

Update to the Connect for Health Colorado Board of Directors

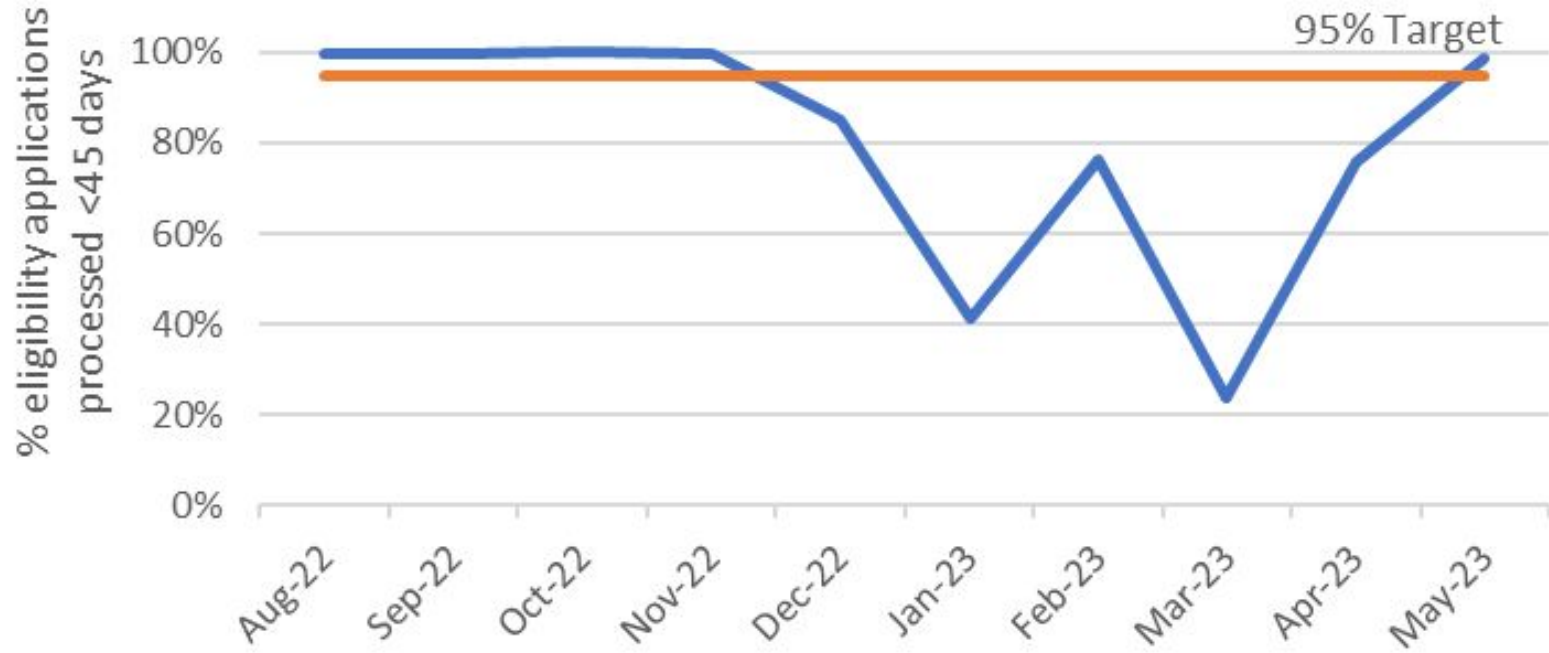
Kim Bimestefer
Executive Director, HCPF



COLORADO

Department of Health Care
Policy & Financing

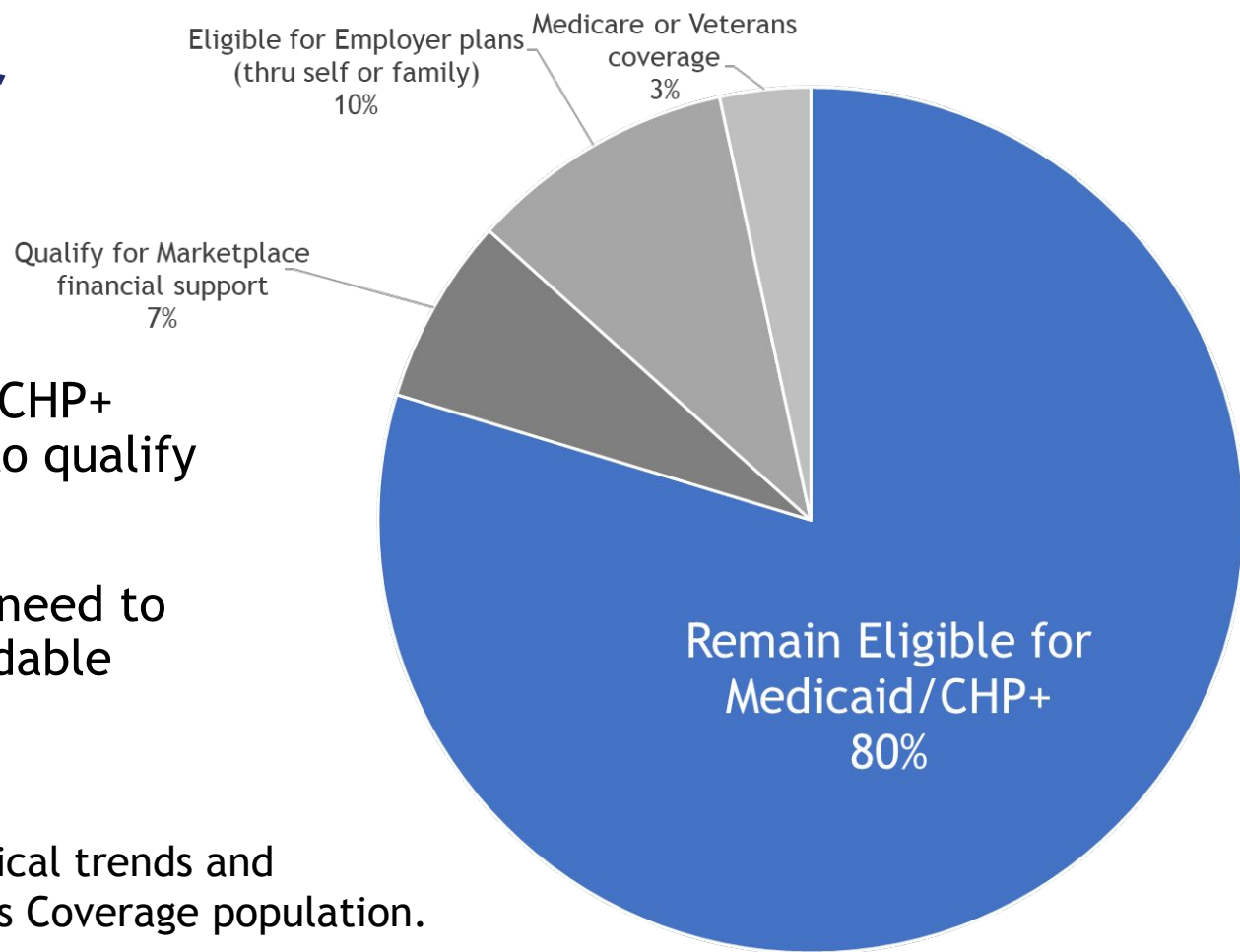
C4H: Medicaid Application Processing Timeliness



Thank you for your partnership to address Medical Assistance site timeliness

Estimations for our >1.7M members:

- About 80% of Medicaid/CHP+ members est. continue to qualify
- About 20%, est. >325k, need to transition to other affordable coverage



Estimations are based on historical trends and available info on the Continuous Coverage population.

May & June 2023 Outreach Metrics

Direct outreach to **>130k** households up for renewal via CBMS

- **Notices mailed mid Mar & Apr**; received 2-3 days later
- **~43,700 auto renewed** via ex parte (1/3)
- **~89,800 packets sent** by mail or PEAK

First outcomes reporting available mid-June and shared thereafter

Follow-up Outreach (not system-generated from CBMS)



SMS Texts

72,334* sent / 89,820
57,919 EN (>85% delivery)
14,315 SP (90% delivery)



Emails

23,206* sent / 89,820
22,582 EN (>99% delivery)
624 SP (>96% delivery)



Push Notifications (HFC App)



Enrollment Broker Letter

16,676 letters mailed to members who need to take action on renewal



General Awareness | Member newsletter, HCPF & HFC websites

- **>100k member newsletters received** | >45% opened
- **>25k unique visitors to new HFC Renewals page** since its creation in December 2022
- **>300K unique visitors to HFC.com** past 90 days | 83% higher than 2022 same period
- **>3,500 members reminded of renewal date** via the Member Call Center since renewals began

Continuous Coverage Unwind Recent/Upcoming Engagement

Mass

- Quarterly partner calls
- RAEs
- Newsletters

Individual

- Hospitals & CHA
- FQHCs
- Legislators
- BH Providers
- Chambers
- Employers
- Carriers

Additional Unwind Resources

- *Coming This Month:* New reporting page on PHE planning resource center will include:
 - Context and FAQs to help partners understand the metrics including pre-pandemic churn and enrollment information
 - Monthly reports to Centers for Medicare & Medicaid Services
 - Toolkit translations to additional languages
- *In the works for late summer:* Deeper dive breakouts with unwind demographics for July 26 & October 25 quarterly partner webinars

Unwind of PHE/Continuous Coverage

Key Goals

1. Member continuity of coverage
2. Member experience, smooth transitions
3. Minimize impact to eligibility workers and state staff

- Renewals happening May 2023 - April 2024
- Expect ~80% of current members will remain eligible for Medicaid/CHP+
 - ~1/3 members auto renewed
 - Children eligible for CHP+ are auto enrolled
 - Worked to secure more funds for counties
 - Cross-Dept. effort to make this process smooth:
 - System improvements by Eligibility
 - Improvements to PEAK, HFC app by MXP team
 - 3 communication toolkits, video series, countless website updates by Comms & Design Teams
- Successfully navigate ~325k (~20%) to other affordable coverage
- PHE Ended May 11: May 2023 - [End of the PHE special edition](#) partner newsletter was disseminated broadly