

The logo for Colorado Covering Kids & Families features the word "COLORADO" in a teal sans-serif font at the top, flanked by two horizontal lines of colored dots (green, orange, teal). Below this, the word "COVERING" is written in a larger, bold teal font, and "KIDS & FAMILIES" is written in a smaller teal font underneath.

MONTHLY MEETING NOTES

September 17, 2021

Connect for Health Colorado Updates

Jessalyn Hampton, Connect for Health Colorado, shared that open enrollment training for assisters (both Health Coverage Guides and Certified Application Counselors) is available, and reported on eligible but not enrolled (EBNE) populations.

Connect for Health Colorado shared [data from the Colorado Health Institute](#) about the EBNE population. In 2019, a record number of Coloradans were EBNE. About 60% of uninsured Coloradans were EBNE in either Health First Colorado (Colorado's Medicaid Program), Child Health Plan *Plus* (CHP+), or Advanced Premium Tax Credits (APTC). EBNE rates varied by county, with southern counties showing higher rates of EBNE. Hispanic or Latinx children also were more likely to be uninsured compared with other race or ethnic groups. Coloradans who were EBNE for APTCs also disproportionately identified as Hispanic or Latinx, and were under the age of 35. Between 2016 and 2019, the EBNE rate for children did not change significantly. During the COVID-19 pandemic, more individuals became eligible for coverage. EBNE data is not yet available for 2020.

If your organization is interested in becoming certified by Connect for Health Colorado contact the Assistance Network team (AssistanceNetwork@c4hco.org).

HCPF Updates

Ryan Dwyer, Valerie Gallegos, Lisa Pera, Rebecca Ornelas, the Department of Health Care Policy and Financing (HCPF) shared information on Non-Emergent Medical Transportation (NEMT) transportation, updates on the Liaison Line, and the end of the public health emergency (PHE).

HCPF made changes to the NEMT program based on Health First Colorado member feedback. NEMT is a transportation benefit for Health First Colorado members who do not otherwise have a way to get to medical appointments. On August 1, IntelliRide, the NEMT administrator, reduced its service area to the following nine counties: Adams, Arapahoe, Boulder, Denver, Douglas, Jefferson, Larimer, and Weld. IntelliRide previously administered NEMT services statewide. The remaining 55 counties are now served by local transportation providers, and should be [contacted directly](#). IntelliRide will continue to manage mileage reimbursement and out-of-state travel reimbursement requests for the entire state. HCPF evaluates NEMT providers on metrics including on-time performance and no-shows. Unreliable providers are offered fewer trips. Moving forward, HCPF will require providers to report trip data so the state may track usage. Those interested in [applying to be an NEMT provider](#) can do so on the HCPF website.

HCPF provided guidance to Certified Application Assistance Sites (CAAS) on using the Colorado Medical Assistance Provider (CMAP) Liaison Line to follow up on a client's application. HCPF instructed assisters to follow the below practices:

1. Health First Colorado members looking for information about their application can call the Member Contact Center at (800)221-3943.
2. Assisters at CAAS sites may call the CMAP Liaison Line under the following circumstances:
 - a. If the member is physically present and requests an update on their application. The member must give permission over the phone for their information to be shared with the CAAS site. Clients working remotely with assisters may not use the conference call feature to give permission over the phone. Instead, clients should call the Member Contact Center with any questions.
 - b. If the assister filled out Authorized Representative information on the application. Assisters at CAAS sites can fill out Section B of page 15 (worksheet A) on the paper application, which gives permission to the CAAS site to talk to the CMAP Liaison Line or County about the member's application.
 - c. If the member completed HCPF's Third-Party Authorization to Release Information form to receive member information.
3. Certified Connect for Health Colorado assisters may use the Liaison Line in the same capacity as assisters at CAAS sites.

HCPF shared information on the end of the PHE, and the impact on individuals who have been locked-in to coverage since it began. An estimated 400,000 Coloradans will lose coverage when the federal PHE ends, and they are no longer locked-in. The PHE will likely extend through the end of 2021 and CMS will provide at least 60 days' notice before the PHE ends. At the end of the PHE, HCPF will conduct an eligibility review of all locked-in members. Based on Centers for Medicare and Medicaid Services (CMS) rule, HCPF will have 12 months to conduct this eligibility review. HCPF is following up with CMS about details of this process.

CKF Updates

Grace Trautman, Covering Kids and Families, shared a handout for members newly enrolled in Health First Colorado or CHP+. The document, [Newly Enrolled? What's Next?](#), is fillable online or can be printed. The document provides information on Regional Accountable Entity (RAE) and Managed Care Organization (MCO) contact information, as well as information on benefits, co-pays and how to make an appointment.

CKF also updated the [Immigration Status Eligibility for Health Coverage Programs](#) resource to reflect the most current information.

Next meeting: November 19, 2021