

CoverCO Evaluation Report

2023



Event & Evaluation Method

Event	Duration	Medium	Location
Annual CoverCO conference	3-days	Virtual	Airmeet
Networking + Live Q&A + Happy Hour + Food & Drinks	3-days	In-person	(Denver, Grand Junction, and Pueblo)

Stakeholding and Planning Committee

- Desire to connect in person, but appreciation for virtual conference major theme
- Ask brokers, assisters, and prior attendees for what sessions they need at CoverCO
- Agenda and speakers developed by CoverCO Planning Committee, consisting of representatives from Covering Kids and Families, HCPF, CCHI, C4's Training Team, C4's Policy Team, and C4's Broker and Assister teams

In-Person Events Survey Results

In-Person Events

Total attendees =
250

Attendees
consisted of
Assisters, Brokers,
and Enrollment
specialists.

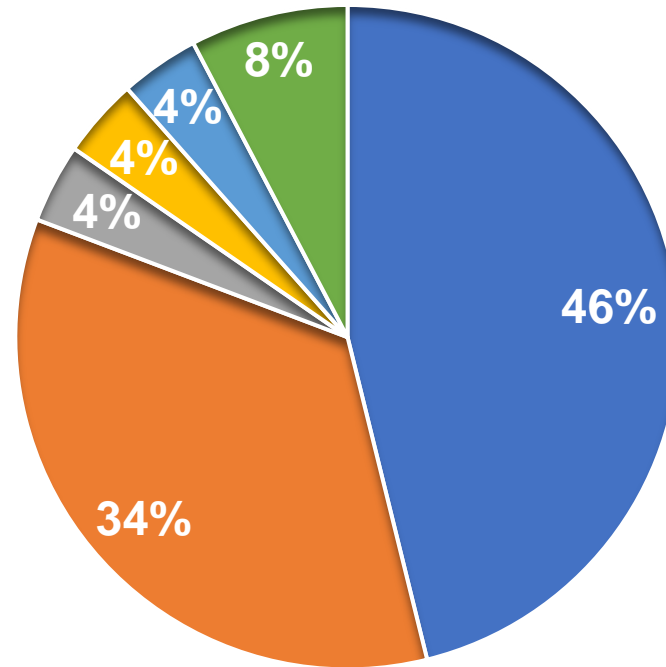
96.84% of attendees
were "*satisfied*" with
the event and 100%
were "*interested*" in
attending next year's
event.



ConnectforHealthCO.com

CoverCO Conference Survey Results

Attendees (600 Total)



- Brokers
- Issuers
- Advocates

- Clinic/Hospital/Community-based Assisters
- Connect for Health Colorado staff
- Others; ex: Enrollment Specialists

Open Enrollment Readiness

70% found the CoverCO
conference “*Very helpful*” and
another 20% “*Somewhat helpful*”
in preparing them for the Open
Enrollment 11.

Keynotes



89% of session survey respondents rated keynote Jose Antonio Vargas on his undocumented immigrant journey “5/5”.



95% of session survey respondents rated keynote Robert Paylor on resilience as “5/5”



For next year, attendees would like keynotes on “*Longevity*” and “*Finding inspiration*”.

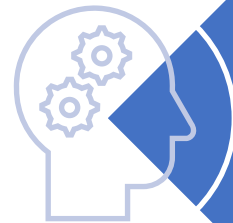
Other Sessions



All sessions rated at least 4.3/5, average was 4.7/5



Top rated sessions: Post-Enrollment Support, Outreach 101, Outreach Roundtable, Medicaid Buy-In, OmniSalud Eligibility + Enrollment



Most attended sessions: Supporting Coloradans in the Medicaid to Marketplace Bridge, Policy Panel, and Issuer Sessions

Conference Logistics



46.15% said that it was “*Extremely easy*” to navigate through Airmeeet; the virtual conference platform to attend CoverCO. Another 42% described the platform as “*somewhat easy*”



33.33% have shown interest in seeking live Spanish translation for CoverCO sessions or seeing more content in Spanish in the future years. 18 attendees used Spanish translation this year

Attendees Testimonials

“I love hearing all of the changes from year to year which is why I attend”

“CoverCO covered an array of topics and information and I felt it was very organized”

“CoverCO covered and answered any questions I had”

“Nice place, good food, and good conversation in Pueblo”

“Wow! The keynote sessions are very inspiring, and the takeaways will help in our daily jobs and lives”

“I think Pueblo was a great spot to host the in-person event”

“Grand Junction location and Q & A was wonderful”

“Denver event was awesome! Networking is so important; we should have these events even outside OE”

Agenda

- Intro
- Existing and alternative tools/guides
- Types of Post Enrollment Support
- Appointment Goals
- **What does it cover?**
- **FREE Family Planning Services**, including:
 - Contraceptive counseling office visits to talk about family planning, how to make healthy decisions about your reproductive health, and which method is best for you
 - Different kinds of birth control (including birth control pill, ring, IUD, implants, or the shot)
 - Device insertion, removal (IUDs, implant), and related services, including management of side effects
 - Emergency contraception, such as Plan B
 - Sterilization services for both biological sexes (tubal ligation and vasectomy)
 - Basic fertility assessments

2 Months of Oral Birth Control to all Health First Colorado members



Qualified Health Plan

Total Savings \$160.61/mo

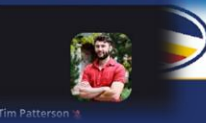


Outreach Strategy Worksheet

Target Audience	Health Insurance Needs	How can you help?	Who can you partner with in this community? Who are the trusted community resources?	Who can you contact? Specific people, groups, events you want to reach out to?
Small Business Owners	<ul style="list-style-type: none"> Recruit & retain employees Support mental & physical health of employees They need an expert to lay out options to easily decide (concierge service) Need a resource for their employees 	<ul style="list-style-type: none"> Presentation to staff about options Table and attend industry events (Examples: Expo's & markets) 1-1 meetings Enrollment services with employees 	<ul style="list-style-type: none"> Join chambers and associations (Examples: City/County chambers, restaurant associations, & downtown associations) Individual businesses 	<ul style="list-style-type: none"> Colorado Restaurant Association Good Business Colorado Alamosa Chamber of Commerce Downtown Association of Colorado Springs Downtown Denver



Health First Colorado Benefits



What Happens When I File an Appeal?

Contact the Appeals Team directly with any

- Amanda Young is Presenting
1. Validity Determination
 2. Assessment of Expedited Processing Request

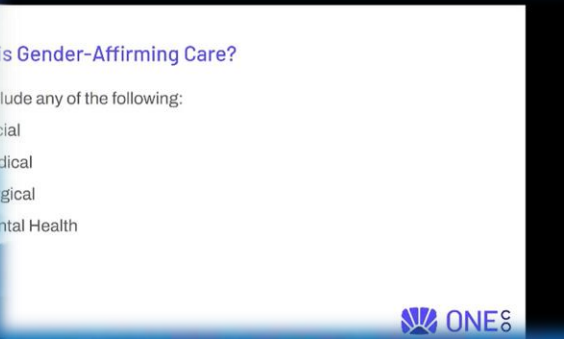
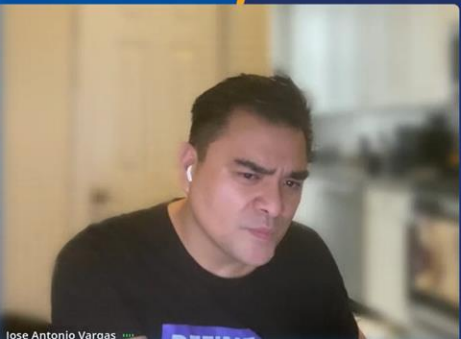
"...where there is an immediate need for health services because a standard appeal could jeopardize the appellant's life, health, or ability to attain, maintain, or regain maximum function."
 3. Notice Sent to Appellant
 4. Informal Resolution

At the option of the appellant, a valid appeal can be resolved by an Appeals Analyst within the Connect for



What is Gender-Affirming Care?

- include any of the following:
- Social
 - Medical
 - Surgical
 - Mental Health



Questions?

Board Legislative Approach



Board Legislative Approach

- **Connect for Health Colorado will not take a position on legislation unless the legislation will have a direct and significant impact on the continued operation of the Exchange.**
- If that is the case...

Board Legislative Approach

- Board may discuss whether a position and/or public testimony is warranted.
 - Amended in 2023 to clarify that the Board shall take positions consistent with the positions available on the Secretary of State's website
- If the Board is unable to convene in a timely manner, the Executive Committee may discuss whether a position and/or public testimony is warranted.
- Board will be notified within 24 hours and prior to public testimony.
- If the Board does not take a position on the legislation, the CEO has the authority to communicate the potential impacts of the legislation and staff recommendation.

Questions?