



# HCPF MA SITE CHANGES - C4HCO IMPACTS AND PLANNING

Connect for Health Colorado Finance & Operations Committee

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# MA Site changes

- CMS is requiring HCPF to change the way that the majority of their MA Sites provide ongoing case maintenance for Medicaid/CHP+ members.
- Changes will limit certain types of support MA sites can provide to Medicaid/CHP+ members.
- As of now, Connect for Health Colorado and Denver Health are not impacted by changes.

# Impacts to our consumers and networks

As a result of the HCPF MA Site functions changing, many consumers will need to seek help elsewhere, including:

- County offices
- Brokers
- Assisters (Health Coverage Guides and CACs)
- Enrollment Centers

Many of these organizations are already under resourced. An increase in workload for these organizations could result in a decrease in the number of:

- Consumers who seek help for their eligibility or enrollment needs
- Consumers who have resolution for an issue within a single visit
- Consumers who receive financial assistance and/or enroll in a QHP

# Next steps

- Continue to collect data from HCPF and Assistance Network on the number of cases/members using other MA sites that may impacted by these changes.
- Continue to work with counties to refine existing partnerships and coordinate customer support.
- Continue dialogue with other Medical Assistance sites on how we can support them, especially with mixed eligibility households.