



NEW ELIGIBILITY SYSTEM

Overview and Updates

May 2018

New Eligibility System Initiative

In early 2018, the Connect for Health Colorado® Board of Directors approved an initiative to bring eligibility determinations for Advance Premium Tax Credits and Cost Sharing Reductions (APTC/CSR) under Connect for Health Colorado's control.

We are building our own eligibility system to improve the customer experience, gain better control of our IT expense and achieve a number of other significant objectives in time for our next Open Enrollment Period.

What is the New Eligibility System?

For a quick summary, here is how we're explaining the basics of our new system:

What it is

- ❖ We are developing our own eligibility system for Advanced Premium Tax Credits and Cost Sharing Reductions.
- ❖ The system will be funded, developed and maintained entirely by Connect for Health Colorado.
- ❖ It will be implemented by November 1, 2018, for Plan Year 2019.

What it is not

- ❖ Making significant changes to PEAK and CBMS.
- ❖ Changing eligibility rules and guidelines.
- ❖ Being funded by federal or state dollars.
- ❖ Requiring county workers to do additional work when processing in CBMS.

Still “no wrong door”

Individuals who apply through Connect for Health Colorado and are found to be Medicaid eligible will be routed to PEAK/CBMS and individuals who apply through PEAK and are found to be eligible for Advanced Premium Tax Credits and Cost Sharing Reductions will be routed to Connect for Health Colorado.

What is the New Eligibility System?

What is changing

- ❖ We will have a new, simplified eligibility application for Advance Premium Tax Credit and Cost Sharing Reduction programs for health insurance enrollees.
- ❖ Noticing for Marketplace programs will no longer be sent from CBMS, including Notice Of Actions and Verification Check Lists. All Marketplace program eligibility notices will be sent from Connect for Health Colorado.
- ❖ CBMS will display whether applicants are within the eligibility range for Advance Premium Tax Credits, but not the specific amount they qualify for.
- ❖ Those applicants who are within that range will be referred to Connect for Health Colorado for a determination of what benefits they qualify for and at what level they will be.

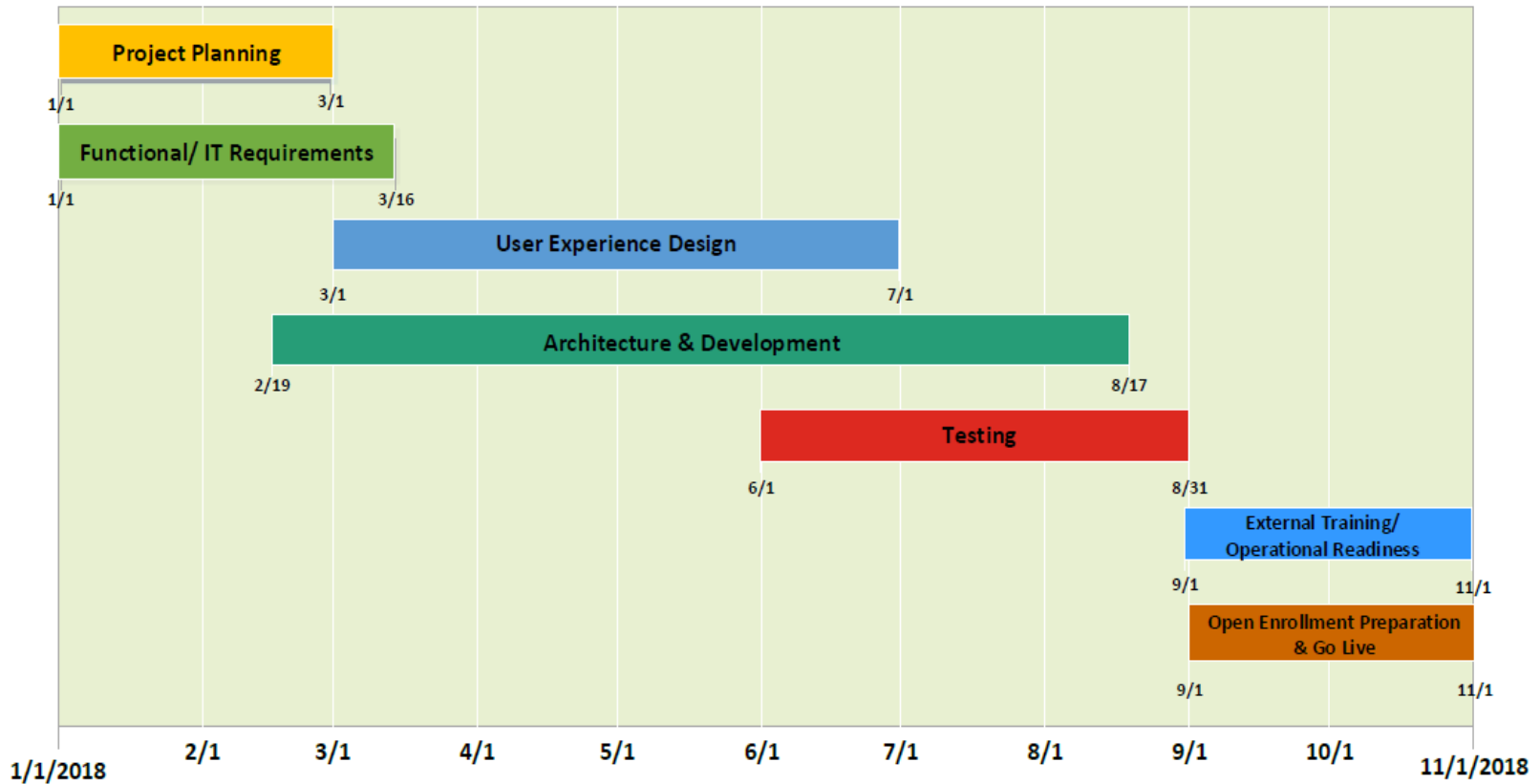
What is not changing

- ❖ Connect for Health Colorado's shopping platform.
- ❖ CBMS will continue to interface with Connect for Health Colorado's platform. Applications completed in PEAK or CBMS, where an individual may be eligible for Marketplace programs, will be sent to Connect for Health Colorado per current functionality.
- ❖ Mixed eligibility households will still report all changes and do their annual redetermination in PEAK/CBMS. Connect for Health Colorado's Medical Assistance (MA) Site will provide support for case maintenance on Advanced Premium Tax Credit/Cost Sharing Reduction-only and mixed eligibility households.
- ❖ Noticing for Medicaid and CHP+ will continue to be sent from CBMS.
- ❖ Individuals who have their application information verified in CBMS will not need to provide those same verifications to Connect for Health Colorado.

Schedule



Eligibility System Project – OE6 Phase



Next Steps

- Medullan, the UI/UX consultant with which we have partnered, is continuing research and testing to determine how typical users react to the application process, where they might get confused and what best known methods can be applied to our improved user experience. We are planning another round of surveys this week.
- We have unveiled a new webpage on the C4HCO website for NES information.
- We're open for input! If you have a particular concern or idea about improvements to the Eligibility system you'd like us to hear about, please submit them to: nesinput@c4hco.com.