



COVERCO UPDATE

Connect for Health Colorado Board Meeting
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Participation

411 attendees among 6 stops:

- Greeley
- Durango
- Grand Junction
- Keystone
- Pueblo
- Denver

Participants included brokers, assisters, counties, hospital staff, community resource providers, and elected officials

Sessions Overview

- Policy and Public Charge Opening Session
- Waivers 101
- Rates and What Drives Costs in Your Community
- Buy-In
- Supporting Mixed Eligibility Households
- Platform Enhancements
- Eligibility and Enrollment Considerations for Community Specific Populations
- Community Conversations

Common Themes/Feedback

2019 Pain Points

- Higher than expected volume of verifications during OE
- PEAK usage
 - PEAK application takes longer than NES
 - Users experience low RTE rates/more technical problems
 - Preference is to use NES to get Medicaid/CHP+ eligibility determinations

Community Conversations

- Transportation was the single biggest barrier to accessing care, even when affordable coverage was available
- Brokers/Assisters would like access to centralized customer resources for customers like local foodbanks, affordable housing, etc.