

Summary of Changes Requested to SES

As a result of the feedback received from stakeholders during the most recent open enrollment period, Connect for Health Colorado identified 117 items, ranging from specific word changes to major changes in application flow that **are being evaluated** by the SES development team for implementation over the next 6 months. Marketplace staff prioritized the list and identified 77 items that were high or very high priority to be implemented before the next open enrollment period. This document provides a summary of these items.

Items identified as Very High Priority: (this list summarizes 50 individual items on the list of 117 specific requests)

- 'A Fast Path' for applicants that reduces the number of questions for Marketplace and, if appropriate, Medicaid customers.
- Creation of a Customer/Customer Service/Broker Wrap Up Summary screen that has 'correct my application' functions
- Allow Connect for Health Colorado service center representatives to access to CBMS data via a secure web service or a 'help desk screen'
- Implement simplified, 'smart' 'Report My Change' (RMC) functions for Marketplace customers
- Implement Codebaby (avatar) within SES to assist customers in answering questions
- Modify notices including explanation of \$0 APTC amount for customers who are eligible for APTC
- Modify 'are you seeking Medical Assistance' screen text
- Separate rules for Marketplace customers during customer maintenance activities including limiting Medicaid required periodic redeterminations to non-Marketplace customers and improvements to case management functions for Marketplace customers.
- Provide the ability for a non-financial Marketplace customer to become a financially assisted customer and retain their Marketplace account identity, particularly as the result of a qualifying life event
- Modify the APTC calculator to support life change events that may cross plan years
- Make more intuitive the process for identifying an applicant as an American Indian / Alaska Native.
- Change the deductions questions
- Add filing statuses to align with tax forms
- Update list of accepted verifications documents
- Don't allow applicants to change coverage year if they came from the Marketplace
- Allow customers to shop while eligibility is pending
- Develop a button in CBMS to allow workers to transfer a case directly to the Marketplace
- Develop reports to assist Marketplace workers with verifications and issue resolution
- Modify the payload transferred to the Marketplace

Items identified as High Priority: (this list summarizes 27 individual items on the list of 117 specific requests)

- Allow for a pregnant woman who may be eligible for Medicaid due to pregnancy status to elect to remain on their Marketplace plan and continue receiving APTC
- Improve data validation during application process to reduce simultaneous enrollments

- Improve case assignment processes for Marketplace customers
- Update alimony wording
- Change income questions, calculations and help text, allow negative incomes for self-employed individuals
- Enable 'good faith extension' policy for customers who need additional time to provide their verifications documents
- Additional changes to the 'are you seeking Medical Assistance' screens
- Display 'benefits received' details
- Verify mandatory fields are correctly configured across application and RMC screens
- Improve error messaging and information presented to customers needing to upload documents for verifications
- Modify wording for AI/AN applicant's eligible for 100% CSR plans
- Add Babel sheet to all notices and improve access to notices for customers and service center representatives
- Allow an applicant to enter multiple qualifying life events at once and ensure residence questions are queued when customer selects 'Change in Residence' as their life event

To assist in creating a plan that has the most important items delivered by the next open enrollment period, 40 of the 1117 items were categorized as medium or low priority for correction by the next OEP. These include:

- Changes to the employer sponsored coverage questions and calculations
- Pend eligibility if mailing address not provided
- Automating some RMC functions and adding additional specific cases to the list of qualifying life events supported
- Additional support for complex tax households where one tax dependent may also be a tax filer
- Updates to verifications periods for some applicants reporting certain changes
- Removal of 'were you uninsured in the last 6 months' and 'individual mandate exemption' questions
- Reorder marital status questions
- Reduce PEAK specific branding on SES
- Change help text defining Health Coverage Guides, qualifying widower and other fields
- Link to taxable income FAQ on Connect for Health website
- Create a new verification complete notice
- Change incarceration questions
- Migrate APTC calculation service from Marketplace to SES

NOTE: In addition to the 117 items identified after the OEP, there are a number of items already on the SES development plan. These include SES screen redesign, changes to allow legally present residents under the 5-year bar to get more accurate eligibility results, increased automation of reconciliation activities and others.