

# OmniSalud Plan Year 2025 Update

January 2025



[ConnectforHealthCO.com](https://ConnectforHealthCO.com)



## Re-enrollment for Plan Year 2025

- Continuity of coverage was HIAE priority for OmniSalud for PY 2025.
- Current OmniSalud with SilverEnhanced Savings customers had until November 22 to re-enroll.
- Approximately 8,500 customers or 77 percent re-enrolled.

- Enrollment for new customers in OmniSalud with financial help began at 8am on November 25.
  - ~3,500 spots were available
- About 2,000 new customers enrolled between 8-10am.
- About 1,500 new customers encountered technical limitations preventing enrollment.
- Demand far exceeded availability of financial help.

## Enrollment for New SilverEnhanced Savings Customers

## Support for OmniSalud Customers

- Customers that received errors preventing enrollment between 8am and 10am were offered spots first-come, first-served.
- Outreach consisted of:
  - Assisters and brokers were given lists of their impacted customers for outreach
  - Paper notices
  - Email notices
  - Outbound calls from service center to customers without assisters/brokers

# Next Steps

- Support children transitioning from OmniSalud to Health First Colorado/CHP+.
  - Partnership with DOI, HCPF, and working closely with assisters and brokers.
- Support resolution for remaining customers who experienced technical issues and have not yet enrolled.
- Continued emphasis on data privacy.
- Collaboration with DOI, HIAE Board, and other partners for improvements for future years.

# Ongoing Oversight and Support

- Operational decisions aligned with policy goals
- Application designed to help:
  - Robust language testing
  - Screening tools and guiding language throughout
  - Attestation, under penalty of perjury, to accuracy of information on application
- Mandatory broker and assister training
- Existing process for investigating alleged inappropriate activity
- Annual eligibility reviews using data-informed approach

# Prioritizing Customers' Data Privacy

Colorado Connect complies with health-industry-standard security protocols.

Additional protections for information only shared with Colorado Connect.

- We don't ask for immigration status.
- The information provided is stored with Colorado Connect only to determine eligibility for financial help.
- Colorado Connect **does not share customers' personal information with federal partners.**
- The information customers provide when they apply **cannot be used for immigration enforcement.**



# Questions?