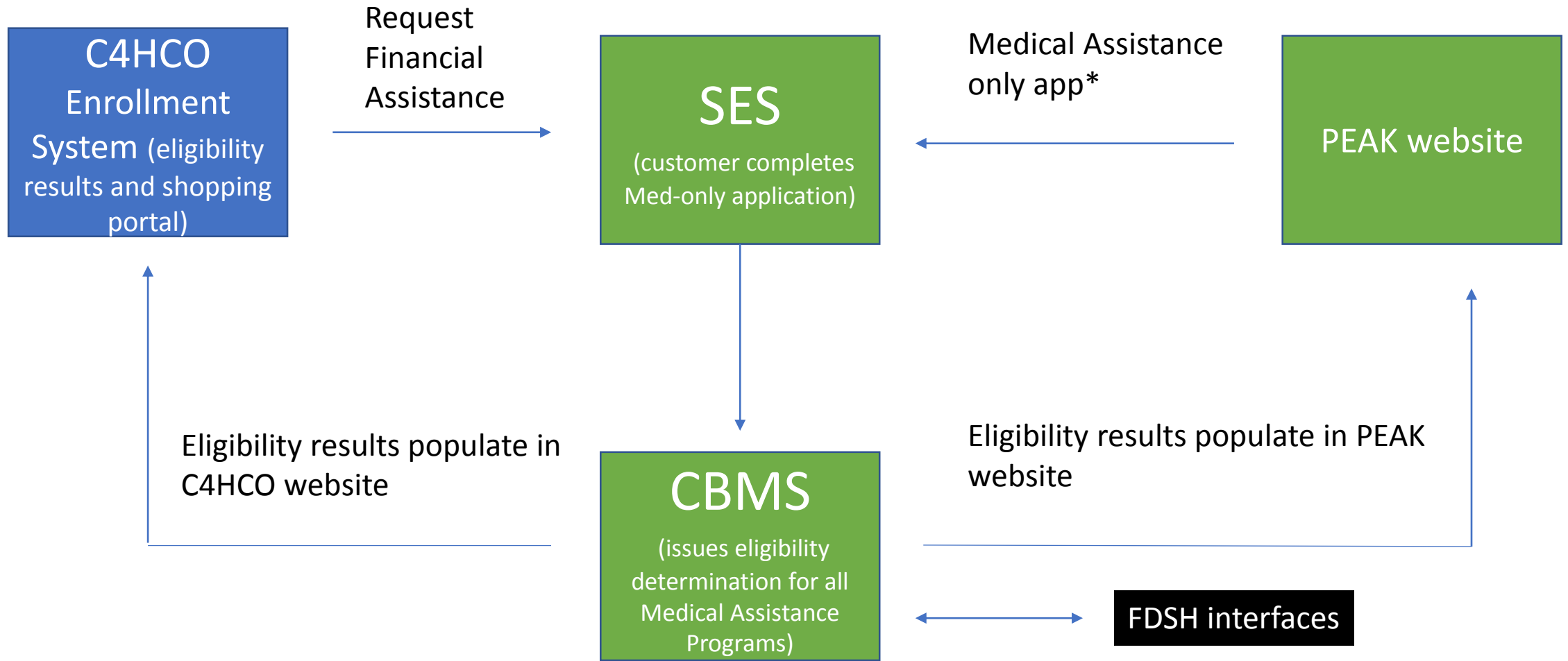# Eligibility System Changes

Goals

- **Improve the customer experience**
  - *Reduce number of eligibility screens and questions required for an APTC determination*
  - *Focus on plain language and increased health literacy support in the application questions and correspondence*
  - *Decrease non-real time eligibility with a goal of near 100% of applicants receiving determinations in real-time*
- **Bring Connect for Health Colorado into compliance in significant areas**
  - *Address previous audit findings related to data and enrollee verification and reporting before the next open enrollment period*
- **Increase ability to predict and control technology costs**
  - *CBMS-related ongoing and Transformation costs expected to be ($1.4MM - $2.7MM)*
  - *Historically, costs incurred for CBMS projects have been difficult to budget accurately for*
  - *Owning the eligibility system contract with our vendor will allow for control over technology costs related to determining eligibility for APTC*
- **Decrease Eligible but Not Enrolled (EBNE) population and increase enrollment overall**
  - *A quicker, easier eligibility application will encourage customers to check what APTC/CSR they may be eligible for*
- **Increase APTC uptake**
  - *An eligibility application re-design will allow for better screening of and communication to APTC-eligible customers who may be currently opting out of the financial assistance path*

Current System Interactions

Proposed System Interactions

C4HCO Enrollment System (eligibility results and shopping portal)

PEAK Website

Request Financial Assistance

APTC/CSR/QHP results populate in C4HCO website

Medicaid/CHP+ results populate in PEAK website

Apply for Medicaid/CHP+

C4HCO Eligibility Engine (issues eligibility determination for APTC/CSR/QHP)

Possible ATPC/CSR/QHP eligible

Possible Medicaid/CHP+ eligible

CBMS (issues eligibility determination for Medicaid/CHP+)

FDSH interfaces

FDSH interfaces

C4HCO MA Site support for complex households in CBMS

C4HCO

OIT