, upload paystubs, find providers, call a nurse line, call crisis center, access the Get-a-Ride information to call, view and pay enrollment fees, add family members, remove family members.

- HCPF recognizes that right now the app has a low rating on the app stores and work is being done to increase the functionality of the app.
- See page 4 in the [Health First Colorado Member Handbook](#) for more about what can be done in the app. HCPF will also be releasing resources about the differences between the different types of PEAK products.

### **Medical Assistance Sites**

- HCPF is developing a communication about changes to Medical Assistance (MA) sites due to guidance from the Centers for Medicare & Medicaid Services (CMS). The MA sites will continue to be out-stationing sites to do application intake, but will not be able to do any updates after the application is submitted. HCPF is currently planning a pilot with two of the current MA sites using PEAKPro to see if the MA sites could have access to PEAKPro to help with ongoing case changes. Once the pilot is complete, the changes to MA sites will be implemented - likely in fall/winter 2019.

### **Accountable Care Collaborative and the Member Experience**

Emily Berry, Colorado Department of Health Care Policy and Financing, presented an overview of the Accountable Care Collaborative (ACC) phase II, including changes from RCCOs to RAEs, administration of behavioral health with physical health under one accountable entity, and what the process looks like from the member experience. **See the [slides for details.](#)**

### **Member experience:**

- Once the person is eligible for Medicaid, they will be enrolled in the ACC within 1-3 days; assigned to a RAE and attributed to a PCMP.
- A welcome letter is sent by Health First Colorado Enrollment.
- Members can change their primary care medical provider (PCMP) at any time (as long as they are not enrolled in the Denver Health Medicaid Choice or PRIME plans) at any time. Members can also go online to change their PCMP at <https://enroll.healthfirstcolorado.com/>
- If the member is in Denver county, those who are newly enrolled will be enrolled into the Denver Health Medicaid Choice plan. Post initial enrollment, members have 90 days to call Health First Colorado enrollment if they don't want to stay enrolled in Denver Health Medicaid Choice. People who are enrolled after 90 days can choose to opt out up to two months before their birthday. It is possible to opt out of Denver Health Medicaid Choice and still choose Denver Health as a PCMP.
- Colorado Access as the RAE in the region can also help with any issues.

### **Questions/Answers:**

Q: When should we direct people to the RAE or the County of Department of Human Services?

A: If the person is asking about eligibility or not getting benefits, then talk to county or the HCPF customer service line. (Health Communities may be able to answer some benefits questions.) The HCPF call center has reduced call times significantly. If the questions is about getting connected to services, then refer the person to the RAE.

Q: What are some of the upcoming changes to Medicaid Choice?

A: We can't go into detail yet, but there will be some changes this fall. HCPF will directly contract with Denver Health instead of with Colorado Access.

## CKF Updates

- [2019 Quarter 1 Health First Colorado and CHP+ Enrollment Analyses](#)
  - CKF analyzed caseload for CHP+ and Medicaid between Jan – March 2019. There was 2% increase in CHP+ during the first quarter of the year.
  - Over all Medicaid programs, there was a decrease of 9,664 members – about 6,000 of which were adults. The largest decrease occurred in January.
  - Factors for this may include increasing incomes from a strong economy in Colorado, and concerns by immigrants about enrolling in public coverage programs.
  - Feedback from the group echoed these reasons, especially concerns re: mixed immigration status families, and that some may opt to go uninsured because of the change to the individual mandate penalty of \$0.
  
- [Job Aid - Images of Commonly Used Immigration Documents](#)
  - CKF updated this reference document which helps assisters find the codes on commonly used immigration documents.

**Next meeting: August 16, 2019**