

Health First Colorado and Child Health Plan Plus Overview Application and Beyond

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Policy & Financing

Our Mission

Improving health care access and
outcomes for the **people** we serve
while demonstrating sound
stewardship of financial **resources**



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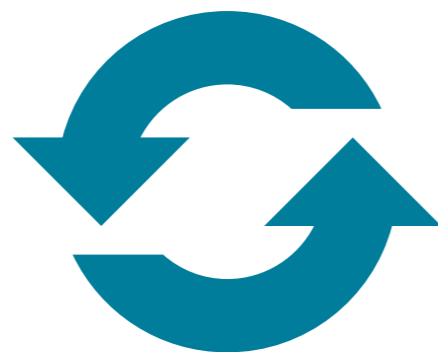
Learning Objectives



Medical Assistance
Programs Overview



Application and
Beyond



After Approval

What are the Medical Assistance Programs

Health First Colorado

- Modified Adjusted Gross Income (MAGI)

Child Health Plan *Plus*
CHP +

What is Health First Colorado?

- Public health insurance
 - No monthly or annual enrollment fee
 - Members may have a co-pay depending on the population
 - For example, children, pregnant women, American Indian/Alaska Natives are examples of populations who do not pay co-pays
- Members can be covered under another insurance policy at same time
- Benefits start immediately after a member is determined eligible



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Retroactive Coverage

- **Retroactive**
 - ✓ Coverage provided up to 3 months prior to the month of application
 - ✓ Can be requested at any time- could be a year later
 - ✓ Client does not have to be eligible in the month of application to be eligible
 - ✓ Eligibility determination must be made for each Retroactive MA coverage month
 - ✓ Can be requested via PEAK or County office

What are the Medical Assistance Programs

Health First Colorado

- MAGI
- Non-MAGI

Child Health Plan *Plus*
CHP +

What is CHP+?

- Public health insurance for children and pregnant women only
 - Annual enrollment fees range from \$25-\$105 depending on income, population and number of children enrolled
 - Max out of pocket expenses/co-pays is 5% of gross annual income
 - Members cannot be covered under another insurance policy at same time

For a List Of Benefits

Health First Colorado and CHP+ Benefits



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Application and Beyond for Health First Colorado and CHP+



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Ways to Apply for Health Coverage

Online



Via Colorado PEAK
www.Colorado.gov/PEAK

Phone



1-800-221-3943

Paper Application



In Person



www.colorado.gov/cdhs/contact-your-county

Processing Timeframes

45

Days

Clients who have already
been determined disabled
or do not require a disability
determination

90

Days

Clients who require a
disability determination

Disability determination can be made by SSA or the State Disability Contractor

Eligibility Determination

- **If eligible**
 - ✓ Automatically enrolled in the appropriate Health First Colorado or CHP+ program
- **If denied**
 - ✓ Information will be used to determine eligibility for financial assistance through Connect for Health Colorado

It is possible for some individuals in a household to receive Health First Colorado/CHP+ while others must apply for assistance at Connect for Health Colorado



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Correspondence



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Correspondence

- Correspondence
 - Members can receive their correspondence by mail or
 - They can elect to receive their correspondence electronically in their PEAK account
 - If a member wants notices via text or email, they can log on to PEAK to change their correspondence preference
 - When a notice is generated, they will receive an email and/or text advising them to log on to their PEAK account to view their secure notice



Correspondence

- Verification Checklist (VCL)
 - If information the applicant reported on their application cannot be verified through an interface, the client will receive a request for more information via their preferred correspondence method
 - The VCL will inform the client of what they need to provide and when
 - The client may be allowed a Reasonable Opportunity Period (ROP) to provide verification of citizenship or non-citizen status

Correspondence

- Notice of Action (NOA)
 - Individuals will receive a NOA when an eligibility decision is made on their application
 - May also be sent if a change is made to their case and eligibility is affected
 - Displays information related to approvals, denials, and/or changes. It contains, appeal information and information about how and when to report changes



Correspondence

- Health First Colorado ID Card
 - Will be used at doctors' offices and pharmacies
 - If the applicant has had coverage in the past, the system will not generate another card
 - Members can contact the county office the member contact center to request a new card. They may also print a new card via the PEAK account



Correspondence

- Redetermination, Re-assessment and Recertification (RRR) Packet
 - The member will receive and RRR packet 60 days prior to their RRR due date
 - The system will automatically check if updated verifications are needed, and send out a Verification Checklist with their RRR packet"
 - Cases can Auto Re-Enroll annually
 - If the member has no changes to report or no verification to provide no action is necessary

Providers

Oct-21



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Medical Assistance Providers

- Medical Assistance providers are regular:
 - Doctors
 - Dentists
 - Pharmacies
 - Specialists
 - Durable Medical Equipment Providers

... **who provide services at a special rate**

Medical Assistance Providers

[www.colorado.gov/hcpf/
find-doctor](http://www.colorado.gov/hcpf/find-doctor)



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After Approval



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The Journey Begins!

HFC



What Can Members Expect First?



Welcome Letter

- Includes information about member's health plan and primary care provider
- Sent no later than five days after gaining eligibility



Handbook

- Available online and upon request from Health First Colorado Enrollment

Sample Welcome Letter

For large print, braille, or languages other than Spanish or English call 303-839-2120
State Relay: 711 for callers with hearing or speech disabilities

June 15, 2019

John Smith
12345 Anywhere St
City, ST ZIP

Your member number: 999-9999

Information Only - Action Required

Dear John Smith:

We are excited to let you know that Health First Colorado (Colorado's Medicaid Program) is changing the way we deliver services. We have contracted with one regional organization to manage your physical and behavioral health care.

What does this mean for me?
Your eligibility is not changing. Your benefits and services are not changing.

Starting July 1, 2019, your primary care provider and regional organization are:

Member Name	Member Number	Primary Care Provider (call to make an appointment)	Regional Organization
John Smith	999999	[PCP Name] at xxx-xxx-xxxx	[Regional Organization] at xxx-xxx-xxxx
Mary Smith	999999	[PCP Name] at xxx-xxx-xxxx	[Regional Organization] at xxx-xxx-xxxx
Peggy Smith	999999	[PCP Name] at xxx-xxx-xxxx	[Regional Organization] at xxx-xxx-xxxx
John Smith	999999	[PCP Name] at xxx-xxx-xxxx	[Regional Organization] at xxx-xxx-xxxx

What else do I need to know?

- You can change your primary care provider at any time by calling Health First Colorado Enrollment at 303-839-2120, Monday-Friday, 8:00 a.m. to 5:00 p.m.; or State Relay: 711 for callers with hearing or speech disabilities.
- You can get your Member Handbook at HealthFirstColorado.com, CO.gov/PEAK or by calling 303-839-2120.
- Help us get to know you! Answer a few questions at HealthFirstColorado.com/Health-Survey.

Sincerely,

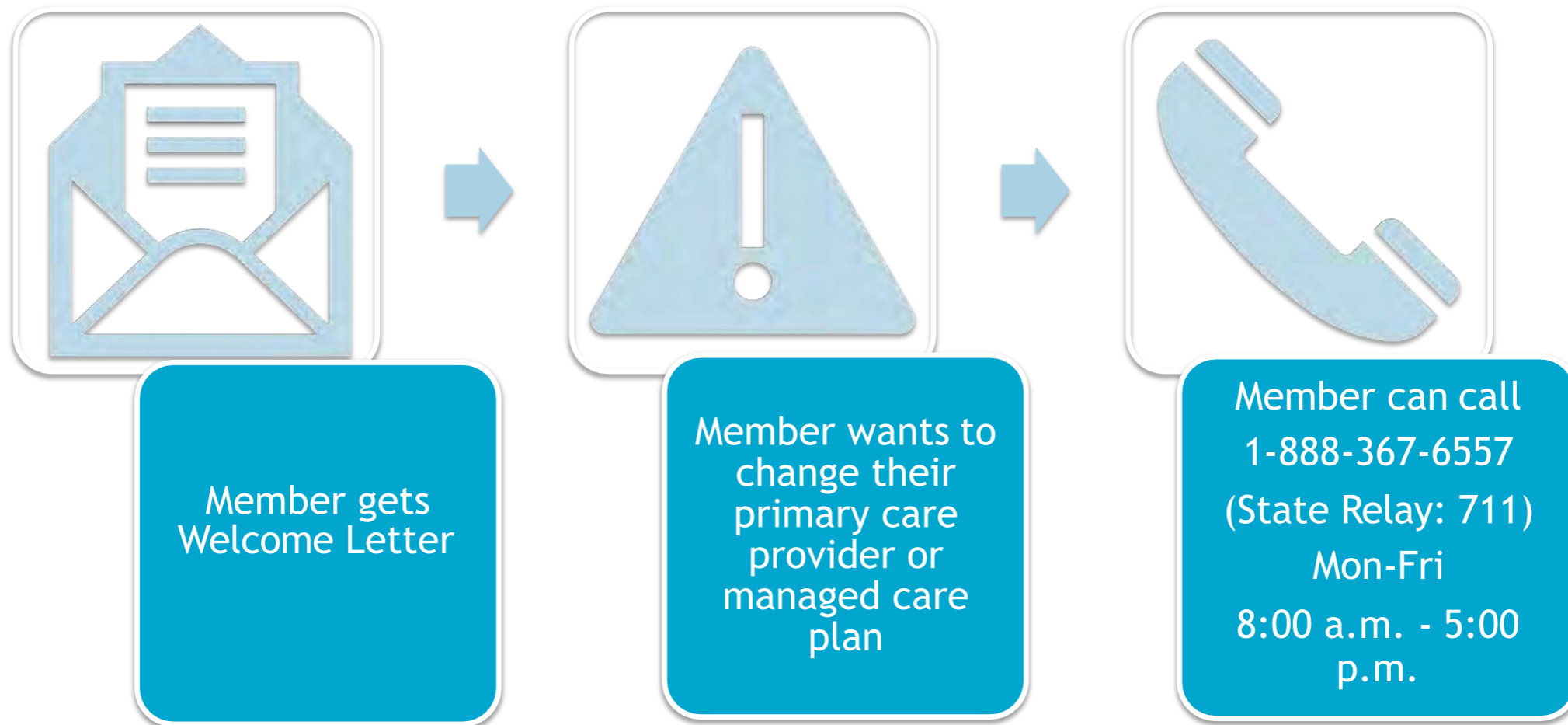
Health First Colorado Enrollment

Health First Colorado Enrollment

- Creates and sends welcome letters
- Provides choice counseling
- Records member choice
- Administers the health needs survey and the customer satisfaction survey



When Should Members Call Health First Colorado Enrollment?

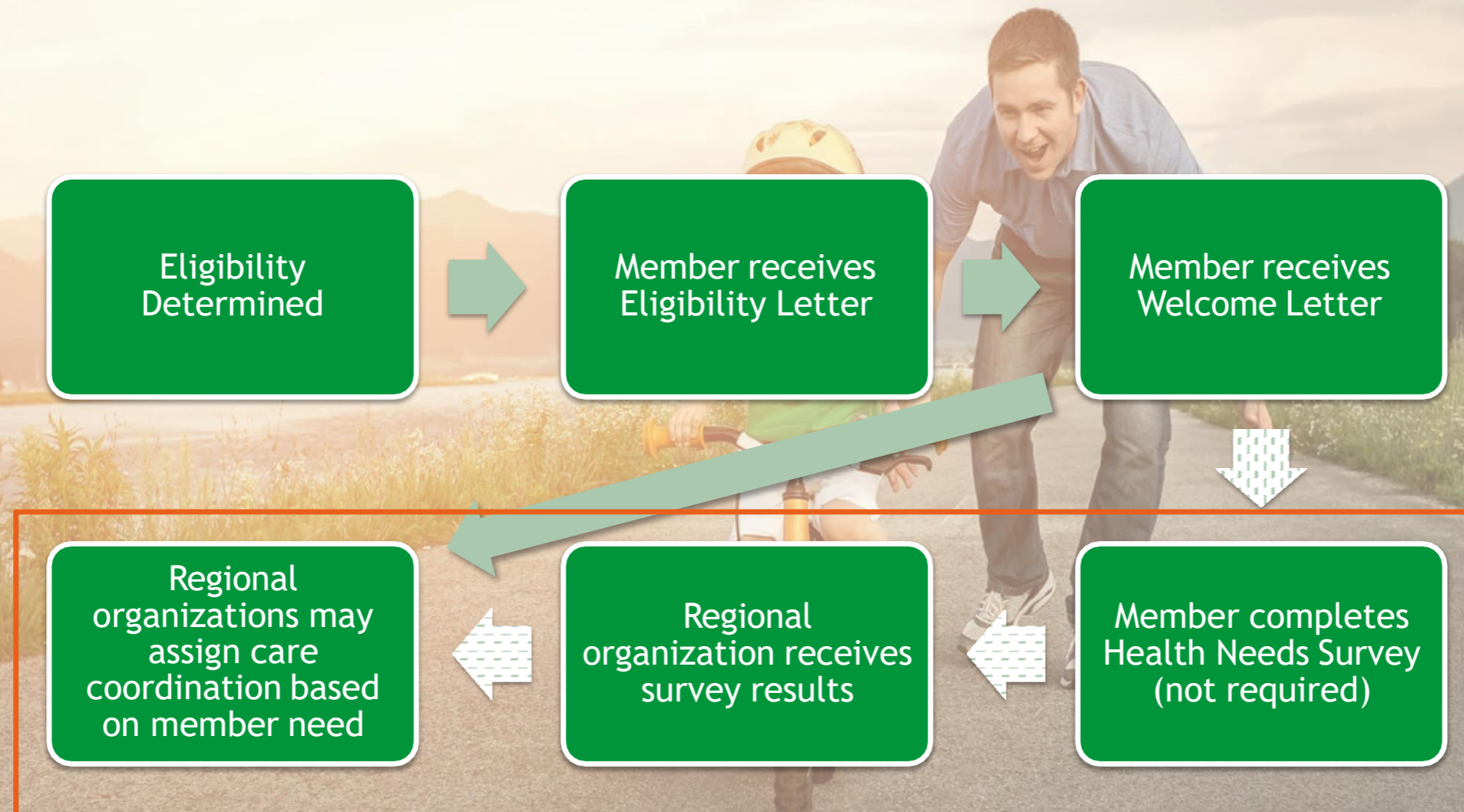


Health Needs Survey

- Asks high-level questions about the member's health
- Used to facilitate care coordination
- Members can fill out the survey on behalf of a family member
- If a member calls Health First Colorado Enrollment and has not completed the survey, they can complete the survey over the phone



The Journey Continues: Regional Organization

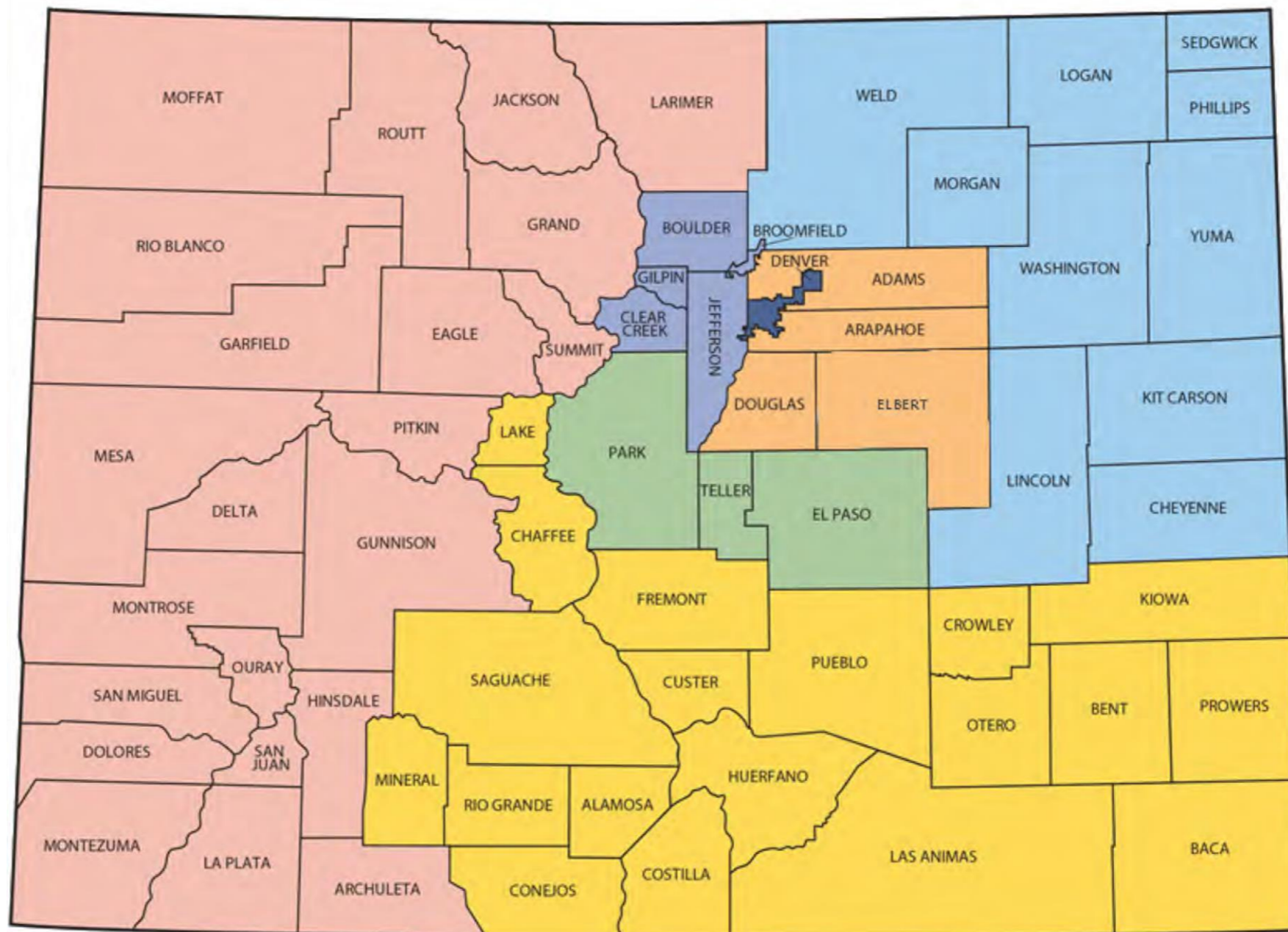


What Is the Regional Organization's Role?

- Helps connect members with health care and community services
- Manages members' physical and behavioral health care
- Supports a network of providers to make sure members can access care for physical health, vision, mental health, and substance use in a coordinated way



Regions



- Region 1 Rocky Mountain Health Plans
- Region 2 Northeast Health Partners
- Region 3 Colorado Access
- Region 4 Health Colorado, Inc.

- Region 5 Colorado Access
- Region 6 Colorado Community Health Alliance
- Region 7 Colorado Community Health Alliance

Who to Go to For What

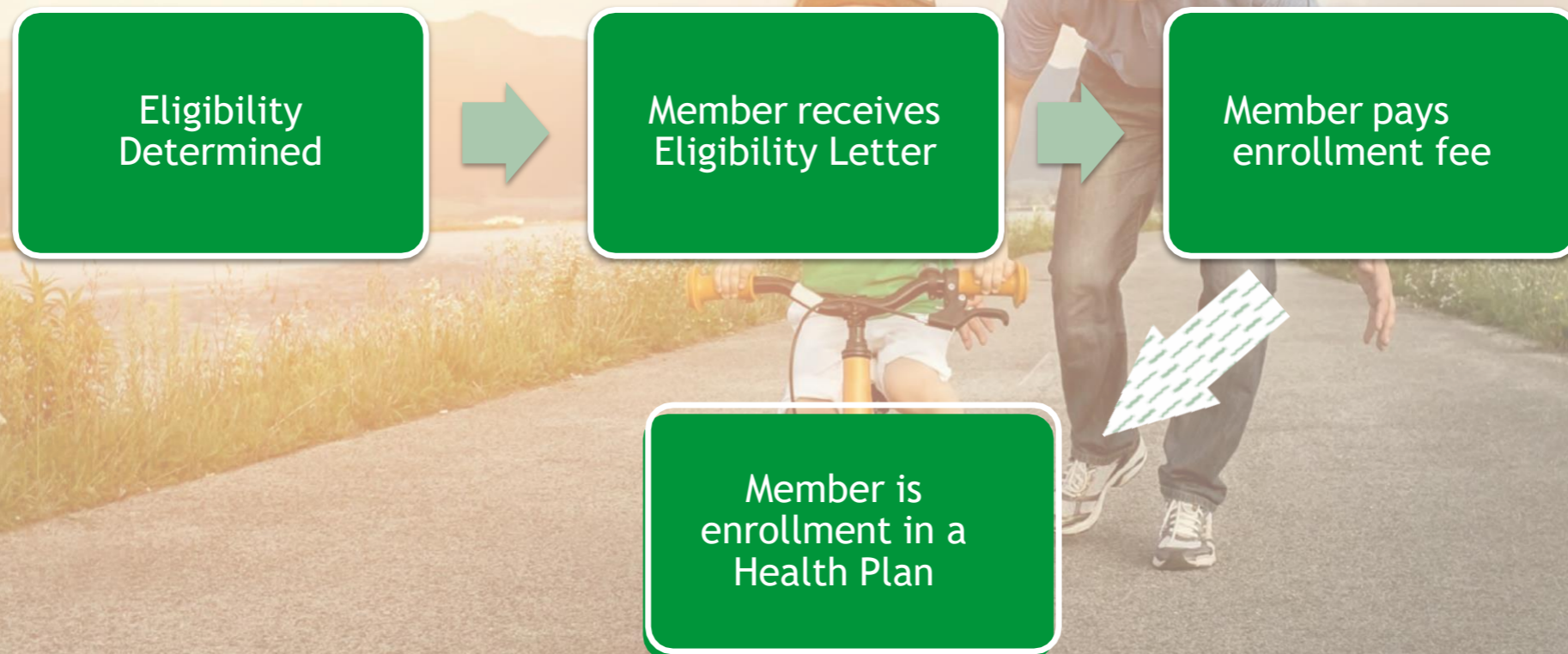
Who:	For What:
Health First Colorado Enrollment	<ul style="list-style-type: none"> • Changing your primary care provider • Requesting a handbook • Getting help finding a provider
County Department of Human/Social Services	<ul style="list-style-type: none"> • Applying for benefits Questions about what programs you qualify for • Reporting changes to your household
Primary Care Provider	<ul style="list-style-type: none"> • Making an appointment • Getting help finding other providers • Getting assistance coordinating your care
Regional Organization	<ul style="list-style-type: none"> • Getting assistance coordinating your care • Getting help finding a provider • Getting connected to behavioral health (mental health or substance use disorder) services • Filing a grievance
Health First Colorado Member Contact Center	<ul style="list-style-type: none"> • Getting help finding a provider • Getting help if you received a bill from a provider • Requesting a new Health First Colorado card
Ombudsman for Medicaid Managed Care	<ul style="list-style-type: none"> • Help with a grievance, appeal or other issue related to your health care
Nurse Advice Line	<ul style="list-style-type: none"> • Nurses will answer your medical questions, provide care advice and help you determine if you should be see a doctor right away • Get help with medical conditions, such as diabetes or asthma • Get advice on the type of doctor that may be right for your medical condition

Regional Organization Contact Information

Region	Regional Accountable Entity	Contact Information
1	Rocky Mountain Health Plans	1-888-282-8801 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities Email: customer_service@rmhp.org Live chat at: https://www.rmhp.org/
2	Northeast Health Partners	1-888-502-4189 Care Coordination Line: 1-888-502-4190 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities https://www.northeasthealthpartners.org/
3 & 5	Colorado Access	303-368-0037 or 1-855-267-2095 (toll free) 303-368-0038 (Denver County) or 1-855-384-7926 (toll free) (Denver County) Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities http://www.coaccess.com/
4	Health Colorado, Inc.	1-888-502-4185 Care Coordination Line: 1-888-502-4186 Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities https://www.healthcoloradae.com/
6 & 7	CO Community Health Alliance	303-256-1717, 719-598-1540, or 1-855-627-4685 (toll free) Monday-Friday, 8:00 a.m. to 5:00 p.m. State Relay: 711 for callers with hearing or speech disabilities http://www.cchacares.com/



The Journey Begins: **CHP+**



What Can Members Expect First?



Enrollment Fee

- Some members are required enrollment fee, if required it ranges from \$25-\$105



Enrolled into a State Managed Care Network (SMCN)

CHP+ Children

- Members have 90 days from their date of eligibility to call in and change their health plan
 - Once a member chooses a health plan, they will remain in that plan until their renewal time
- Once enrolled, members will receive information from their health plan, including a member ID, welcome packet, member handbook, and guidance for choosing a Primary Care Physician (PCP)
- During the annual redetermination period, if a member is re-determined eligible for CHP+, they will have 90 days to change their health plan



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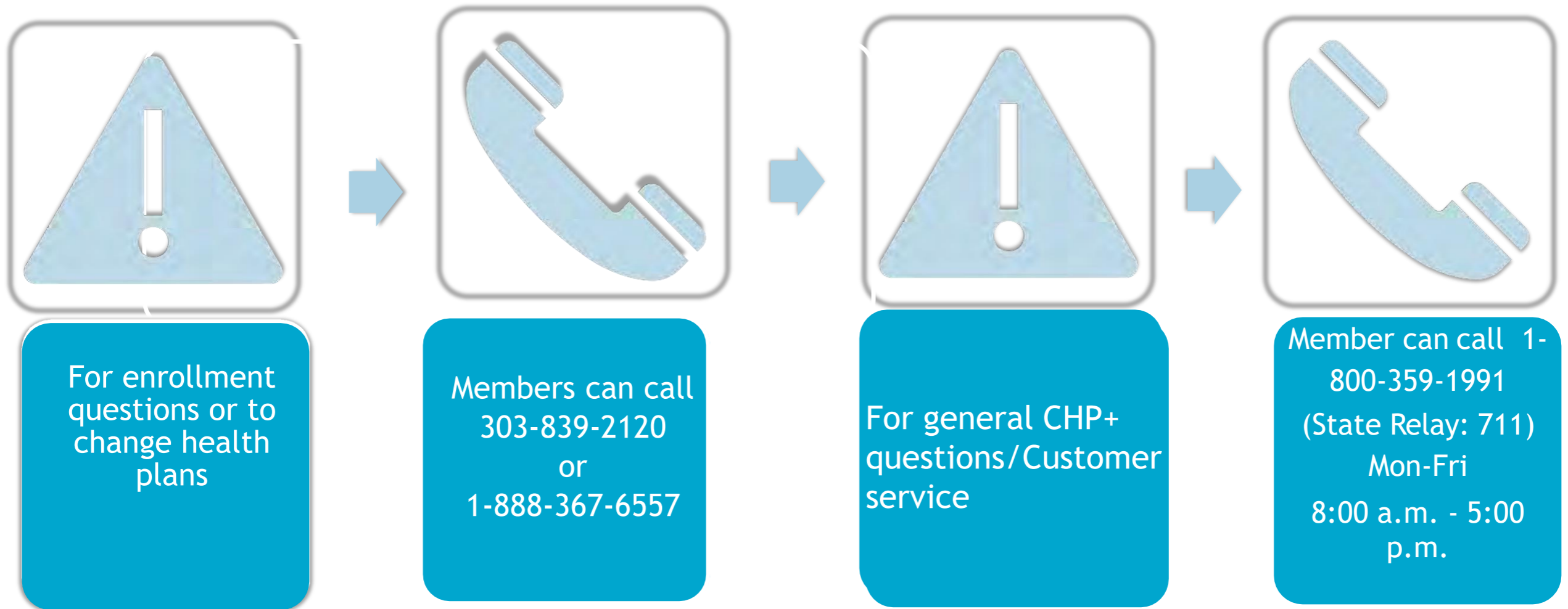
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CHP+ Prenatal

- CHP+ Prenatal women are enrolled to the SMCN for their entire CHP+ eligibility
- Once enrolled, members will receive information from the SMCN, including a member ID, welcome packet, member handbook, and guidance for choosing a PCP.



Who Can CHP+ Members Call?



Questions?



Contact Information

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Thank You!



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