

Health First Colorado and CHP+ updates

Marivel Klueckman, Eligibility Division Director, Colorado Department of Health Care Policy and Financing

New Verification Check List upcoming: HCPF's new verification check list will be released this month. HCPF's teams have worked long and hard to make this check list user friendly. The layout is more user friendly, more white space, instead of listing the same verification over and over users will only have to list it one time, language is more specific and user-friendly, cut out excessive language. Got feedback from users and from members, tested with Spanish and English speakers. Marivel stressed that members should feel free to reach out with feedback. Marivel also pointed out that there is a webinar on Oct 11 from 10-11 as well as 1-2. The new verification check list will go live Oct. 14.

MAGI Household composition FAQs: HCPF has posted answers to FAQs.

Verifications for Continuous Eligibility: Policy clarification that HCPF is implementing. Policy is that for CE, relying on income attestation upon enrollment. Verification occurs with IEVS interface, 3-5 months later. HCPF has received clarification from federal partners: because income was self-reported, that income needs to be verified before CE is locked in. This applies to first hit. Stephanie asks when 12 months starts: when application is submitted or at time of renewal. HCPF will be updating their FAQs around this topic.

October CBMS build projects: October build is Oct. 14. CHP+/other insurance interface that they're working on. Automating process to figure out if kids on CHP+ also have other insurance. Will provide opportunity for individuals to respond/explain their situation before HCPF takes any action. New field in PEAK to capture this information so individuals can report this info to PEAK. Users won't be able to update that record other than putting in an end date. HCPF has been doing extensive testing around this and is open to questions and feedback. Eileen asks if the 60 day rule will apply to this situation; Marivel will follow up. This will go live on Oct. 2.

Connect for Health Colorado Updates

Ian McMahon, Interagency Policy & Operations Manager, Connect for Health Colorado

New eligibility system progress: Getting ready for OE, starting Nov. 1, ending Jan. 15. Implementation of NES has 2 pieces. For Oct. build, won't see big changes to PEAK or CBMS for transfers or tax credits. One big change is that tax credit amounts will no longer be visible in PEAK or CBMS. CBMS will not be issuing marketplace eligibility. Series of webinars starting next Wednesday for CBMS eligibility technicians to go over changes to PEAK but more specifically CBMS. Functionally, it's almost all the same; exception is individuals who look at tax credit amounts (mostly impacts county workers).

NES goes live Oct. 14 with CBMS build. No policy guidelines have changed. Mixed coverage households will stay with CBMS and MA sites. Case ownerships within CBMS is not changing. C4 has been doing a series of road shows for assisters to show how NES works with complex households. Training will be available on C4 portal for certified assisters, brokers, etc. Opportunities for folks not in assistance network to learn: join webinars. Ian will look into if links to webinars are on NES site. Stephanie will follow up with Ezra for creation of a resource. Updating phone tree routing of MA sites to make it easier for folks to get to the appropriate expertise they need.

Renewals and renewal notices: process and timelines not changing this year. Not impacted by NES. Requirements are still the same. Renewal notices will be coming out within the same timeline as usual, so will be coming out in next few weeks. Eileen asks about the plan recommendation piece of a renewal; Ian clarifies that C4 doesn't offer a plan, it suggests a plan that is the most similar to the plan they were using before. Eileen is concerned about silver loading; Ian points out that silver loading will have a greater impact on those without APTCs. Rates will be finalized after Oct. 1.

Marketing and outreach overview: Paid marketing will focus on radio and print in rural areas, in metro areas marketing will be focused online.

As a final note, Ian reiterated that with NES, the guidelines haven't changed, user interface will look different, but most of what folks are doing today will be the same from consumer-facing standpoint. Differences are more on how back-end teams do their work.

CBMS and PEAK Updates

Nina Schwartz, Client Experience Manager & Jean Ortiz, Health IT Communications Manager, Office of Information Technology

CBMS Transition update: Making good progress, successfully moved to AWS. Phase I will be when they start implementing user-facing changes. CBMS and PEAK will be down early this morning to change the homepage. Phase II will be in the spring (March at the earliest). Let OIT know if implementation/communication about site going down could be improved for Phase II.

October CBMS build overview:

PEAK Usability Project: being implemented on Oct. 14, PEAK outreach training on Oct. 11 at 9am (this will be recorded for those who aren't able to attend). Changes to account creation, put communication preferences, can see password as you're typing it in, pencil icon to be able to edit fields. Not changing what's going on behind the scenes, changing user experience. One exception: when entering date of birth, challenges with calendar. So they're getting rid of the calendar. PEAK users will no longer be required to update their password after 60 days; instead they'll get a prompt after 90, but only required to change it every 13 months. Eileen mentioned that now the password reset process won't match with C4; Stephanie will bring this up to C4.

Two new projects: soon will be easier to post banners on PEAK mobile app. And, starting Nov. 1, individuals will be able to apply for LEAP through PEAK.

CCHI's Consumer Assistance Program

Stephanie Arenales, Consumer Assistance Program Manager, Colorado Consumer Health Initiative

Launched Consumer Assistance Program in May, ready and able to start doing more outreach. Stephanie provided an overview of CCHI's priorities and programs. CAP is direct client assistance, different from other CCHI programs. Will be able to take info that they learn from direct client advocacy and apply that to policy initiatives. This will help people learn to navigate the access side of the health care system; when people have had services and don't know how to pay. Will help people with financial stability, deal with health care financial debt and other financial difficulties (cell phone costs, enrolling in SNAP, etc.). Work with Benefits in Action, who do enrollment side of things. Will help people file appeals, navigate denials, hospital financial assistance program: will help people file complaints with CDPHE. Button on CCHI site: "Need Help?" Site also has links to all of the hospital financial assistance programs. Email:

help@cohealthinitiative.org. Fill out electronic form on site, or call main line at 303.839.1261. Stephanie requests that coalition members help get the word out about the program. Hoping to expand capacity by creating volunteer program.

CKF News

CKF has a new annual report. We encourage folks to read the report online [here](#).

BBH registration closes on Oct. 5. If you need an exception, reach out to Liz. Do have ability to give travel scholarships; that closes next Friday, Sept. 28. Agenda will be available in the next week or two.

Coalition Member Information Sharing

Jill Matthews from CO Dept. of Education. 60 school districts receive reimbursement for providing special ed services. Money goes to districts, then they are charged with providing health services to all kids. \$1.3 million was spent on outreach and enrollment to the uninsured. Bigger districts are the ones who spent the majority of that, but other districts participated as well. Stephanie will follow up with Jill for connecting community-based organizations to school-based assisters.

Adjourn

Oct. 19 meeting is cancelled; next meeting will be Nov. 16. We hope to see everyone at the Building Better Health Conference on Oct. 15 and 16!