

Policy & Operations



HCPF Update



Health Insurance Affordability Enterprise Funding Legislation

SB 26-178

Sponsors: Senators Mullica & Jodeh, Representatives Brown & Gilchrist

Next Action: Senate Finance Committee

What the Bill Does: One-time \$144 M funding boost to the Health Insurance Affordability Enterprise

- \$100 M one-time 25-year loan from Unclaimed Property Trust Fund
- \$40 M one-time special assessment on health insurance issuers covering over 20K lives; this amount would be equally divided among qualified carriers.
- Up to \$4 M would be redirected from Connect for Health Colorado's future education efforts
 - This bill would redirect up to \$4 M in issuer tax credit sales for the year 2027 from Connect for Health Colorado to HIAE authorized through SB22-081. This mechanism is funded through 2028.

Context – Special Session Bill: For Plan Year 2026, additional funding for HIAE was generated through the sale of one-time issuer tax credits in HB 25B-1006. During the Special Session, Unclaimed Property Trust Fund monies were not used, despite being debated.

SB 26-178

- **What the Bill Does:** One-time \$144 M funding boost to the Health Insurance Affordability Enterprise
- **HIAE Distribution:** 50% Reinsurance, 25% premium affordability programs on the exchange (CPA), 20% OmniSalud, 5% admin/other (including NHAC \$1)
- This funding would enable HIAE to **maintain Plan Year 2026 level funding** for Colorado Premium Assistance, Reinsurance, and OmniSalud.
 - In PY 2026, Colorado Premium Assistance was a flat subsidy of \$80 per customer with \$29 per additional family member. It was limited to customers below 400% FPL. This subsidy is available only to Connect for Health Colorado customers, but the money does not flow through Connect for Health Colorado.
 - Without an additional \$140 M, funding for Colorado Premium Assistance is expected to drop 80-90%. In PY 2027, HIAE projects that CPA would be \$10 per enrollee and \$4 per additional family member, and funding for OmniSalud is expected to be cut by 40% to approximately 3,000 spots.

Projected Plan Year 2027 without this bill



Net premiums for financially assisted customers on Exchange
INCREASE

Impact on Connect for Health Colorado:

- Direct subsidy to Connect for Health Colorado customers, CPA subsidy only available on the Marketplace
- Supports affordability for select customers on Connect for Health Colorado and Colorado Connect

Relation to Mission:

- Increases access, affordability, and choice for customers shopping on Connect for Health and Colorado Connect

Relation to Focus Areas:

- Growing the Individual Market: An affordable Marketplace is more competitive
- Attracting Rural Customers: 25% of customers who received CPA live in rural counties
- Customer Retention: Financial assistance is a key driver of customer retention
 - 176,410 customers received CPA in PY 2026 – 69% of customers

Relation to Connect for Health Colorado's Mission:

- Increases access to affordable health insurance choices for customers.

Staff Recommendation: Support position on SB 26-178



Stakeholder Panel



Policy Changes for PY2027

Policy Changes for PY2027

- Federal legislation and regulations in 2025 make changes to individual marketplace operations
 - Open Enrollment (OE) period
 - [Marketplace Integrity Rule](#), §155.410(e), June 2025
 - Eligibility for lawfully present immigrants
 - [H.R. 1 \(P.L. 119-21\)](#), §71301, July 2025

OE period will be *shorter* in PY2027.

- Regulations require the OE period to be no more than 9 weeks
- All customers who enroll during the OE period must have coverage starting on January 1
- Open Enrollment in Colorado for PY2027 will be from **November 1 to December 31**

***Fewer* lawfully present immigrants will be eligible for financial assistance in PY2027.**

- Legislation changed the types of lawfully present immigrants eligible to receive PTCs and CSRs
- Eligible immigration statuses for PY2027
 - Lawful Permanent Residents (green card holders)
 - Cuban/Haitian entrants
 - COFA migrants
- About **9,500** currently financially assisted lawfully present **customers will be affected**
 - Other lawfully present immigrants may still purchase a full price plan on the marketplace (e.g., refugees, asylees)



New & Returning Customer Survey

Survey goals

To better understand the enrollment experience of new and returning customers, Connect for Health Colorado conducts an annual customer survey. The survey is designed to:

- Assess satisfaction with the application process and available plan options
- Understand why customers use Connect for Health Colorado
- Examine whether customers understand their health insurance options
- Compare the 2026 customer experience with prior years

Methodology

- An online survey of new and returning Connect for Health Colorado customers was fielded in late January 2026 and remained open for approximately one month.
- The survey was distributed to a randomly selected subgroup of both new and returning customers.
 - Approximately 1,600 customers responded to the survey
 - 95% confidence interval: $\hat{p} \pm 2.45\%$
- Customers received the survey in either English or Spanish based on their language preference.
- This marks the 10th annual survey used to track customer experiences with the enrollment process.
- Results can be compared with prior survey years to assess changes in the customer experience over time.



Key Findings

Key Findings

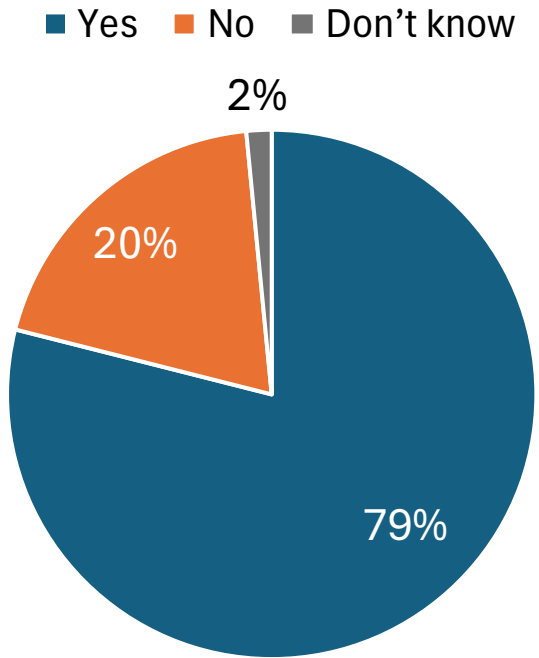
1. Affordability is a challenge for many customers this year.
2. A majority of customers remain satisfied with their enrollment experience.
3. Customers receiving CPA reported higher satisfaction and fewer affordability concerns.
4. Customers above 400% FPL had the most strained experience.



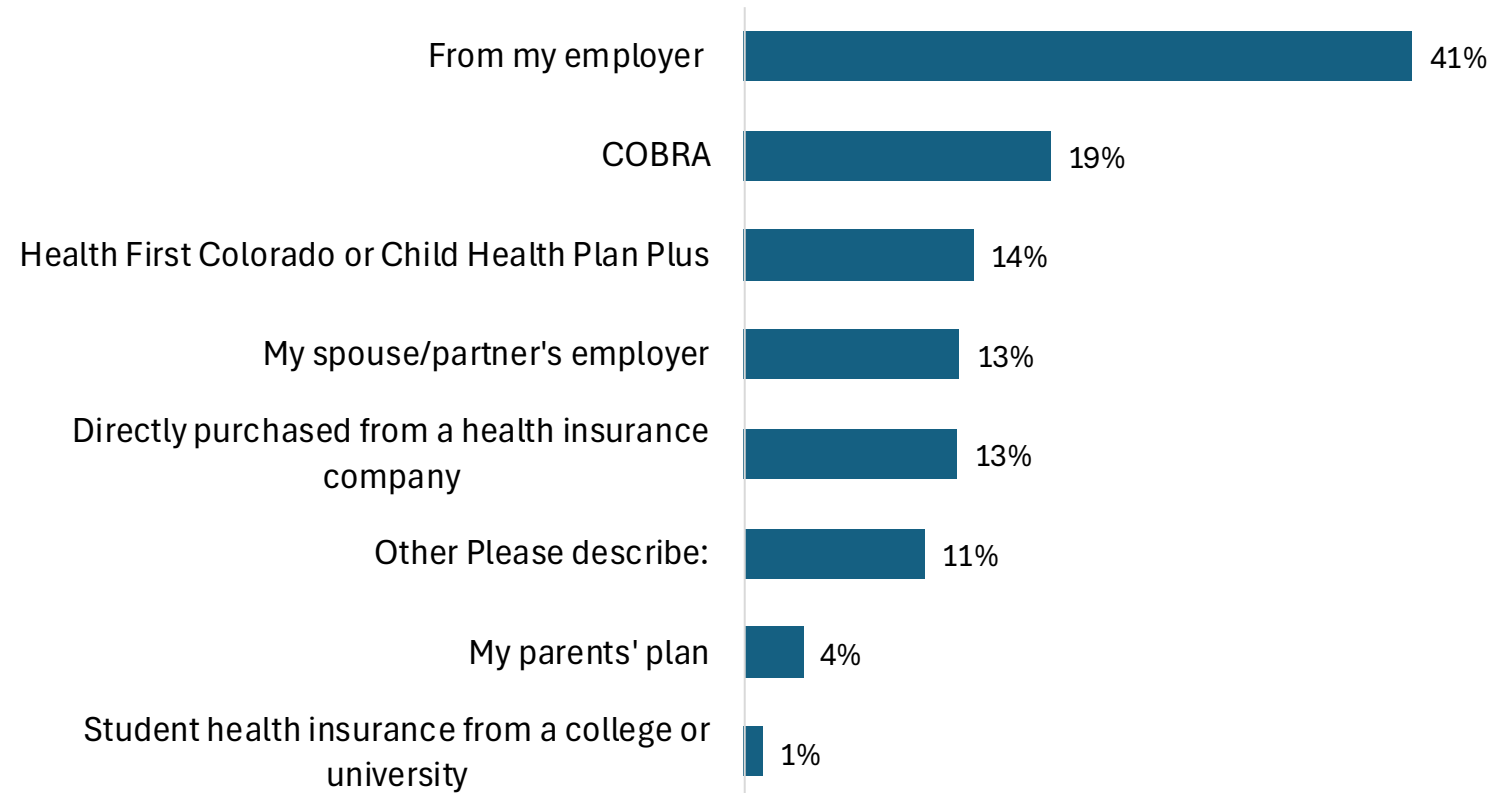
Who are our customers?

Most new customers had health insurance prior to using the Marketplace, most often from an employer

Health Insurance During the 12 Months Prior to Enrollment (New Customers Only)

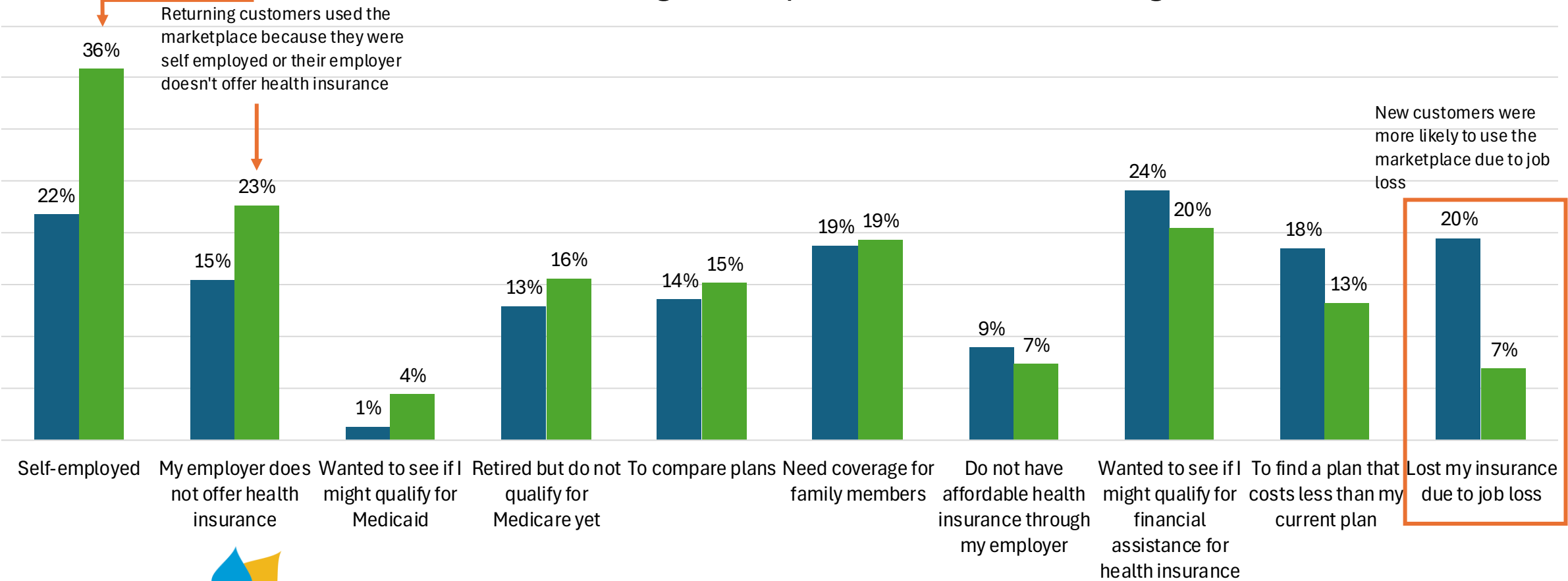


Types of Health Insurance Prior to Enrollment (New customers only)



Customers used the Marketplace because they were self-employed or their employer doesn't offer health Insurance

Reasons for Using Marketplace, New Vs. Returning

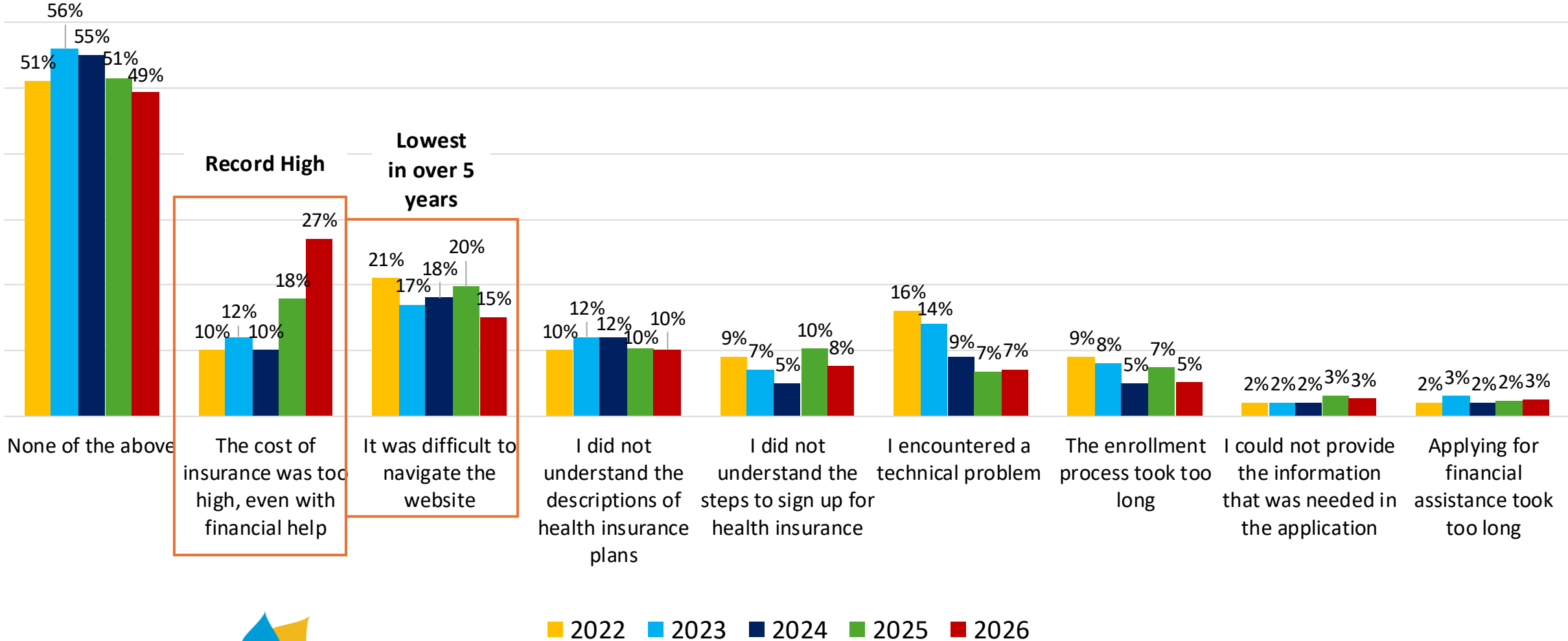


1. Affordability is a challenge for many customers this year.

“My frustration with health insurance isn't about Connect for Health Colorado. It's more about navigating the system available in the U.S.”

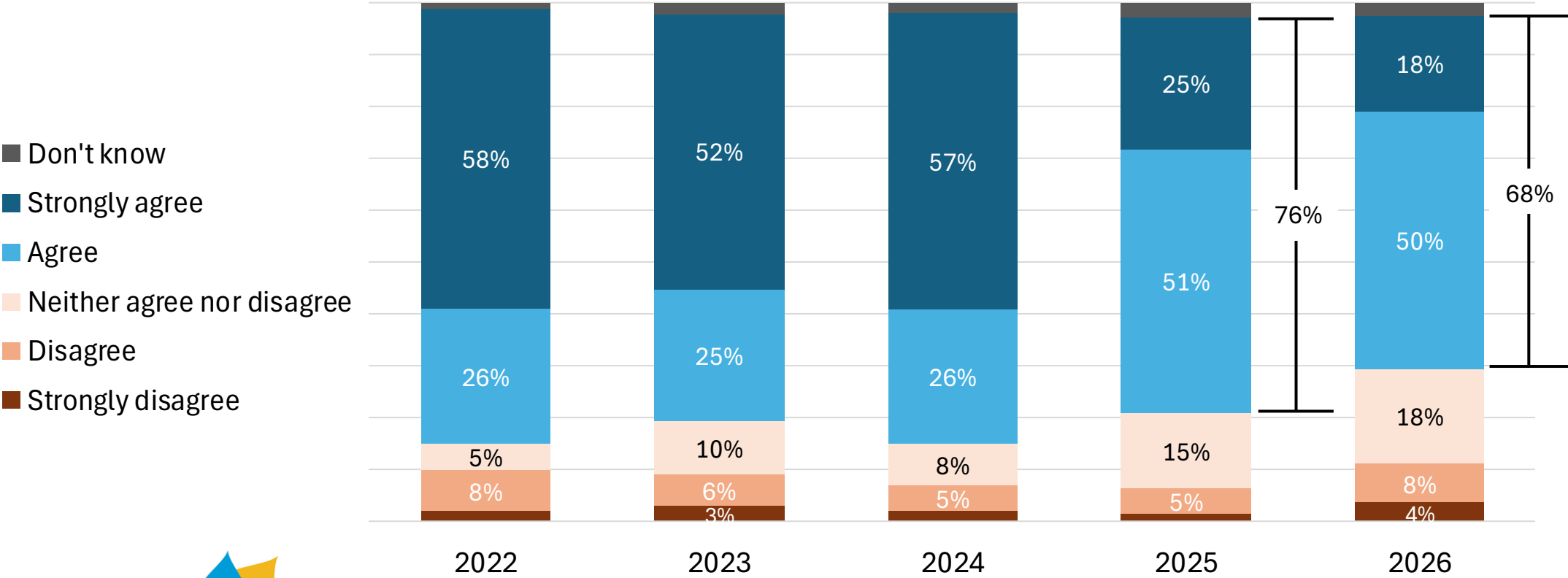
“I'm grateful there is a marketplace but wish there was more competition and more reasonable rates. I can afford the premium but not the money to seek medical care.”

The cost of insurance was the most commonly cited enrollment challenge



Customers were less certain they would be able to pay their monthly premium, compared to previous years

I will be able to pay my plan's monthly premium

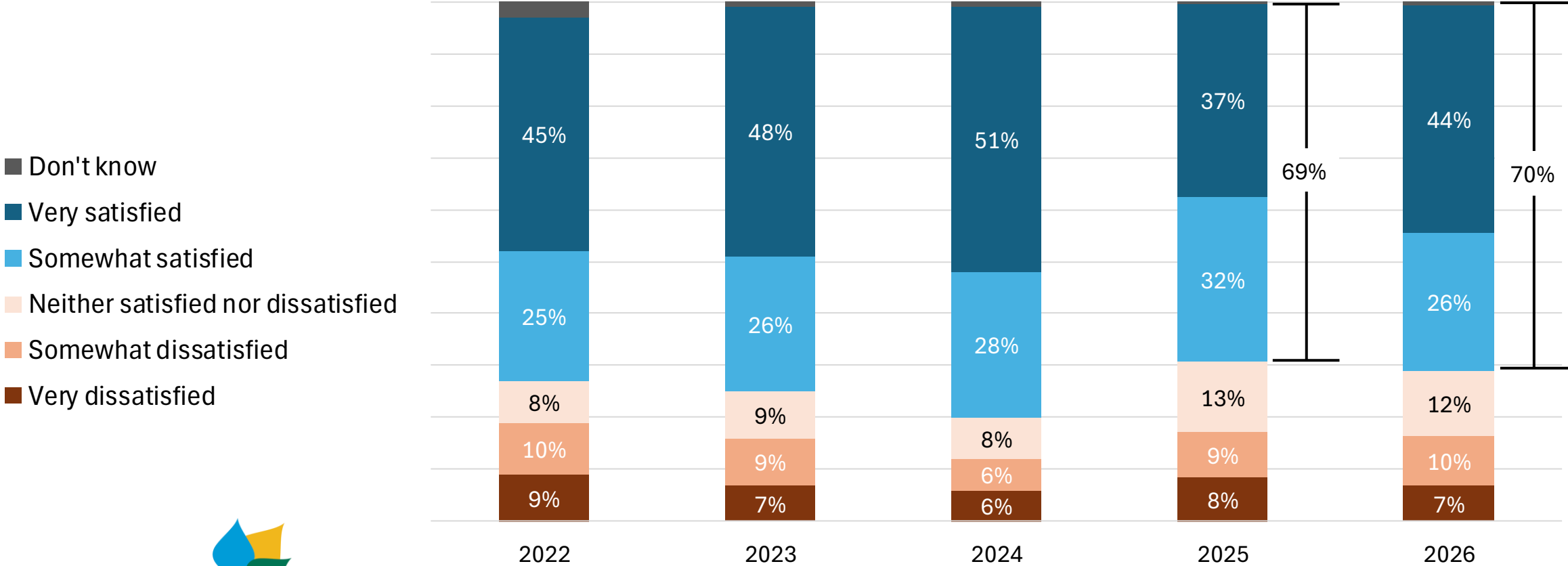


2. A majority of customers remain satisfied with their enrollment experience

“I really appreciate how accessible the brokers are. It makes me feel like I have options and won't mess up because someone else is helping me.”

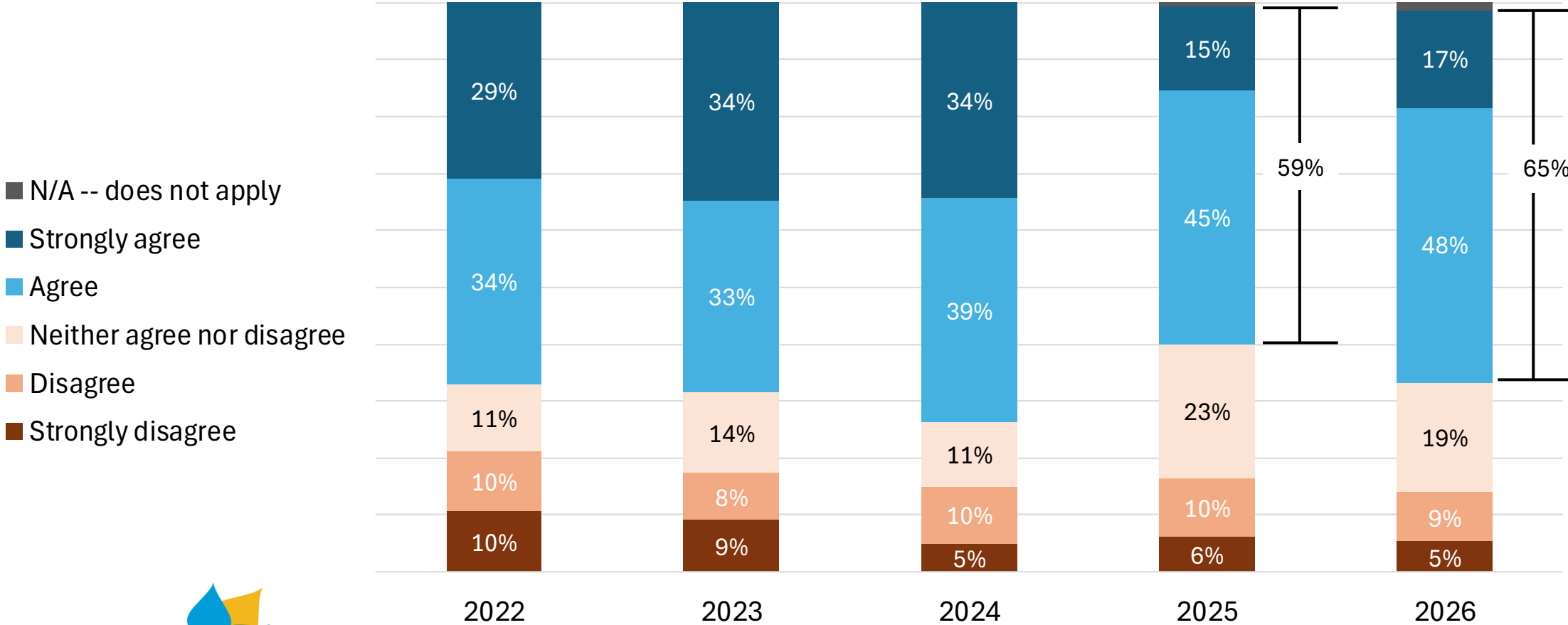
Customers in 2026 were slightly more likely to be “very satisfied” with their enrollment experience compared to last year

Satisfaction With Enrollment Experience



Customers in 2026 found enrolling to be slightly easier than 2025

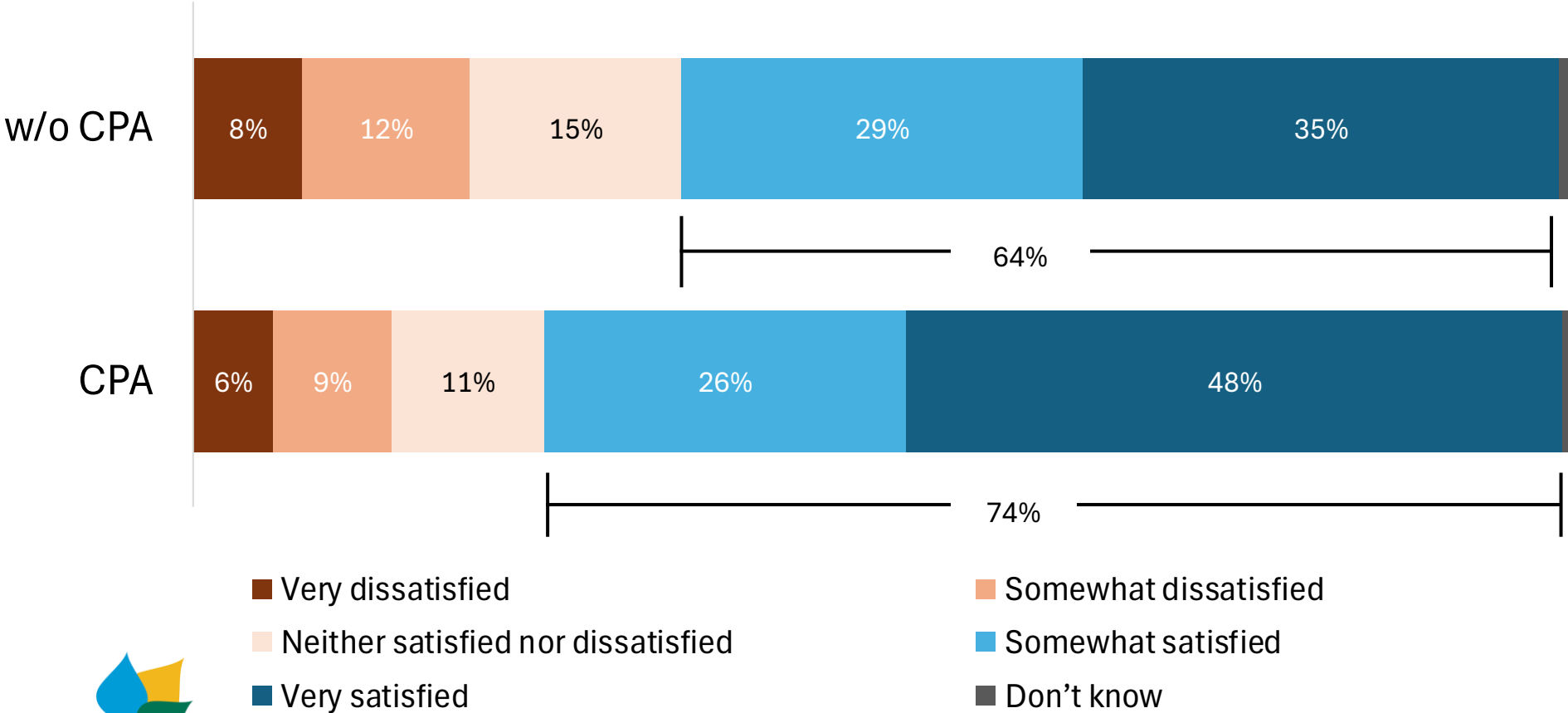
Overall, enrolling in a health insurance plan through C4HCO was easy



3. Customers receiving CPA
reported higher satisfaction and
fewer affordability concerns.

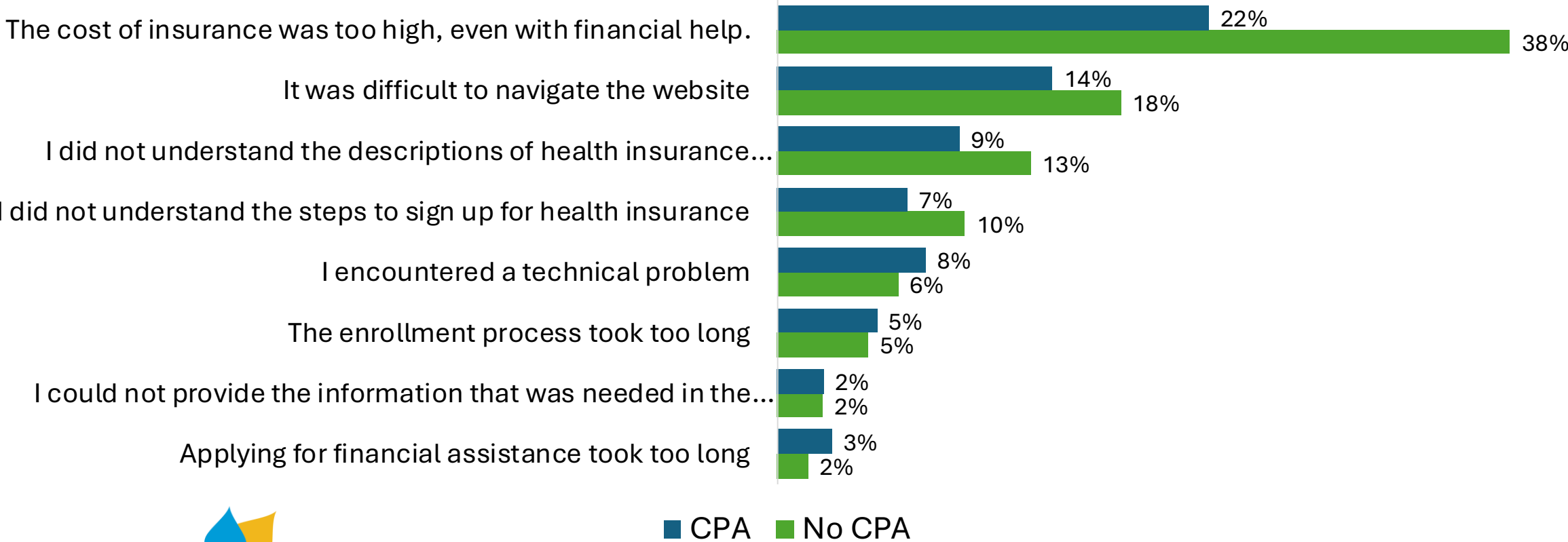
74% of customers receiving CPA were satisfied, compared to 64% of customers not receiving CPA

Satisfaction with Enrollment Experience



Only 22% of customers receiving CPA cited the cost of insurance as a major challenge, compared to 38% without CPA

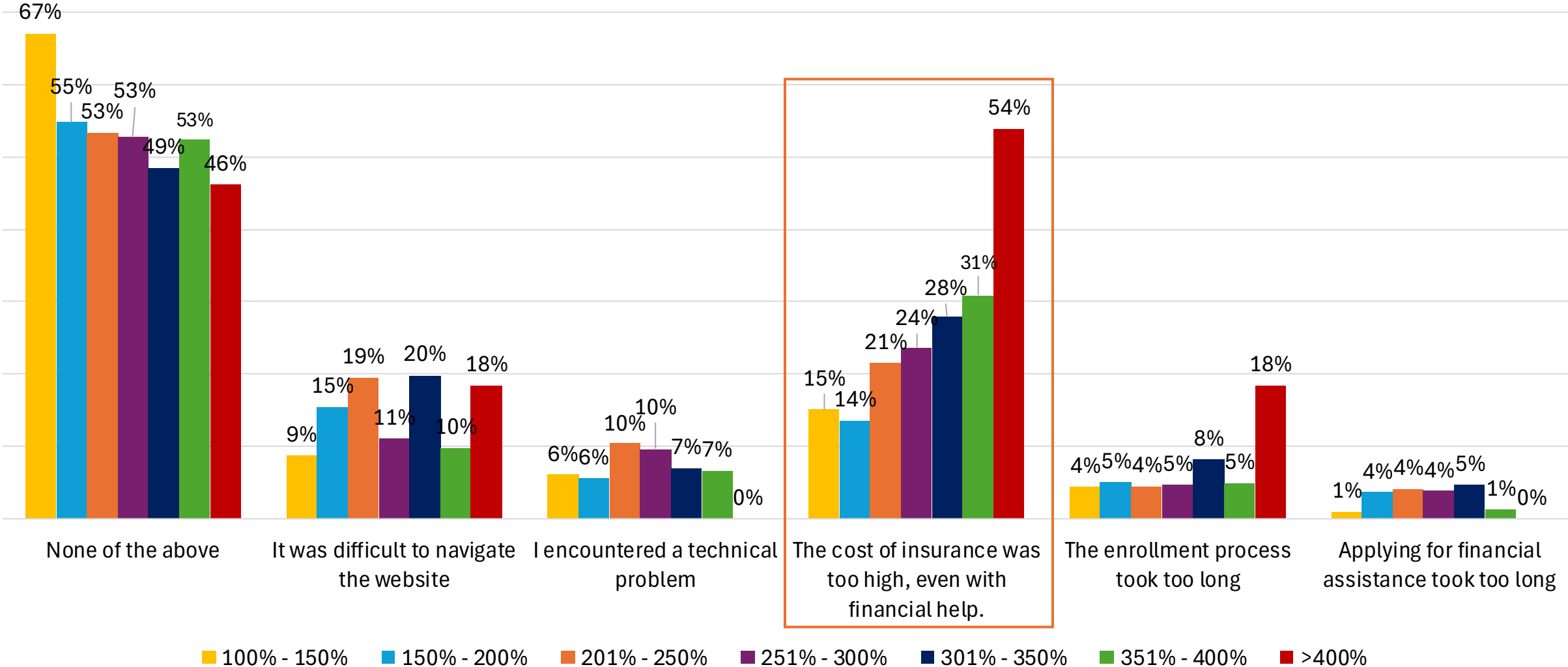
Enrollment Challenges



4. Customers above 400% FPL had the most strained experience

Customers over 400% FPL faced the most challenges in 2026

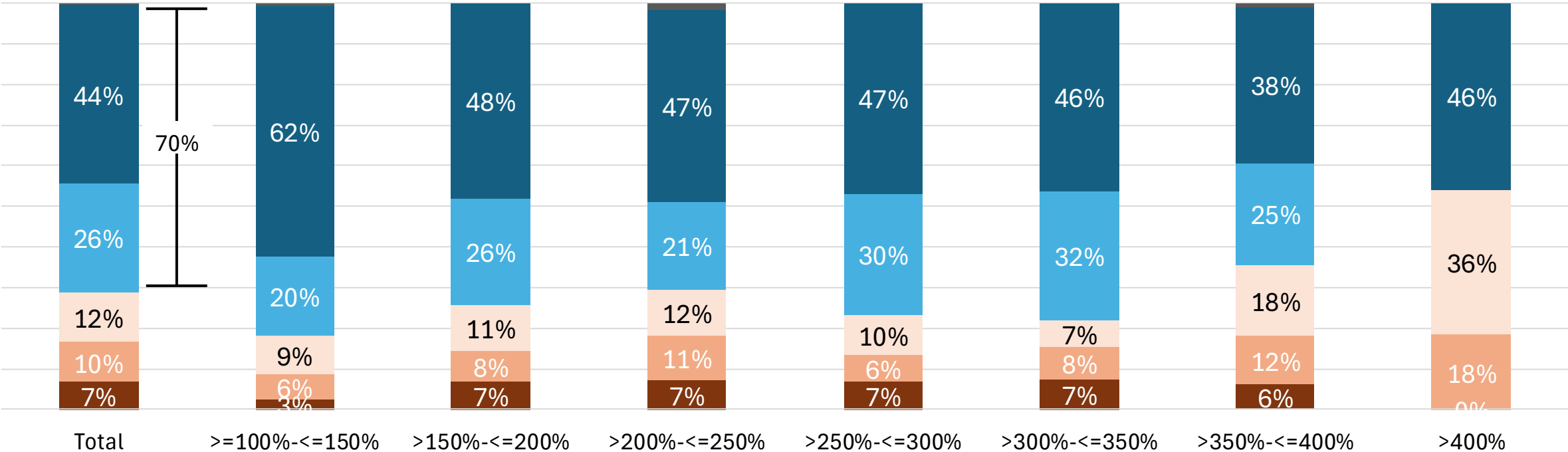
Enrollment Challenges



Customers >400% FPL were least likely to report being satisfied with their enrollment experience.

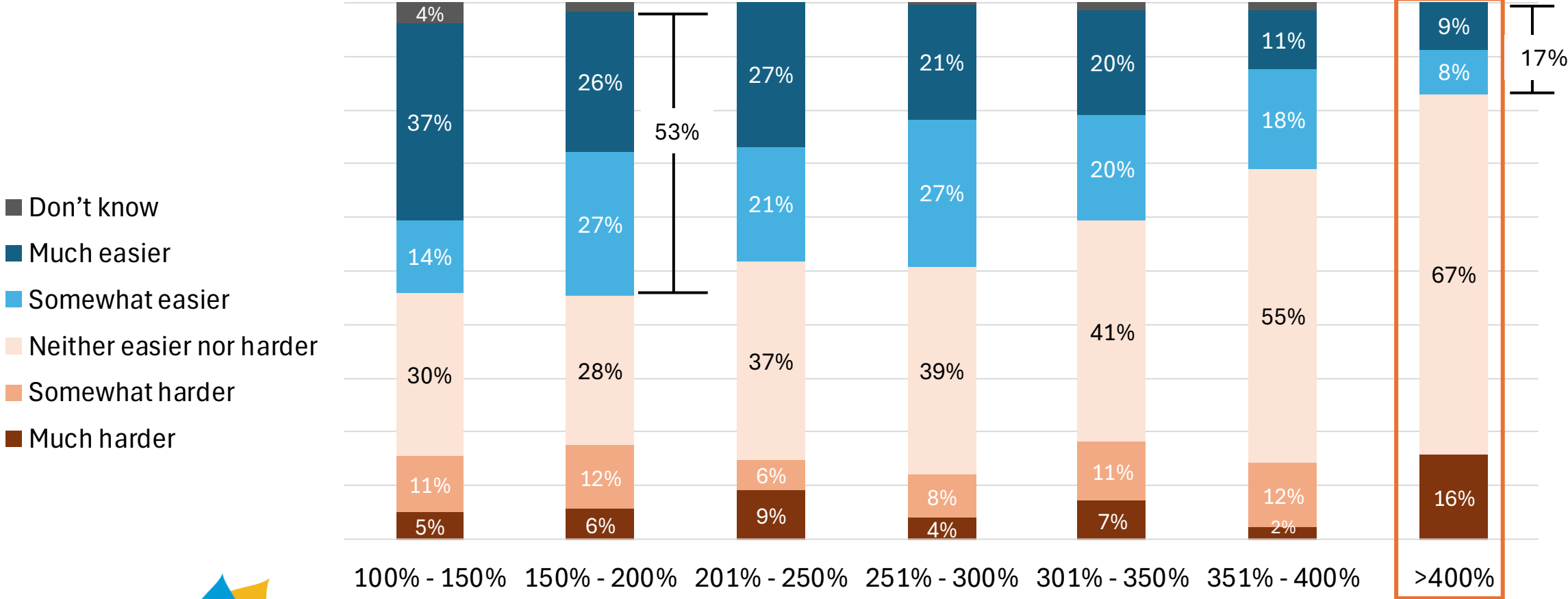
Satisfaction with Enrollment Experience

■ Don't know
 ■ Very satisfied
 ■ Somewhat satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Somewhat dissatisfied
 ■ Very dissatisfied



Customers >400% FPL were the least likely to say their renewal experience was easier

Renewal experience compared to previous year



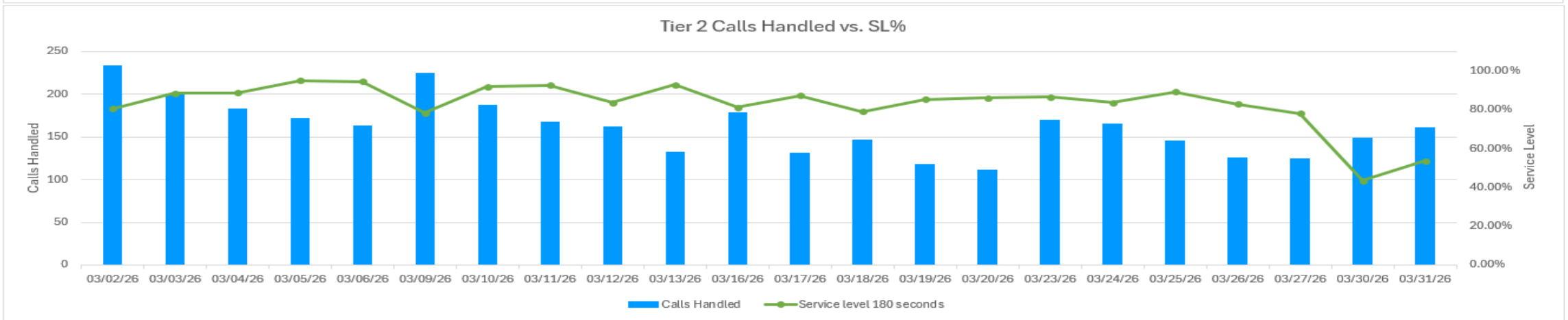
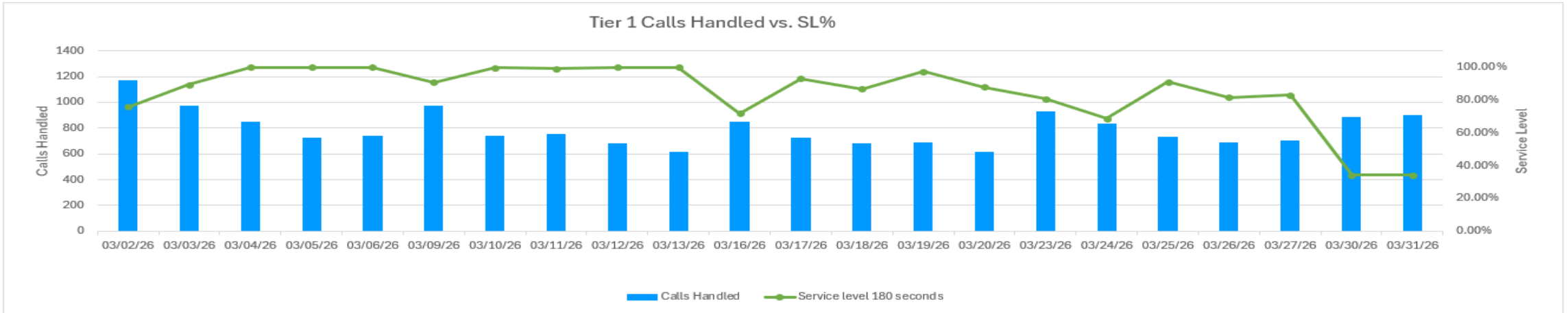


Operations Update

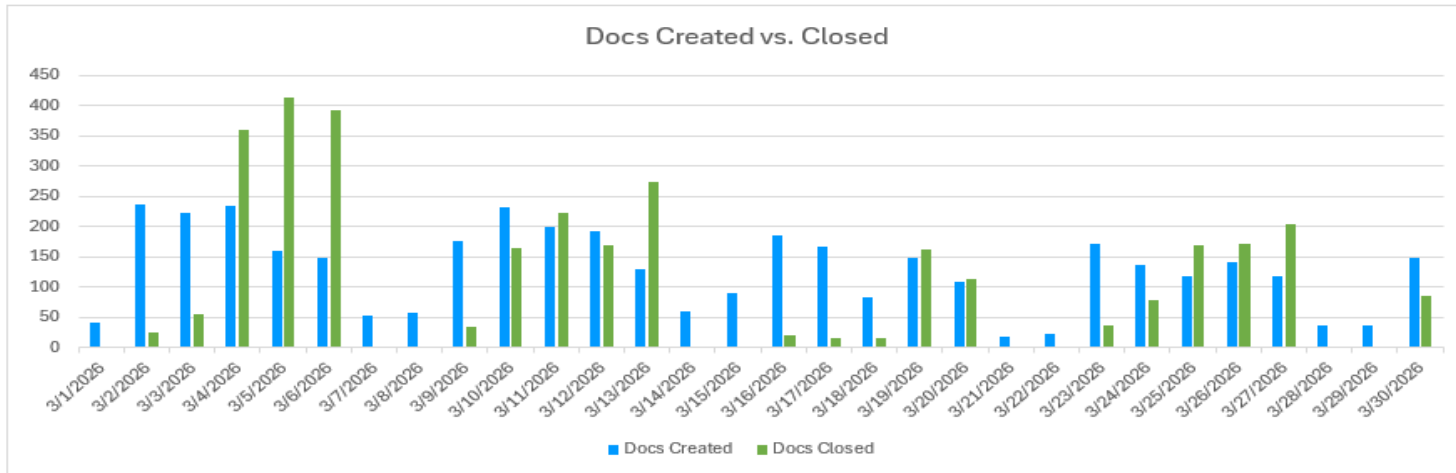
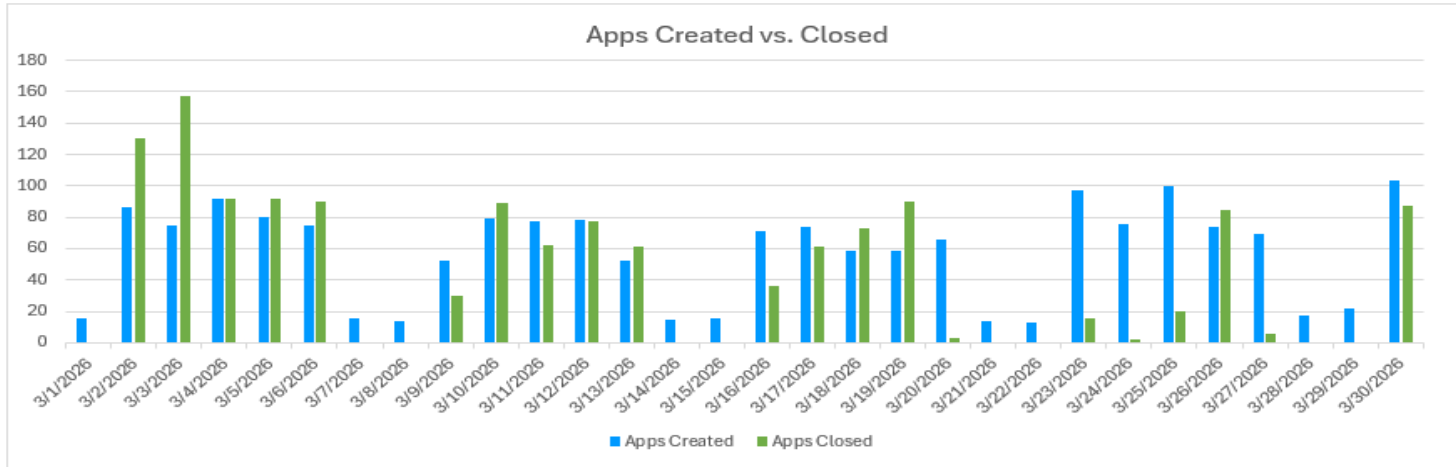
March 2026 Performance

March Stats by Group				
Group/ Year	Tier 1 2026	Tier 1 2025	Tier 2 2026	Tier 2 2025
Average Handle Time	13:39	14:10	16:48	13:37
Average Speed of Answer	1:33	0:45	1:09	0:44
Calls Offered	18,514	17,443	3,742	2,379
Calls Handled	17,464	16,894	3,559	2,250
180 Second Service Level %	82.48%	91.38%	82.60%	93.96%

March Calls Handled vs. Service

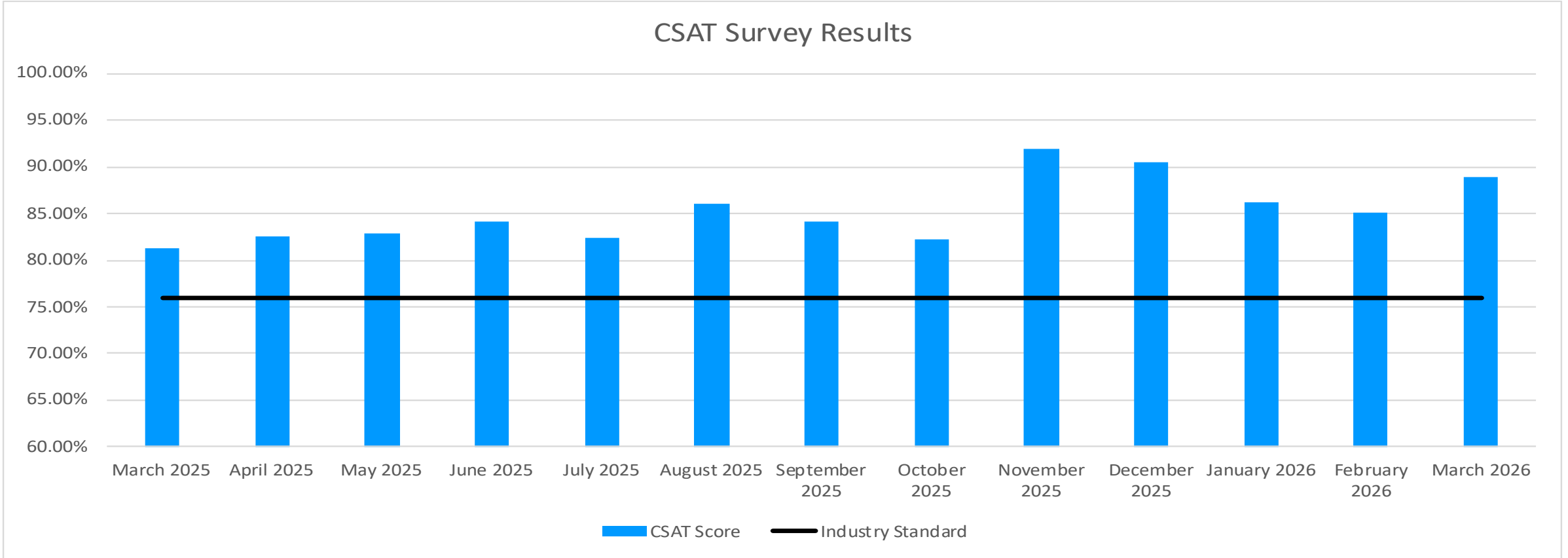


MA Site Work Received/Processed



	Received	Completed
MA Applications	990	612
Change reports	885	833
Documents	4,050	3,389
Total	5,925	4,834

CSAT Survey Results





Appendix

Appendix: Table of Contents

01	Colorado Premium Assistance
02	HAIE 2025 Financial Report



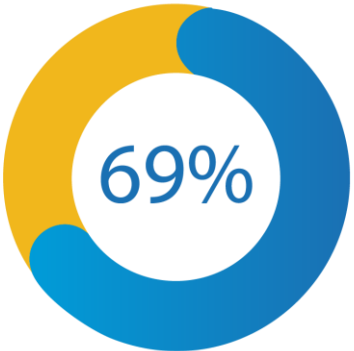
Colorado Premium Assistance

Colorado Premium Assistance Supporting Customers



176,410

the total number of Coloradans who will receive Colorado Premium Assistance



Of Connect for Health Customers were Financially Assisted in Plan Year 2026



\$10.66 million per month

the approximate amount of Colorado Premium Assistance funding applied to offset costs for customers

\$131.21

the average net premium for customers who received both Advanced Premium Tax Credits and Colorado Premium Assistance



HIAE Annual Financial Report

HIAE 2025 Annual Financial Report

CY25 HIAE Revenue	
HIAE Insurer Fees	\$123,686,662
Federal 1332 Waiver	\$361,715,479
HIAE Surplus	\$43,251,151
Interest Income	\$4,677,752
Total Revenue	\$533,331,044

CY25 HIAE Expenditures	
Reinsurance (PY24)	\$407,571,584
On-Exchange Subsidy (PY24)	\$39,374,445
OmniSalud (PY24)	\$81,421,525
SB 23-189 Payments (PY25)	\$1,873,267
Administration	\$3,090,223
Total Expenditures	\$533,331,044

HIAE Surplus

After accounting for all new revenue, the HIAE required \$43,251,151 in surplus funding to cover calendar year 2025 expenses... At the end of calendar year 2025, after accounting for the \$43,251,151 used for 2025 expenses, the HIAE surplus was approximately \$122 million. This amount includes projected revenues from H.B. 25B-1006.

Current budget projections show the \$122 million in remaining HIAE surplus will be fully depleted after making payments for the 2026 HIAE programs.

Additional Resources

[Recent Board Meeting materials from the Health Insurance Affordability Enterprise](#)