



OCTOBER MEETING NOTES

October 18, 2019

Connect for Health Colorado Updates

Saphia Elfituri, Connect for Health Colorado, discussed the upcoming open enrollment period which begins on November 1, 2019. The final 2020 plan rates and qualified health plans have been approved: issuers increased to 8 carriers from 7 in 2019, and the number of plans increased to 130 from 124 in 2019. On average, rates will decrease by 20 percent across the state with a slight increase for subsidized customers who do not shop for new plans. This is due to the decrease in premiums leading to a subsequent decrease in premium tax credits. In addition, customers who auto-renew their plans may see a 19 percent increase while unsubsidized customers may see an 18 percent decrease. Due to these changes, Connect for Health Colorado encourages customers to shop for plans. Connect for Health Colorado began sending auto-renew notices this week.

There are scheduled system outages from 6:30 p.m. on October 19 – 10:00 a.m. on October 20 and 7:00 p.m. on October 24 -7:00 a.m. on October 28. Visitors to the website during this time will receive an apology page letting them know the website is currently under maintenance.

Saphia also discussed the recent proclamation from the Trump administration declaring that certain visa holders will be required to have health insurance within 30 days of arriving in the U.S.

Q. Some brokers mentioned issues with real time eligibility (RTE) for applications, can you expand on this?

A. Connect for Health Colorado has heard about difficulty receiving RTE in PEAK but not in the Connect for Health Colorado system. All customers receive RTE in Connect for Health Colorado.

Jean Ortiz, Office of Information Technology (OIT) shared that a PEAK build the weekend of October 19 should have improved RTE. Meeting attendees requested a PEAK RTE tip sheet to help applications receive RTE more frequently.

According to a CBMS communication sent to CBMS users on October 18, historically, the RTE percentage is in the upper 70 percent, and, after transformation, RTE is currently in the upper 60 percent. The lower percentage is mainly due to CBMS/PEAK outages during September.

Q. Is there a standardized policy for counties in working PEAK inbox and is there a resource assisters can share with counties to encourage them to process the PEAK inbox more timely?

A. All counties have their own process for working with PEAK. HCPF has a county liaison who works directly with the counties. If you are seeing issues please send the county name to Liz (ltansey@cchn.org) and Liz will connect you with HCPF's county liaison.

Department of Health Care Policy and Financing Updates

Rebecca Ornelas, Colorado Department of Health Care Policy and Financing (HCPF), updated on the transition to Intelliride as the new non-emergent medical transportation (NEMT) broker. As the NEMT broker Intelliride schedules trips and bills providers, among other responsibilities. Due to the increased call volume and wait time, HCPF requests that members wait to call for rides until they are more than one week ahead of the appointment. Rides can be scheduled by contacting Intelliride at 1-855-489-4999 and online at <https://gointelliride.com/colorado/>. More information is available at <https://www.colorado.gov/pacific/hcpf/non-emergent-medical-transportation>.

Q: Who provides the transportation that Intelliride sets up, and how does Intelliride communicate to members who will pick them up?

A: They contract through a variety of local providers depending on availability.

Q: Does this change of NEMT providers impact members' experience?

A: Members have been experiencing longer call wait times. The change does not impact members in any other way.

Q: Have there been any conversations about expanding NEMT services outside the Denver-metro area?

A: HCPF has been discussing this possibility and is looking into ways to better serve rural members.

Q: Are you aware of any clients missing appointments due to issues with transportation?

A: No, HCPF has not heard of complaints through the contractor at this time.

Q: What requirements are in Intelliride's contract in terms of timeliness and other expectations?

A: Rebecca will follow up.

Rebecca shared that only counties and approved MA sites can send disability determinations for Health First Colorado Buy-In Program for Working Adults with Disabilities (WAWD) and Buy-In Program for Children with Disabilities programs to ARG, the state contractor. CAAS or PE sites should assist members as usual and send applications to the county or approved MA site. Rebecca also discussed that in February 2020, HCPF will be changing the payment letters for the Health First Colorado Buy-In programs as well as placing adults with a Home and Community-Based Services waiver on the WAWD program automatically, rather than as a MAGI adult.

Rebecca mentioned that participating MA sites are being trained on PEAKPro in order to begin the MA site pilot project, at which time HCPF will send out a communication about the pilot.

Q: What has caused the delay in the start of the MA site pilot?

A: While the pilot was discussed back in July, it has taken some time to plan for implementing the pilot, including the necessary trainings and contracts.

CKF Updates

Shoshi Preuss provided an update about the public charge injunctions. The final public charge rule made changes to the benefits considered in determining if someone is likely to become a public charge and the 'totality of circumstances test' applied during the application for lawful permanent residence (or a "Green Card").

The public charge rule was scheduled to go into effect on October 15, 2019; however, five courts across the U.S. have issued preliminary injunctions that temporarily block the public charge rule from going into effect. There will likely be appeals to these ruling soon. In the meantime, existing public charge rules are still in effect and the final rule cannot be applied retroactively for people who apply for benefits before the rule goes into effect.

The injunctions do not affect public charge determinations made through consular offices outside of the U.S., for which there is a different process. The interim rule from the Department of State to align the consular process with the public charge rule is delayed indefinitely, from its intended implementation on October 15.

More information on public charge:

- [What is Public Charge Blog Post](#)
- [Job Aid - Key Points for Assistants to Help Clients Understand the Final Public Charge Regulation](#)

The Colorado Health Foundation has convened a small work group that is putting together resources and messages for community members about public charge. If you have feedback about how to bring legitimacy to the website the group is building, please contact Stephanie Brooks (sbrooks@cchn.org). CKF will share resources as they become available.

Member Sharing

Denver Human Services (DHS) has a new program in the CORE division, Refugee and Immigrant Services (New Americans). It is an expansion of services for immigrant and refugee communities in Denver. DHS will work alongside non-profit, community, and faith-based organizations, as well as local/state government and community leaders to develop a meaningful, comprehensive way to deliver services and engage with immigrant and refugee communities. Victoria Aguilar (Victoria.Aguilar@denvergov.org) is coordinating the program.

Denver Human Services' Navigator Training dates will be posted [here](#) soon, and Navigator 2.0 training will begin in February 2020.

Next meeting: November 15, 2019