

## Early Childhood Comprehensive Systems (ECCS) Working Group



November 28th, 2023 | 10:30 AM - 12:00 PM MDT | Via Zoom | Agenda

### Minutes

#### Meeting Objectives

- Provide a Medicaid 101 and Colorado Access (RAE 3&5) to present on progress of Medicaid unwinding
- Provide time for implementation teams to continue work on goal oriented work.
- Gather public comment on the CO-ECCS Project, including feedback and ideas for the project and relevant resources related to the project.

#### Attendees


Alisha Lacombe-Emile, Amanda Culbertson, Anisa Ben Idris, Carsten Baumann, Cassi Niedziela, Christina Walker, Cristina Bejarano, Dawn Newby, Ebony White, Eileen Auer Bennett, Erin Curtin, Erin Friedman, Gina Botti, Gina Robinson, Heather Craiglow, Iesha Mitchell, Jennie Munthali, Kathryn Newell, Kate Hale, Kim McDevitt, Kristen Lang, Kristina Heyl, Lenita Hartman, Lisa Blake, Lynne Fabian, Marian Bussey, Marivel Klueckman, Mary Houlihan, Melissa Bucholz, Michele Coates, Paul Presken, Rachel Hutson, Rosie Gomez, Sandra Stenmark, Sarabeth Upson, Sena Harjo, Shannon Wilson, Tanya Weinberg, Theresa Kledzik, Tiffany Domokos, Yinka Ajiro-tutu

#### Welcome & Updates

Led by Dawn Newby

#### Approve Last Meeting's Minutes

Led by Dawn Newby

 10.24.23 ECCS Working Group Minutes APPROVED

Participants were asked if there were any objections or edits that needed to be made to the notes. No

objections were made.

## **Medicaid 101 & Update on Medicaid Unwind, Lisa Blake, Marivel Klueckman, Erin Friedman**

[General ECCS Presentation Slides](#) (including Colorado Access' presentation on Medicaid Unwind)  
[Health Care Policy and Financing Presentation Slides](#)

Lisa Blake began the presentations by providing her lived experience with navigating the Medicaid Unwind process as a Medicaid member.

- Some key challenges with the re-enrollment process include a 23 page application as well as a 7 page verification document, having a sustained place to receive mail forms, poor service for accessing applications on her phone that would support tracking the application progress, and unclear communication between Medicaid Support services and Benefits in Action.
- Lisa also shared concerns about differentiating between applications for SNAP benefits and Medicaid coverage timelines.
- Some potential solutions that Lisa expressed would be supportive were less paperwork, one time enrollment with verification instead of full re-enrollment, more state support in tracking paperwork/proof of need for services, and more consistent receipts or received requests for online forms.
  - Working group members validated potential workarounds for proof of identification needs, as well as confirmation that Benefits in Action can be a supportive resource.

Health Care Policy and Financing (HCPF) - Marivel Klueckman, Eligibility Division Director  
Public Health Emergency (PHE) Medicaid Unwind Update

- The presentation began with an overview of Colorado Medicaid, also known as Health First Colorado, and who the program covers across the state.
  - [Child Health Plan Plus](#) coverage is for children and pregnant women who may not be eligible for Health First coverage, this includes coverage for 12 months postpartum.
    - CHP+ Managed Care Organizations are Colorado Access, Denver Health Medical Plan, Kaiser Permanente, and Rocky Mountain HMO.
  - [Long Term Services and Supports](#) provides coverage for children, adults, and older adults who experience chronic conditions, disabilities, and mental health challenges.
- The yearly renewal timeline for all Health First members (including CHP+ and LTSS) was reviewed
  - This includes a 60 day extension and increased outreach for long-term care members to complete the process and a 90 day reconsideration period for existing members to send in the renewal packet without needing to reapply

- Since the unwind process began, approximately 200,000 previous members no longer have Medicaid coverage, and HCPF continues to work alongside other state agencies to maintain coverage for those who need it.
  - This decrease in members is reflected across CHP+ members as well
  - HCPF also monitors statewide backlogs for applications and renewal packets to ensure that counties that may be struggling to process applications are not terminated for procedural reasons.
- Keep Colorado Covered Updates:
  - Redesigned Renewal Packets that are shorter packets and include a colored Colorado State seal
  - Temporary extension for all members, including new guidance on ex parte at individual level and reinstatement practices
  - 60-day extension for vulnerable populations through June 2024
  - Program Eligibility and Application Kit (PEAK) and Health First Colorado App works to improve user experience and makes it easier to submit renewal materials and monitor the status of a submitted renewal
- How can you help?
  - Visit the HCPF [Public Health Emergency Planning](#) page and use the renewal messaging and materials in the toolkits, which includes messaging about renewals in emails, newsletters, and on websites; sharing social media messages and graphics; and posting flyers in public areas and handouts to members.
  - Familiarize yourself with the [Partner Education Toolkit](#) to help members who may need assistance and/or direct them to someone who can help.
  - Checking the regularly updates FAQs:  
<https://hcpf.colorado.gov/covid-19-public-health-emergency-fags>
  - Signup for the COVID-19 Public Health Emergency Updates Newsletter to receive important updates and new tools as they are released.

Colorado Access - Erin Friedman

- Members Scheduled for Renewal and Total Monthly Membership data for the 2023 year for Denver, Douglas, Adams, and Arapahoe counties were reviewed
  - This includes demonstrating an increase in members going into the unwind in April 2023.
- The top three reasons that members are losing coverage are 1) failure to provide verification (this includes income and household members) at renewal, 2) failure to complete renewal process, and 3) unknown.
  - Additional Regional Accountability Entities also highlight the members losing coverage because their whereabouts are unknown and the applications are not getting to them and they were not able to be reached by phone.
- [End of Continuous Coverage Handouts](#) are available to order
- [Video Series on Medicaid Renewals](#)

- Community Partners working to support CO Access members to maintain coverage
  - Metro Area Health Alliances (MAHA) has trained community ambassadors and works with community members to sit through completing renewal paperwork.
  - Colorado Coalition for the Homeless has an enrollment specialist and has trained other organization members to work through renewal processes with individuals one on one as they receive other services.
  - Open Answer is a canvassing organization that does door knocking in neighborhoods where folks may qualify for Medicaid and use iPads to support individuals to log into PEAK system, set up email account if needed, and set up open office hours at public libraries where folks can become acquainted with PEAK system or use library computers to complete forms online.
- Long Term Care (LTC) Project: Launched November 15
  - One on One renewal assistance through a call center that supports individuals in completing paperwork on the phone and includes ability to sign over the phone as well.
- Colorado Access Public Awareness Campaign
  - Billboards
  - Buses
  - Radio & Streaming ads
  - Social Media

### Public Comment

- Kristen Lang shared a reminder of the ECLC meeting coming up to review Early Childhood Strategic Plan (12/14 @ 9 AM-12PM)
  - For more information, please visit:  
<http://www.earlychildhoodcolorado.org/eclc-meeting-information>
- Lisa Blake requested updates on opportunities to explore continued advocacy for holistic health care to be included within Medicaid as well as adding back in part-time caregiver/ family caregiver pay.

Any additional public comment to be recorded in the notes can be emailed to Dawn Newby:  
[dnewby@illuminatecolorado.org](mailto:dnewby@illuminatecolorado.org)

### Implementation Team Breakouts

Participants selected their implementation breakout:

1. [Coordinated Intake and Referral Systems](#)
2. [Early Childcare and Health Care Partnerships](#)
3. [Equity Planning](#)

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## Coordinated Intake and Referral Systems Implementation Team

Detailed Notes on [CIRS Team Running Meeting Notes](#)

- **Clean version:**  
[https://docs.google.com/document/d/1mcjNokmKec-vZvo2\\_1dDTCKMIRvOCADxPK7CgLHiU5U/edit](https://docs.google.com/document/d/1mcjNokmKec-vZvo2_1dDTCKMIRvOCADxPK7CgLHiU5U/edit)
- Final review and explore additional resources to support the document
- Reviewed the process of getting to the clean version

Action items/Next Steps:

- Finalize the content of the Family Engagement Checklist and make and edits by December 13th, 2023.

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## Early Childhood and Health Care Partnerships Implementation Team

[ECCS Policy Spreadsheet](#)

- Christina reviewed the draft spreadsheet with the group
- Feedback:
  - This could be useful both for private organizations and for consideration in agency budget request processes too
  - Could we use the revised early childhood framework to help us sort these policy ideas by domain
  - Heather will share more about the Early Head Start -CCP concept
  - The policies aren't sufficient in and of themselves - how do we ensure they are quality/meeting people's needs and there is the funding to support that
    - Thinking about Medicaid reimbursement policies, for example that support prevention and health promotion
    - We could very much add components like this, and what else is missing
  - Could be that we consider breaking into subgroups and digging into the policies to add what's missing separately
  - Next time, would need to identify the criteria for how to prioritize - start with high level goals of ECCS , population, etc.
    - Kristen and Christina - Need to establish this decisionmaking framework before next meeting
      - One idea too - feasibility and impact; want high for both
        - Erin Curtin has one from City of Denver that would work

Action items:

- Continue review of Policy Spreadsheet for January meeting

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## Equity Planning Implementation Team

- **Why Root Cause?**

- Root Cause Analysis (RCA) is a structured method used to identify the underlying reasons or causes of a problem or a failure. Rather than simply addressing **superficial symptoms, RCA seeks to reveal, understand, and tackle the core issues that facilitate the manifestation of the problem.**
  - It involves a process of deduction, from the observed effects back to the initial cause. RCA is crucial in problem-solving and continuous improvement strategies because **it prevents the recurrence of the issue by addressing it at its source.**
- Complete [Root Cause Analysis](#)
  - Discuss these questions for each section of the Weaknesses and Threats in the [SWOT analysis](#):
    - Weaknesses- Yinka
    - Threats- Gabrielle
    - What is the historical context related to the Weaknesses (or Threats) identified in the SWOT Analysis?
    - What policies, practices, or norms perpetuate the inequities reflected in the Weaknesses (or Threats)?
    - How are people affected by the Weaknesses (or Threats)? Who are the people affected (complicit and impacted)?
      - Complicit: those that may know or may not know they are supporting the system that enforces inequities, most proximate to power
      - Impacted: those that are affected by the systemic inequities, tend to be furthest away from power
    - What do you see as the root problem associated with this issue?
  - Select volunteer to share for report-out
- **Team Report-out**
  - Each team share discussion 4 minutes

Action items/Next Steps:

- Continue Root Cause Analysis For January Meeting

### Next Steps & Adjourn

Actions for participants to do following the meeting:

- N/A

### Resources

Minutes Approved: TBD

<p><a href="#"><u>ECCS Working Group Charter (21-22)</u></a> <a href="#"><u>Logic Model</u></a> <a href="#"><u>Final ECCS-CO Grant</u></a> <a href="#"><u>System Asset and Gaps Analysis</u></a> <a href="#"><u>Strategic Plan - Jan 2023</u></a></p>	<p><a href="#"><u>ECCS Working Group Website</u></a> <a href="#"><u>ECCS Working Group Shared Folder - (Agendas, Notes &amp; Meeting Materials)</u></a> <a href="#"><u>ECCS Working Group Member List</u></a> <a href="#"><u>CO-ECCS Webpage</u></a> <a href="#"><u>Enrollment Form</u></a></p> <p>There are <u>20 grantees</u>.</p>
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