



MIXED ELIGIBILITY HOUSEHOLDS

2021 CoverCO Tour

Agenda

1. Determining a Mixed Eligibility household
2. Where to Start an Application
3. Going from PEAK to Connect for Health Colorado
4. Uploading Verification Documents

DETERMINING A MIXED ELIGIBILITY HOUSEHOLD

Mixed Eligibility Household

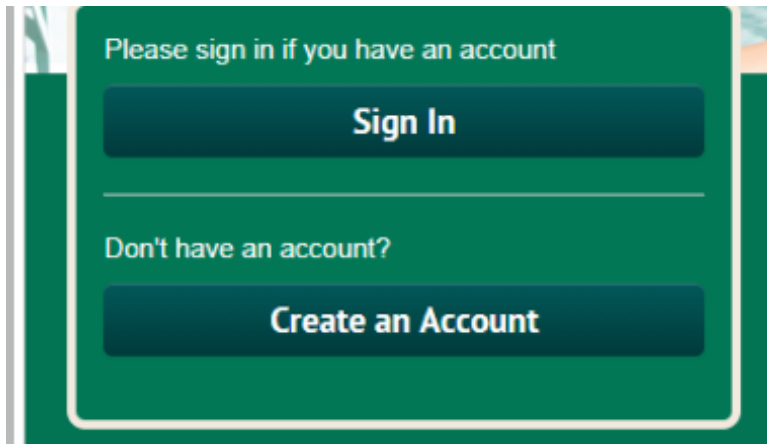
These Households are defined as having **at least one member who is eligible for Health First Colorado or CHP+** and **at least one member who is eligible for Premium Tax Credits** through Connect for Health Colorado.

Most commonly- a Mixed Eligibility Household consists of parents who qualify for Premium Tax Credits and children who qualify for CHP+.

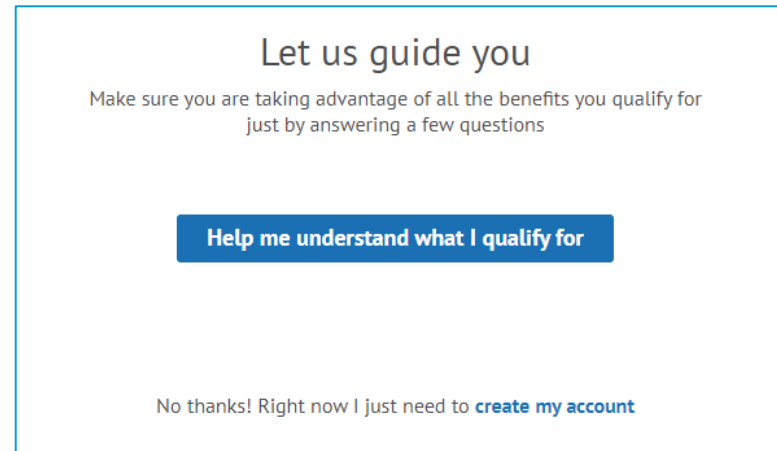
Determining a Mixed Eligibility Household

If it is unclear what a household may qualify for, Connect for Health Colorado's screening tool is accessible **at any time** to provide basic household and financial details.

Select **Create an Account** on the Individual landing page



Select **Help me understand what I qualify for**



WHERE TO START AN APPLICATION

Where to Start an Application

Who should start in Connect for Health Colorado's application?

- Households applying for health insurance **without financial assistance**
- Households applying for financial assistance who have **annual household income above the Health First Colorado or CHP+ threshold**

Who should start in PEAK?

- Households with **at least one member who may be eligible (or are already eligible) for Health First Colorado or CHP+** and at least one member who may be eligible for Premium Tax Credits through Connect for Health Colorado
- Households with a **family member who is disabled**
- Households **seeking other public benefits**, such as Food Assistance
- Individuals **over age 65**

Note: If a customer has already created an account in either PEAK or Connect for Health Colorado, they should use the same user name and password in the other system to avoid multiple accounts being created and to support data transfer. This is known as Single Sign On.

Where to Report Changes

If a Mixed Eligibility household needs to report changes, it is best practice to report changes in PEAK first.

After submitting changes, select the **Continue to Connect for Health Colorado** button to confirm all information in the Connect for Health Colorado application.

PEAK COLORADO Riley Red 1B [REDACTED] Español Help Sign Out

Medical Assistance Results

Case Number : 1B [REDACTED]
Authorization Number : 52 [REDACTED]

Health First Colorado (Colorado Medicaid) / CHP+ Marketplace Programs

For members of your household who DO NOT qualify for Health First Colorado or Child Health Plan Plus (CHP+):

- You may qualify for financial assistance through Connect for Health Colorado that can be used to lower the price of a private health insurance plan. To see if you qualify, go to ConnectforHealthCO.com or call 1-855-PLANS-4-YOU (855-752-6749).
- Information from your application may have already been sent to Connect for Health Colorado but you must take action to enroll in your health insurance plan.

You may be asked to talk with an application worker by phone or in person in order to get benefits.

Shop for a Health Insurance Plan

CONNECT for HEALTH COLORADO

Continue to Connect for Health Colorado

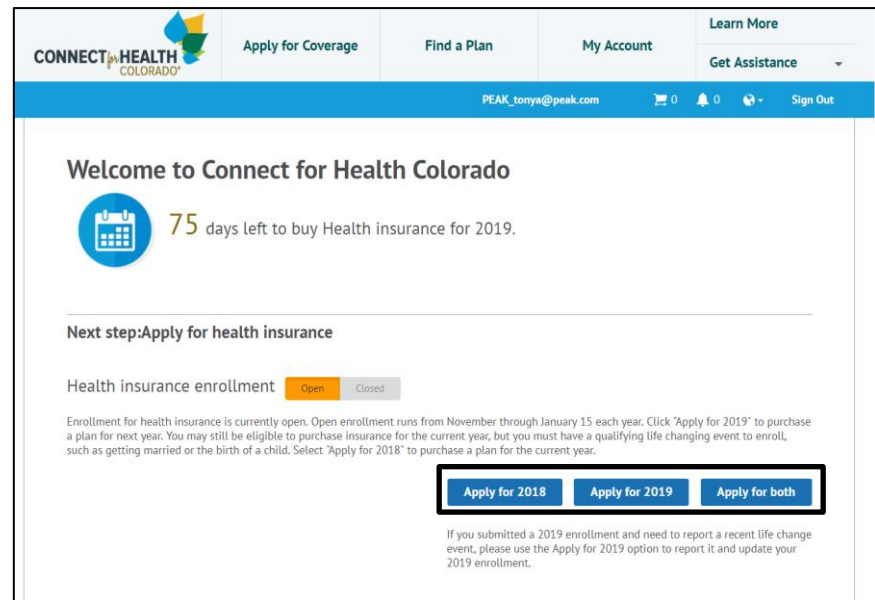
Back Next

GOING TO CONNECT FOR HEALTH COLORADO FROM PEAK

Going to Connect for Health Colorado from PEAK

After selecting the **Continue to Connect for Health Colorado** button in PEAK, the customer can continue to the Connect for Health Colorado Welcome Page and select the applicable option to proceed through the application.

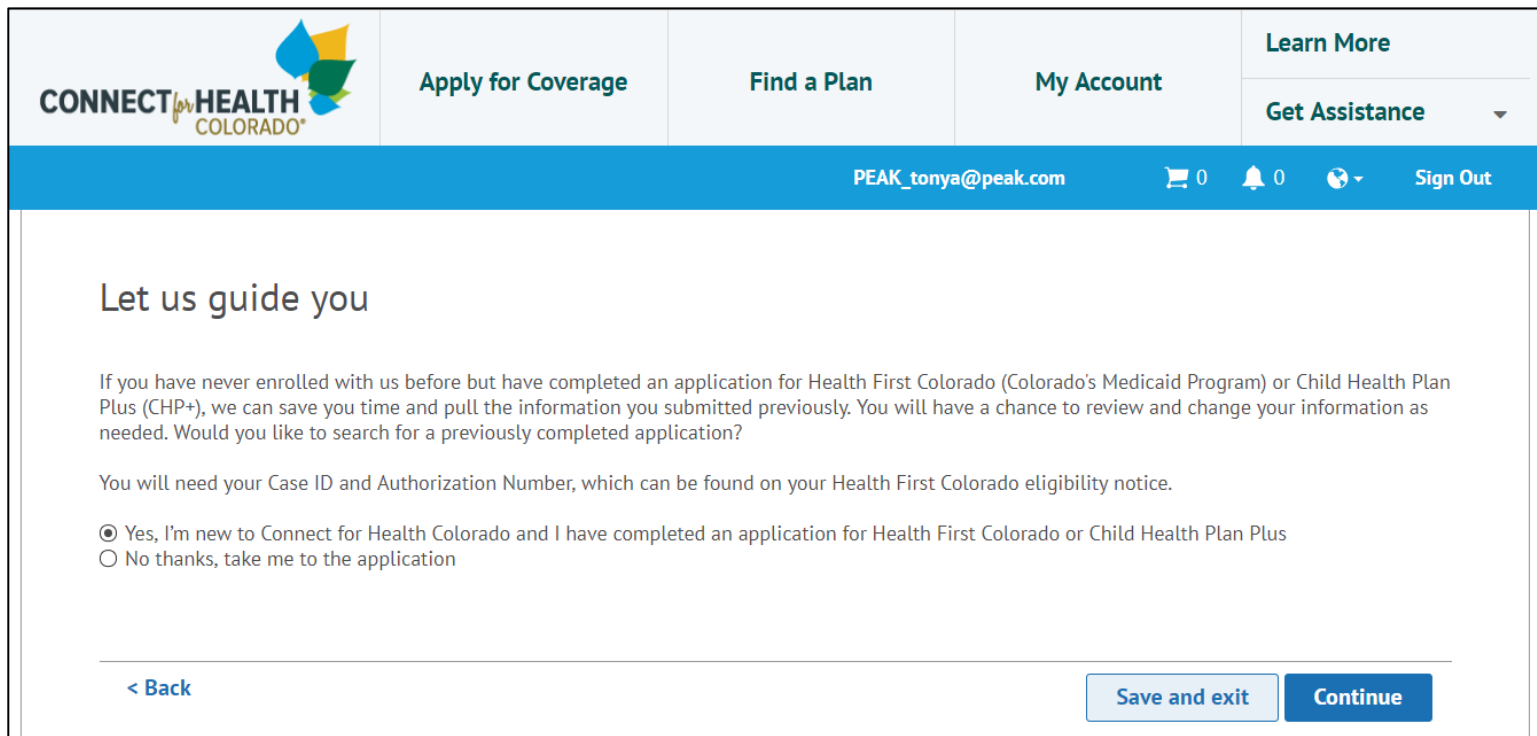
If you received real-time eligibility results in PEAK, the customer's information will be pulled into the marketplace application.



The screenshot displays the Connect for Health Colorado website interface. At the top, there is a navigation bar with the logo on the left and links for 'Apply for Coverage', 'Find a Plan', 'My Account', and 'Learn More'. Below the navigation bar, the user's email 'PEAK_tonya@peak.com' and notification icons are visible. The main content area features a 'Welcome to Connect for Health Colorado' message with a calendar icon and a countdown timer showing '75 days left to buy Health insurance for 2019'. Below this, a section titled 'Next step: Apply for health insurance' includes a toggle switch for 'Health insurance enrollment' currently set to 'Open'. A detailed paragraph explains the enrollment process for 2018 and 2019. At the bottom of this section, three buttons are highlighted with a red box: 'Apply for 2018', 'Apply for 2019', and 'Apply for both'. A final note at the bottom right provides instructions for users who have submitted a 2019 enrollment and need to report a life change event.

Not Receiving Real-Time Eligibility Results in PEAK

At the beginning of the Connect for Health Colorado application, the customer must select **'yes,'** that an application for Health First Colorado or Child Health Plan *Plus* application **has already been completed.**



The screenshot shows the top navigation bar of the Connect for Health Colorado website. The navigation menu includes "Apply for Coverage", "Find a Plan", "My Account", "Learn More", and "Get Assistance". The user's email address "PEAK_tonya@peak.com" is displayed, along with icons for a shopping cart (0), notifications (0), and a globe. A "Sign Out" link is also present.

The main content area is titled "Let us guide you" and contains the following text:

If you have never enrolled with us before but have completed an application for Health First Colorado (Colorado's Medicaid Program) or Child Health Plan Plus (CHP+), we can save you time and pull the information you submitted previously. You will have a chance to review and change your information as needed. Would you like to search for a previously completed application?

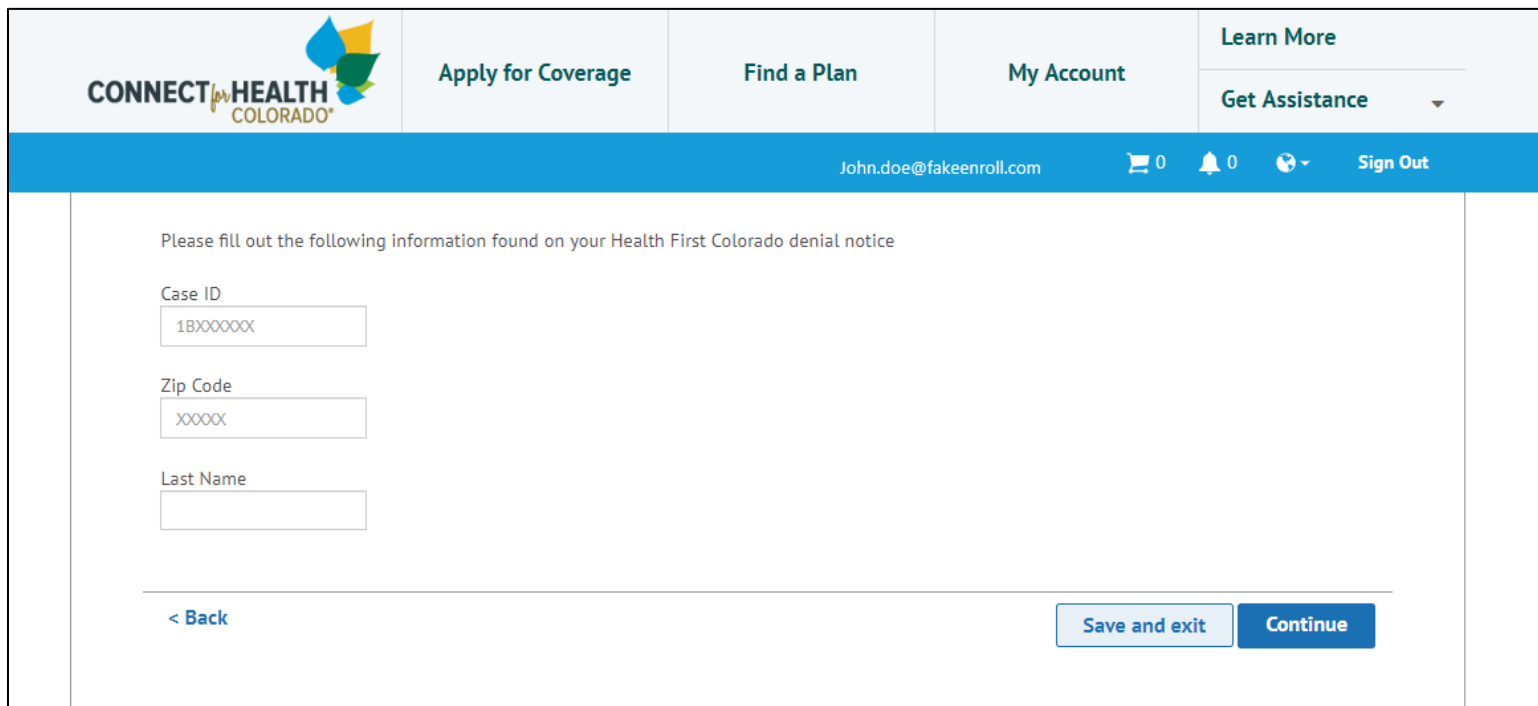
You will need your Case ID and Authorization Number, which can be found on your Health First Colorado eligibility notice.

Yes, I'm new to Connect for Health Colorado and I have completed an application for Health First Colorado or Child Health Plan Plus
 No thanks, take me to the application

At the bottom of the form, there are three buttons: "< Back", "Save and exit", and "Continue".

Not Receiving Real-Time Eligibility Results in PEAK

Enter the customer's Case ID, zip code and last name, then press **Continue** to bring customer information into the Connect for Health Colorado system from PEAK.



The screenshot shows the user interface of the Connect for Health Colorado system. At the top, there is a navigation bar with the logo on the left and menu items: 'Apply for Coverage', 'Find a Plan', 'My Account', 'Learn More', and 'Get Assistance'. Below the navigation bar, a blue header displays the user's email 'John.doe@fakeenroll.com', notification icons, and a 'Sign Out' button. The main content area contains a form with the instruction: 'Please fill out the following information found on your Health First Colorado denial notice'. The form has three input fields: 'Case ID' with the placeholder '1BXXXXXX', 'Zip Code' with the placeholder 'XXXXX', and 'Last Name'. At the bottom of the form, there are three buttons: '< Back', 'Save and exit', and 'Continue'.

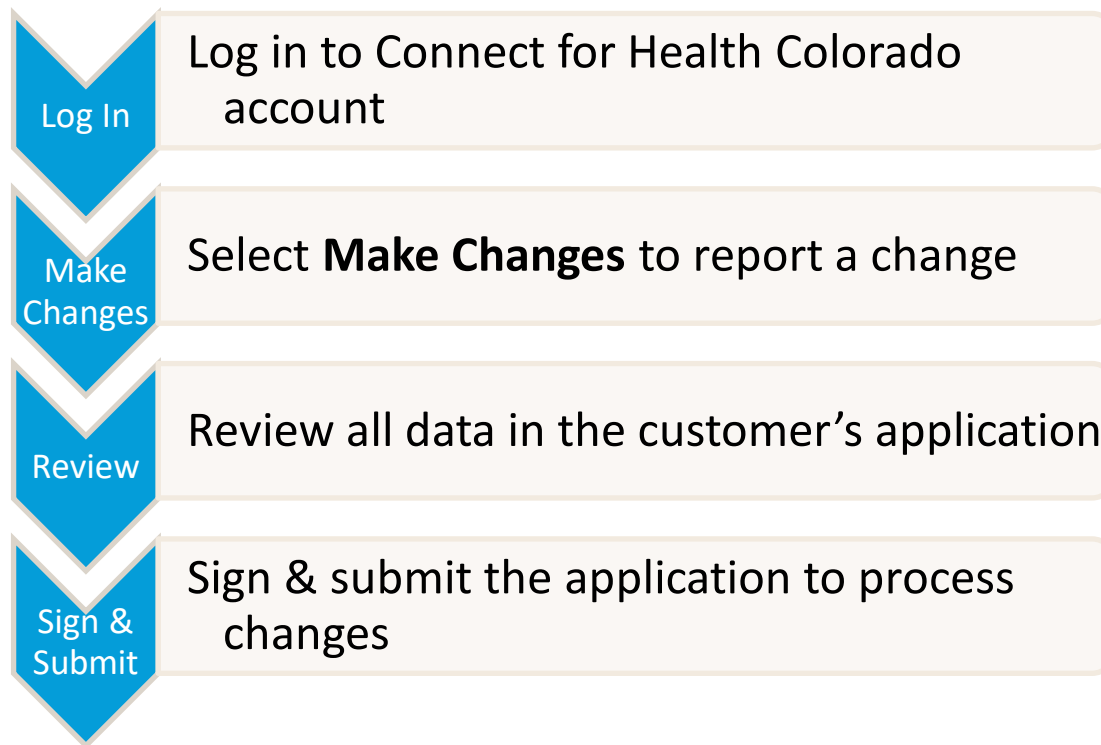
Notice to Confirm Your Changes

When Connect for Health Colorado receives an updated application from PEAK/CBMS, the customer receives a notice informing them to proceed to Connect for Health Colorado to submit the updated information.

The purpose of this notice is to ensure incorrect or erroneous changes in information are not automatically made to a customer's Connect for Health Colorado account.

How to Confirm Your Changes

Customers should review the information received from PEAK/CBMS and submit updates **within 30 days** so their eligibility and enrollment information can be updated accordingly.



The information populated in the application is the data we received from PEAK!

UPLOADING VERIFICATION DOCUMENTS

Uploading Verifications

When verifying information for **Mixed Eligibility Households** documents, best practice is to provide documentation to Connect for Health Colorado in three different ways:

- **Upload** a copy of the document to a customer's Connect for Health Colorado account or submit via PEAK
- **Fax** a copy of the document
- **Mail** a copy of the document to Connect for Health Colorado

The screenshot displays the user interface for uploading documents. The top navigation bar includes links for 'Apply for Coverage', 'Find a Plan', 'My Account', 'Learn More', and 'Get Assistance'. The user's email 'nchip@fake.com' and notification icons are visible. The left sidebar contains a menu with 'My Documents' selected. The main content area provides instructions for uploading documents and features a form with two dropdown menus and an 'Upload' button.

CONNECT for HEALTH COLORADO

Apply for Coverage Find a Plan My Account Learn More Get Assistance

nchip@fake.com 0 0 Sign Out

My Documents and Verifications

The My Documents page is where you can see letters we have sent you and documents you have sent us in the past. To upload new documents, follow these three steps:

1. Select the Document Category (example: Citizenship or Income)
2. Select the Document Type (example: U.S. Birth Certificate or Pay Stub/Check)
3. Click Upload and choose the correct file from your computer

NOTE: Only select the "Other" option when your Document Category or Document Type is not available.

Select Document Category Select Document Type

Select Select Upload

QUESTIONS?