



# MEDICAL ASSISTANCE SITE PARTNER DECISION AND JUSTIFICATION

June 22, 2015

# Background and Statement of Need

- **Connect for Health Colorado must have capabilities associated with a Medical Assistance Site in-order to:**
- Assist the 22% of customers who do **NOT** receive a real-time eligibility determination for APTC, to obtain a Medicaid denial
- Complete the Verifications process with customers, to comply with requirements related to justifying income, and lawful presence, etc.
- More tightly control, through end to end intervention the “churn” and dual enrollment (Simultaneous Enrollment ) of customers moving back and forth between coverages with MCD and the Marketplace
- Manage case maintenance for mixed families
- Centralize the advocacy and care of C4HCO’s customers, who are being handled by a multitude of Medical Assistance Sites.. **We need to own the customer experience**

# What if We Do Nothing?

## **If Connect for Health Colorado does not have a formalized function as a Medical Assistance Site:**

- All customers who do not receive a Real Time Eligibility determination will be handled by one of 64 counties
- C4HCO will need to coordinate with multiple parties ( counties, HCPF, MA Sites) to help customers
- Timeliness that effects coverage and Carrier liability will be too challenging
- Lack of coordination and control impacts enrollment and sales
- C4HCO will not be able to complete Verifications and will be out of compliance
- Service Center costs will be driven higher than budgeted

# Total Estimated\* Cost-Outsourced

<b>Estimated* Total Expenses - 24 Months * 1<sup>st</sup> cycle –limited experience</b>	
<b>Salaries</b>	<b>\$ 1,201,470</b>
<b>Benefits</b>	<b>\$ 244,311</b>
<b>Staffing Fee and Travel</b>	<b>\$ 142,560</b>
<b>Indirect costs</b>	<b>\$ 412,968</b>
<b>Proposed Expense Total</b>	<b>\$ 2,001,309</b>

# Per Committee Direction, Option 2: Contracting with an Existing MA Site Benefits Was Pursued

- **Connect for Health Colorado has selected Colorado Access as our MA Site Partner, due to:**
- Colorado based company, established in 1994
- Agreed to place staff on site at C4HCO- Will hire current contractors
- Expertise in Medicaid and CBMS
- Strong reputation with HCPF, counties
- Pricing aligned with expectations
- Agreed to contract terms including compliance with MA Site and C4HCO policies and procedures (27+)
- State wide CBMS access and knowledge of regional needs, etc
- Their Vision-“Healthy communities transformed by the care that people want at a cost we can all afford”
- Their Mission-“Partner with communities and empower people through access to quality, affordable care”
- Their Values – Compassion, Trust, Excellence, Collaboration, Innovation
- Not a county or Assistance Site; QHP separate and distinct

# Request of the Ops/Finance Committee

- Recommend granting contracting authority to C4HCO management, to complete contract by 7/1/15, to the Board of Directors