



COUNTY ENGAGEMENT PROJECT UPDATE

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FEBRUARY 26, 2018 BOARD POLICY COMMITTEE MEETING

Project Purpose

- Support important enrollment channel
- Strengthen current and new county relationships
- Assist counties and build their knowledge of marketplace program eligibility requirements and enrollment processes
- Increase the number of eligible customers being referred to the marketplace

Current County Support

- Escalation resolution
- Updates on directors meetings in all regions
- In-person meetings with county eligibility staff
- In-person and web-based trainings marketplace programs
- Co-location agreements

2018 Project Goals and Future Planning



Create an infrastructure to support counties in a similar manner to existing C4HCO stakeholders:

- Quarterly calls outside of Open Enrollment and weekly calls during OE
- Quarterly focus group meetings to give county workers the opportunity to provide feedback directly to Connect for Health Colorado for areas for improvement, future planning, and strategic direction
- County Guidebook providing county workers with contact information and FAQs