

Continuous Coverage Unwind: Update from HCPF

September 11, 2023

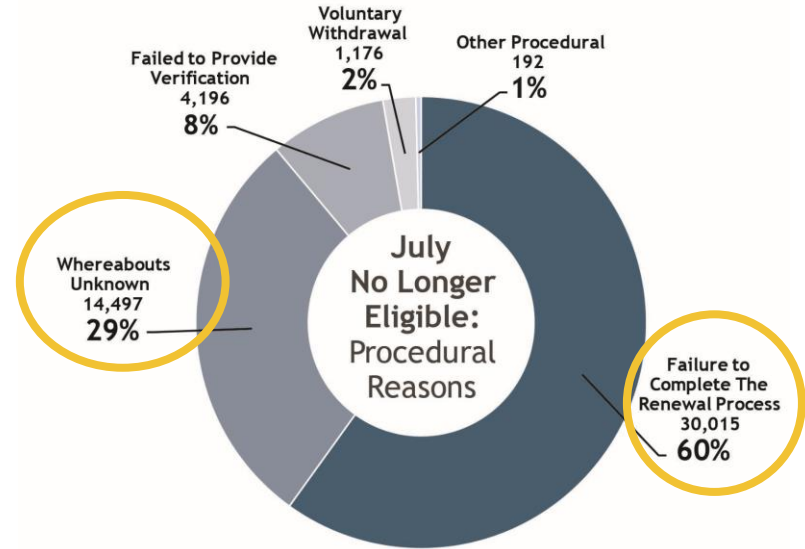
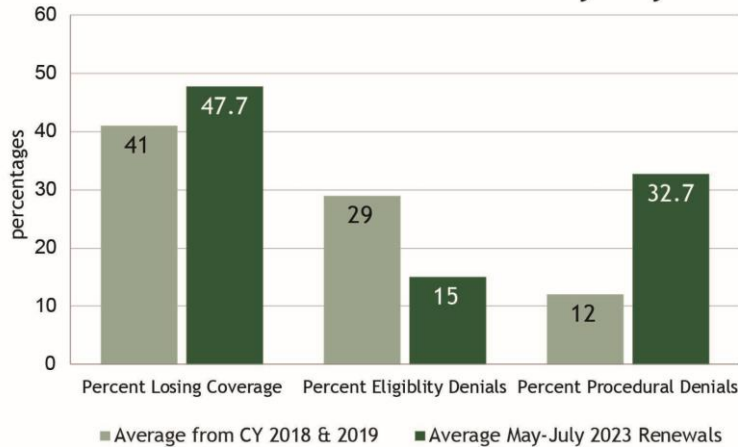
Rachel Reiter, HCPF Policy, Communication &
Administration Office Director



Historical Comparison

July Data Outreach Opportunities

Renewals CY 2018 & 2019 and May-July 2023



Interesting Insights

Members are taking advantage of the 90-day reconsideration period after their renewal anniversary to submit their renewal and related information.

- May Renewal Cohort, our 56% renewal rate as originally reported for May, three months later is now estimated to be around 60%, above the pre-pandemic average of 57%.
- May Renewal Cohort Procedural Denials was 26%; three months later, is estimated to have fallen to around 22%, above the 12% pre-pandemic average, but better with time.
- <1% “whereabouts unknown” for LTC population
- Procedural Denials for LTC population 17% pre-pandemic average vs 18% now
- We also know from our historical data that 77% of procedural denials were resolved *so that these members remained eligible or were retroactively deemed eligible.*

Awareness Example: Public Service Announcement TV & Radio Campaign

- Update Your Address and Communications Preferences So We Can Reach You
- Renewals are Starting - Complete, Sign & Return your Renewal Packet
- Transitions in Coverage - What if you no longer qualify?



April - September 2023

- Three 30 second TV Spots
- Two 30 second Radio Spots
- Two 60 second Radio Spots

**Broadcast on 281 radio & TV stations across Colorado*

In English and Spanish

Action Updates

- All States: Meeting with White House. Meeting with CMS frequently.
- Reducing Procedural Denials top priority - improving renewal notices and improving PEAK access and efficiencies, among other strategies.
- For coverage continuity for members with disabilities, HCPF is leveraging CMS guidance to delay procedural terminations by 60 days to allow for additional outreach and action on the renewal eff 9/5 through June 2024. Member Call Center doing additional outreach to Long Term Care members during renewal period starting Oct.
- Ex parte systems issues affecting multiple states, inc. CO - implemented a temporary renewal extension for all members up for renewal in September and October; will not impact the member's experience of the renewal process. A short term fix will be implemented mid-October and the permanent fix for ex parte is coming in July 2025. RAEs doing additional outreach to affected members.

Appendix



COLORADO

Department of Health Care
Policy & Financing

Partnering to Keep CO Covered

A Statewide Effort

PHE Unwind Goals

Member continuity of coverage

Smooth transitions in coverage

Minimize impact to eligibility workers & staff

- States are federally required to return to normal operations
- Colorado taking full 12 months (May 2023 - April 2024)
- Process improvements making it easier to renew
 - Maximizing auto-renewals (~30%), Eligible children auto enrolled into CHP+
 - Continuous engagement with partners on process and outreach
 - Robust communication resources - adding more
 - 34% increase in emails & text sign ups since April '22 via Update Your Address campaign
 - At least 4 outreaches to those not renewing. Emerging additional initiatives for individuals with disabilities and children.
- **Thank YOU - approving funding and outreach via SB 22-81!**



COLORADO

Department of Health Care
Policy & Financing

Partner Resources & Toolkits

Are your employees losing
Medicaid Coverage?



Help them enroll in your employer-sponsored coverage

Take Action Toolkit/flyers

Keep CO Kids Covered/flyers

#KeepCOCovered Toolkit

With health insurance, they'll be ready for whatever the school year brings.

Kids who have health coverage are better prepared to do well in school and succeed in life. Health First Colorado (Colorado's Medicaid program) offers free or low-cost health insurance for kids and teens. Children can get regular check-ups, immunizations, doctor and dentist visits, hospital care, mental health services, prescriptions and more. Families of four earning up to nearly \$39,000 annually or more may qualify.

Go to HealthFirstColorado.com or call 1-800-221-3943 to learn more about affordable health coverage for your family.



Do You Have Medicaid or CHP+? Get Ready to Renew!



Update your contact information and sign up for notifications in the Health First Colorado app or your PEAk account.



When it's your time to renew, complete, sign and return your paperwork right away.



Return documentation through the Health First Colorado app, online at co.gov/PEAK, or by mail.



Need help? Scan the QR code to find your County Department of Human Services or visit hfcgo.com/renewals



What if I no longer qualify?

Other health coverage options include:

- Employer coverage, check with your employer to learn about options, rules and deadlines.
- Coverage through a family member's health insurance.
- Coverage through Connect for Health Colorado (Colorado's official health insurance marketplace).
- Coverage through Medicare, for people age 65 or older or people under 65 with certain disabilities.
- Coverage for active or former military, naval, or air service through Tricare (active) or VA (veterans).

temporarily stopped eligibility reviews for people enrolled in Child Health Plan Plus (CHP+), in accordance with federal guidance to normal operations. This means your employees or Colorado or CHP+ could lose their health coverage any time it is important for employees and their employers. Data isn't get the care they need, get sicker, and cause financial strain on your care system. We appreciate your partnership to Keep Colorado Covered, employers and our care providers. More

3. If you don't provide employee benefits, encourage your employees to find coverage through Connect for Health Colorado.

- 2 out of 3 customers can find a plan for \$25 per month or less and may qualify for very low or \$0 monthly premiums.
- Employees can go to connectforhealthco.com/m/we-can-help or call the customer service center at 855-752-6749.

4. Remind employees they can re-apply for Health First Colorado if they lose coverage.

- If a person no longer qualifies because they missed the deadline to respond or their situation changes, they can reapply for Health First Colorado at any time.
- To get free help filling out an application for Health First Colorado or CHP+ coverage, or to learn about other coverage options, call and make an appointment at a certified application assistance site: apps.colorado.gov/apps/maps/hcpf.msp.

