



CONNECT *for* HEALTH  
COLORADO®

# Colorado Health Care Coverage Easy Enrollment Advisory Committee Meeting

Meeting #6

January 4, 2021



# Opening Remarks from the Easy Enrollment Advisory Committee Co-Chairs



# Roll Call and Introductions; Approval of Prior Meeting Minutes

## Co-Chairs:

- Monica VanBuskirk, Chief Policy and Relationships Officer, Connect for Health Colorado
- Amber Egbert, Legislative, Tax Business Rule, and Forms Coordinator, Taxation Division, Colorado Department of Revenue

## Members:

- Colorado Department of Health Care Policy & Financing (HCPF) Representative: Marivel Klueckman, Eligibility Division Director
- Colorado Division of Insurance (DOI) Representative: Debra Judy, Deputy Commissioner of Policy Affairs
- Consumer Advocate Representative: Allison Neswood, Deputy Director of Strategic Priorities, Colorado Center on Law and Policy (CCLP)
- Small Employer Representative: Frances Coet, Partner, ATLAS CPAs & Advisors
- Insurer Representative: Jared Colturi, Operations Manager, Cigna
- Health Coverage Guide Representative: Tanya Trujillo-Martinez, Director of Community Health Development, North Colorado Health Alliance
- Insurance Producer Representative: Melanie Herrman, Seasons Insurance Agency
- Income Tax Preparer Representative: David Sullivan, Vice President, Stakeholder Relations, Intuit, Inc.
- Health Care Consumer Representative: Jeanine Draut, Owner, InPraxis Communications

# Guiding Principles

When asked what C4HCO and DOR need to do well to decrease the number of uninsured individuals and maximize enrollment in this program, you said:

- Process must be user-friendly. Including simple language and minimal administrative burden
- Outreach should be targeted to areas of the state with higher uninsured rates
  - Communications to individuals who are newly eligible should describe what benefits could look like
- Tax preparers must be educated on EE so that they can speak to the program
- Marginalized communities' fears around immigration must be addressed
- Prioritize health equity by addressing structural barriers faced by populations frequently excluded from the health care system



# Advisory Committee Votes on Final Checkbox, Instructions and Schedule Language

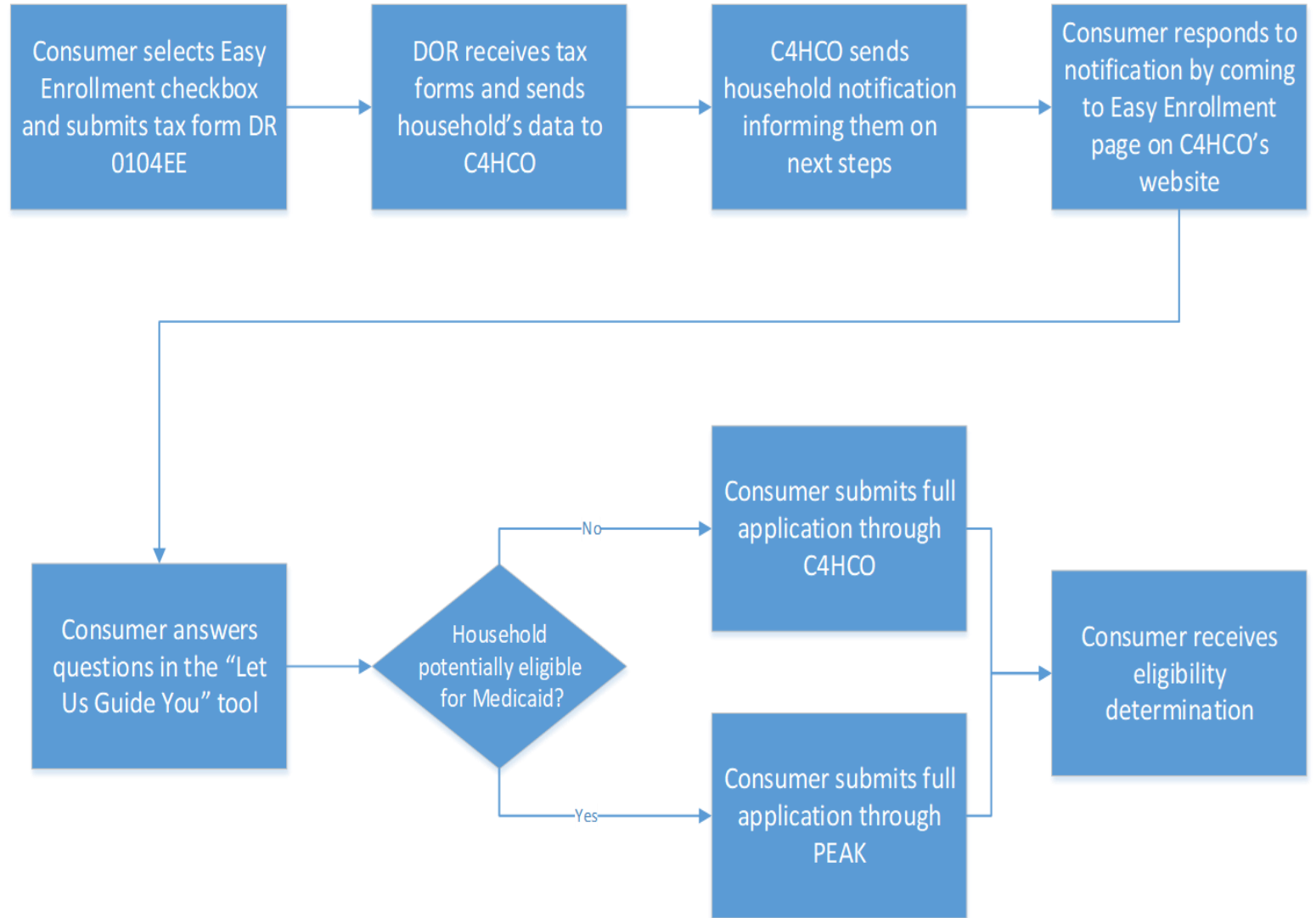
# Implementation Decisions



# Recommended Approach for Eligibility Assessment and Noticing

- C4HCO sends notice to everyone who checks the box with clear call to action
  - Notice will not contain details of what uninsured household member(s) may qualify for based on an assessment
  - Notice will instruct uninsured household member(s) to come to C4HCO for more information and next steps

# Process Flow for Recommended Approach





## Easy Enrollment Landing Page

- C4HCO to develop a new WordPress page
- Notice sent to customers will include a link to this new page

# Key Considerations

- Straightforward approach that provides accurate noticing to customers
- Simplified “Phase 1” implementation to gather data for future evidence-based decision-making
- Does not require new eligibility engine
- Similar to approach used in MD
- Process will apply to new and existing customers

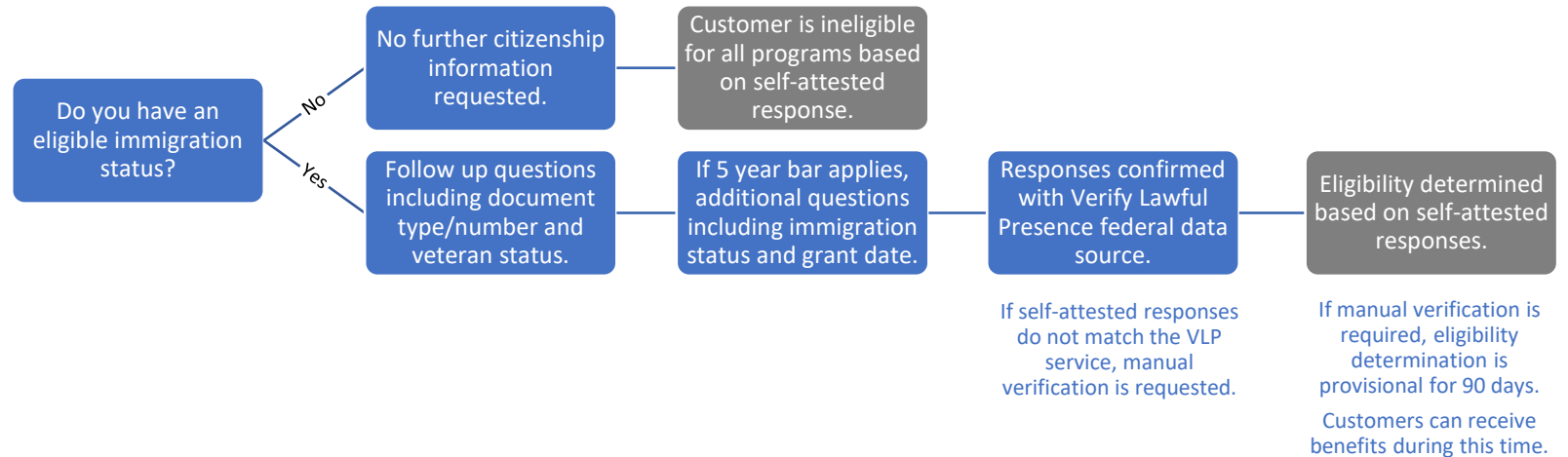


# Advisory Committee Votes on Implementation Approach

# Processes for Non-Citizens

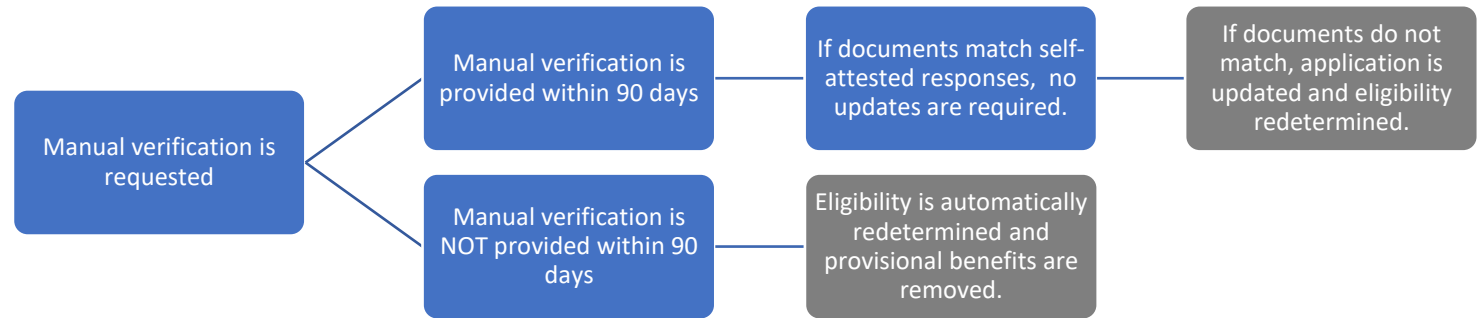


# Non-Citizen Eligibility Process



- When a customer self-attests to criteria that makes them ineligible, no further information is collected, and no verification is needed
- When self-attested responses do not match federal data sources, **manual verification** is requested
  - Customers are informed on their eligibility notice that their determination is valid for 90 days and is **dependent** on the ability to produce all necessary documents
- In all cases, real-time eligibility is determined based on **self-attested** responses

# Non-Citizen Verification Process



- Connect for Health Colorado uses information on the documents provided to **update eligibility**
- If documentation is not provided within 90 days, provisional benefits are removed
- In ALL scenarios where a customer's eligibility is redetermined, they receive an updated **eligibility notice** containing the reason for the change, new outcome, and options for next steps



## Early 2021 Meeting Schedule

- Next meeting on January 21<sup>st</sup> from 3:00-4:00 (please note that all future meetings are reduced to one hour in length instead of two)
- February 17<sup>th</sup>

# Questions and Public Comment



Thank you!