



# ELIGIBILITY SYSTEM UPDATE FOR OPERATIONS COMMITTEE

Prepared for Operations Committee  
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# Current Situation

- The current eligibility solution:
  - Works well for people clearly under 133% FPL (Medicaid Eligible) or new enrollees with 'simple' incomes
  - Does not work consistently well for communities where Medicaid policy does not align with APTC / CSR policy, returning customers, or people with complex income or family situations
  - Does not work for APTC/CSR customers who wish to report a change
  - Has a number of technology issues
    - Defects and issues in both systems are impacting data transfer between SES and the Marketplace
    - Inconsistencies between the Marketplace and SES for program eligibility and APTC amounts increase daily
- Connect for Health Colorado customer support costs are over budget due to unplanned eligibility issues
- Majority of technology maintenance costs are related to Shared Eligibility System
- Counties, HCPF and Maximus service centers are getting calls and requests from Marketplace customers (not in their budgets)
- Connect for Health Colorado requirements for SES upgrades need to be evaluated with other important CBMS (e.g., HHS, SNAP, TANFF, emergency assistance) changes, some items are very resource intensive



# Opportunities for Streamlining



Customer Enters Marketplace

Simplify noticing

Eligibility and verification notice sent to customer

Look at single end-to-end solution for eligibility and shopping

Payload is Sent to the Marketplace

Customer Decides to Seek Financial Assistance

Customer is Determined Eligible for APTC/CSR, CYA or QHP

Customer Shops for and Selects a Plan

Customer Enters Information into Single Streamlined Application on SES

Customer is Denied Medicaid / CHP+

Plan Information Sent to Carrier(s)

Add expedited Income to direct to appropriate part of SSAP

Work with HCPF and CMS to find ways to bypass this step

Approximately 80% of FA applicants

Simplify questions on the SES SSAP

# Questions