

Update from HCPF

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COLORADO
Department of Health Care
Policy & Financing

HCPF-C4H Continued Partnership

Continue to improve renewal processes and results

- **HCPF/C4 continue best practices** identified during PHE/Unwind
 - Referrals continue to C4H post PHE Unwind
- **Clarify specific activities to ensure alignment of resources** and goals
 - SB 22-081 Health Insurance Education Campaign funding
 - Opportunity: health insurance literacy collaboration opportunities
 - Ask federal partners to continue enhanced subsidies, allow open enrollment flexibilities
- **HCPF extra supports** will continue for long term care populations - 60 day extensions and other supports to stay covered at renewal.

C4H Eligible But Not Enrolled (EBNE) Follow-Up Opportunities

Things are getting better, but we still have a lot to do

Current HCPF Focus:

- More Renewal Automation to make it easier for members
- Learning from member experience to improve
 - Further Eligibility System & PEAK Improvements
- Nov. Report Improving County Resources
- Refine Member Outreach based on member, advocate and stakeholder feedback
- Continue to support vulnerable populations
- Affordability efforts

	Prepandemic	Unwind	Post Unwind	
	CYs 2018-2019	May 2023-April 2024	May 2024	June 2024
Renewal Rate	57%	55% (after 90 day)	76%	76%
Auto Renewal Rate (ex parte)	N/A	33% - All	59% - All 67% - MAGI	56% - All 66% - MAGI
Disenrollment Rate	41%	43% (after 90 day)	20%	19%
Pend Rate	2%	2-8%	4%	5%
Disenroll: Eligibility	29%	19%	7%	7%
Disenroll: Procedural	12%	25% (after 90 days)	11% (after 30 days)	12%
Disenroll: Re-Enrolled	42%	33%	N/A	N/A