

Early Childhood Comprehensive System (ECCS) Working Group

April 25th, 2023

Welcome!

We will begin shortly.

This meeting will be recorded.

A Working Group
under the PQA
Subcommittee of the



illuminate
Building Brighter Childhoods

Vision of the CO-ECCS Project

This project will advance the infrastructure, capacity, equity, and sustainability of Colorado's maternal and early childhood systems of care



“All children are valued, healthy, and thriving and have equal access to services, supports and resources.”

ECSS Working Group Norms

- We are **present and engaged** when we attend meetings
- We are **open minded**
- We **respect** each others time
- We act with **integrity** and **transparency**
- We **share honestly** in discussion
- We make space for everyone's **genuine perspectives and experiences.**
- We **assume best intentions** but also acknowledge what we share can impact others
- We are **action oriented** and **solution focused**. Our purpose, goals and action steps are clear to everyone.
- Meetings are **language accessible**
- Meetings are **accessible to families**, those who will be impacted by our work
- Meetings are **dynamic** and **engaging**
- Agenda and materials are shared with enough time before meetings

Updates & Celebrations



shutterstock.com • 1839094501

Approve Last Meeting's Minutes



Meeting Objectives

- Inform the working group on what the Medicaid Unwinding is, how partners can support families, and the resources and materials developed by the Department of Health Care Policy and Financing (HCPF) to do that.
- 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.

Update on Medicaid Renewals & Continuous Coverage Unwind:

Colorado Early Childhood Comprehensive Systems Working
Group
April 25, 2023



Agenda

- 1) What is the Continuous Coverage Unwind?
- 2) What is the timeline?
- 3) What is Colorado Access is doing to respond?
- 4) Q & A



What we know

During the COVID Public Health Emergency (PHE), Medicaid members did not have to renew their benefits.

Starting in March of 2023, members began receiving renewal packets

and need to complete and sign them

in order to keep their Medicaid.

What we know

Some members will be automatically renewed for benefits; those who receive a packet need to complete the renewal process.

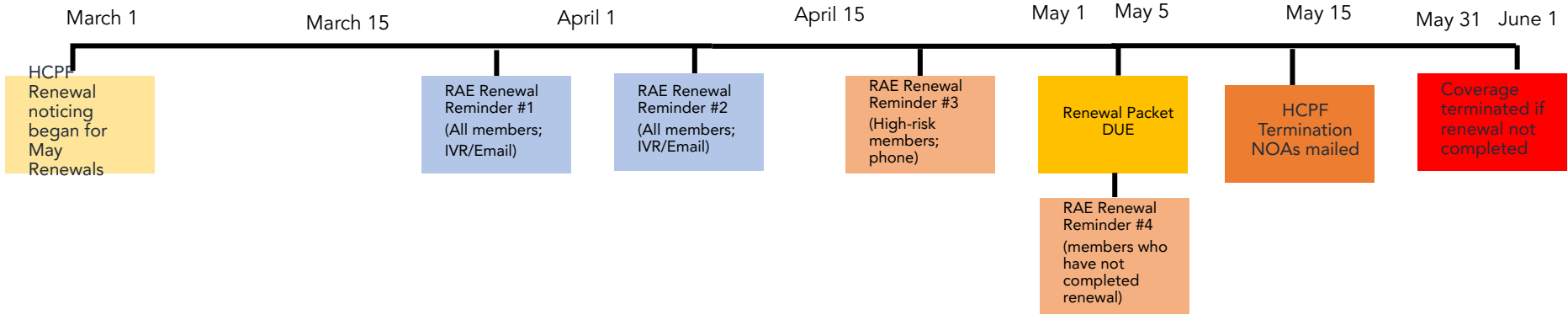
The process can be completed using the paper packet or online using the PEAK system.

What we know

Medicaid members who no longer qualify for Medicaid but who do qualify for CHP+ will be automatically enrolled in CHP+ and will receive a letter informing them of the change.

Continuous Coverage Unwind

Monthly Outreach Timeline



What COA is doing to respond

- Created short videos answering Frequently Asked Questions (FAQ) on the renewal process for members/assisters
- Providing printed materials for providers/community partners to distribute to Members, including resources on:
 - Where to get help with renewal
 - C4HC enrollment locations
- Coordinating closely with HCPF
- Coordinating with RAEs/MCOs statewide
- Coordinating with Connect for Health Colorado (C4HC)

What COA is doing to respond

- Member-facing COA teams (Customer Service, Care Management, and AMES) are trained on answering member questions and helping members navigate renewal process
- Colorado Access staff do not have access to the PEAK app, but we can refer members to County offices where they can get one-on-one assistance with renewals

What COA is doing to respond

- COA is outreaching Members via multiple channels:
- Text messages, emails, and IVR (robocall) outreach to all members/households
- Proactive telephone outreach to high-risk members whose renewal is due each month
- Check with your Regional Accountable Entity (RAE) to find out more about their specific outreach plan

Flyers & Posters: Available in English and Spanish



TAKE ACTION

ON YOUR HEALTH FIRST COLORADO (COLORADO'S MEDICAID PROGRAM) AND CHILD HEALTH PLAN PLUS (CHP+) RENEWAL.

Starting in 2023, some people who have Health First Colorado and CHP+ will not be automatically enrolled each year. If you get a renewal form in the mail, you must fill it out to keep your health coverage. We can help!

RENEW

Health First Colorado will send a renewal form in the mail to you that explains how renewals work. The form has a due date written on it. You must SIGN and mail that form by the written due date. You must do this even if you don't have any changes to your household or income. To update your address:

- Go to colorado.gov/PEAK. If you don't have a PEAK account, you can make one there.
- Use the free Health First Colorado app on your phone. You can download it from the Apple App store or the Google Play store.
- Contact your county human services office. Visit cdhs.colorado.gov/our-partners/counties/contact-your-county-human-services-department to find out how to contact them.
- Call Health First Colorado at 800-221-3943. Or CHP+ at 800-359-1991. Or Use State Relay: 711.

Go to colorado.gov/PEAK to find your renewal due date. You can also see if you were automatically renewed here. If you weren't, you must do a renewal to see if you still qualify.



GET HELP!

You are NOT alone! You can get help to finish the renewal process:

- Online at colorado.gov/PEAK
- In person at your local county human services office
- By returning the renewal packet to your county human services office. You can return it by mail or fax.

County Human Services Office Phone Numbers:

- Adams County: 720-523-2700
- Arapahoe County: 303-636-1130
- Denver County: 720-944-4347
- Douglas County: 303-688-4825
- Elbert County: 303-621-3149
- Jefferson County: 303-271-1388
- Weld County: 970-352-1551

If your situation has changed and you no longer qualify for Medicaid, this is a "qualifying event." You will have 60 days to find new health coverage on the insurance marketplace. Go to connectforhealthco.com to find the right insurance plan for you.

DO YOU NEED MORE HELP?

The Colorado Department of Human Services can help you put food on the table, heat your home, find livable-wage work, and afford basic necessities. Call them at 303-866-5700 to get help.

You can get help at:

- An Eligibility Application Partner Site (EAP).
- A Medical Assistance Site (MA).

These offices are certified by the state of Colorado to help you find the medical assistance programs that you need, like Health First Colorado and CHP+.



FIND THE RIGHT PLACE

If you have questions about the renewal process, you can go to hfcgo.com/renewals. Or you can contact your county human services department. Find your county office by going to hcpl.colorado.gov/counties.

FREQUENTLY ASKED QUESTIONS

Can I renew earlier than my renewal date?
No, you can only renew at your due date.

How do I find my renewal date?
Find your renewal due date on colorado.gov/PEAK at any time.

- Log in to colorado.gov/PEAK. You will be on the Dashboard.
- Choose "Manage my benefits." Then "Overview of health coverage benefits."
- Choose "Summary of health coverage benefits." This is where you can find renewal due dates for each household member.

How will the state of Colorado reach me when it is time to renew?

You can get notifications about your renewal through mail, email, or text message, or by push notification if you have the Health First Colorado app. You can download the free app through the Apple App Store or Google Play store.

How can I prepare?

To make sure you get the information you need to continue your health coverage:

- Update your address at colorado.gov/PEAK on the Health First Colorado app.
- Opt in to email, text, and push notifications at colorado.gov/PEAK on the Health First Colorado app.

We are the largest and most experienced public sector health plan in the state. As a nonprofit organization dedicated to more than just providing access to care, we are dedicated to advancing meaningful, measurable improvements in the way health care is delivered to create healthier lives.

If you need this document in large print, Braille, other formats, or languages, or read aloud, or need another copy, call 800-511-5010. For TDD/TTY, call 888-034-4494. Call Monday to Friday, 8 a.m. to 5 p.m. The call is free.

Si necesita este documento en letra grande, Braille, otros formatos o idiomas, o se lea en voz alta, o necesita otra copia, llame al 800-511-5010. Para TDD/TTY, llame al 888-034-4494. Llame de lunes a viernes, de 8 a.m. a 5 p.m. La llamada es gratis.

coaccess.com | 800-511-5010 |

01 03-127 0323A



Link to order flyers/posters

[Request form for Colorado Access End of
Continuous Coverage Materials
\(microsoft.com\)](#)

Available in English; coming soon in Spanish

- [How Can I Get Help With My Renewal? - YouTube](#)
- [How Do I Complete the Renewal Process? - YouTube](#)
- [Quick Tips For Completing Your Renewal - YouTube](#)
- [How Will I Know When My Renewal Is Due? - YouTube](#)



Spanish-language versions are in final review and should be available within next few weeks

COA is partnering with METRO AREA HEALTH ALLIANCES (MAHA):



Ambassador Organizations

Community Outreach Service Center

Doctors Care:
Sheridan Rising & North Littleton Promise

Families Forward Resource Center

MIEL Foundation

Struggle of Love Foundation

The Gathering Place

Village Exchange Center

Vuela for Health

Key Member-facing messaging

- ✓ Open your mail
- ✓ Ask for help when you need it
- ✓ Keep your address updated in the PEAK app
- ✓ Renewal MUST be completed, **signed**, and returned
- ✓ Renewal can be completed on paper or using the online PEAK app
- ✓ Your renewal may be due at any point throughout the year – you can find your renewal date in the PEAK app
- ❖ Families may have “mixed eligibility” – different family members may have different coverage
 - ❖ For those who no longer qualify for Medicaid/CHP+:
C4HC has a “special enrollment period” of 60 days following the loss of Medicaid and CHP+, available any time of year.

Q & A



Thank you

Contact Erin Friedman with questions:

Erin.Friedman@CoAccess.com



CHP+
Child Health Plan Plus



Health First
COLORADO
Colorado's Medicaid Program

Don't Risk

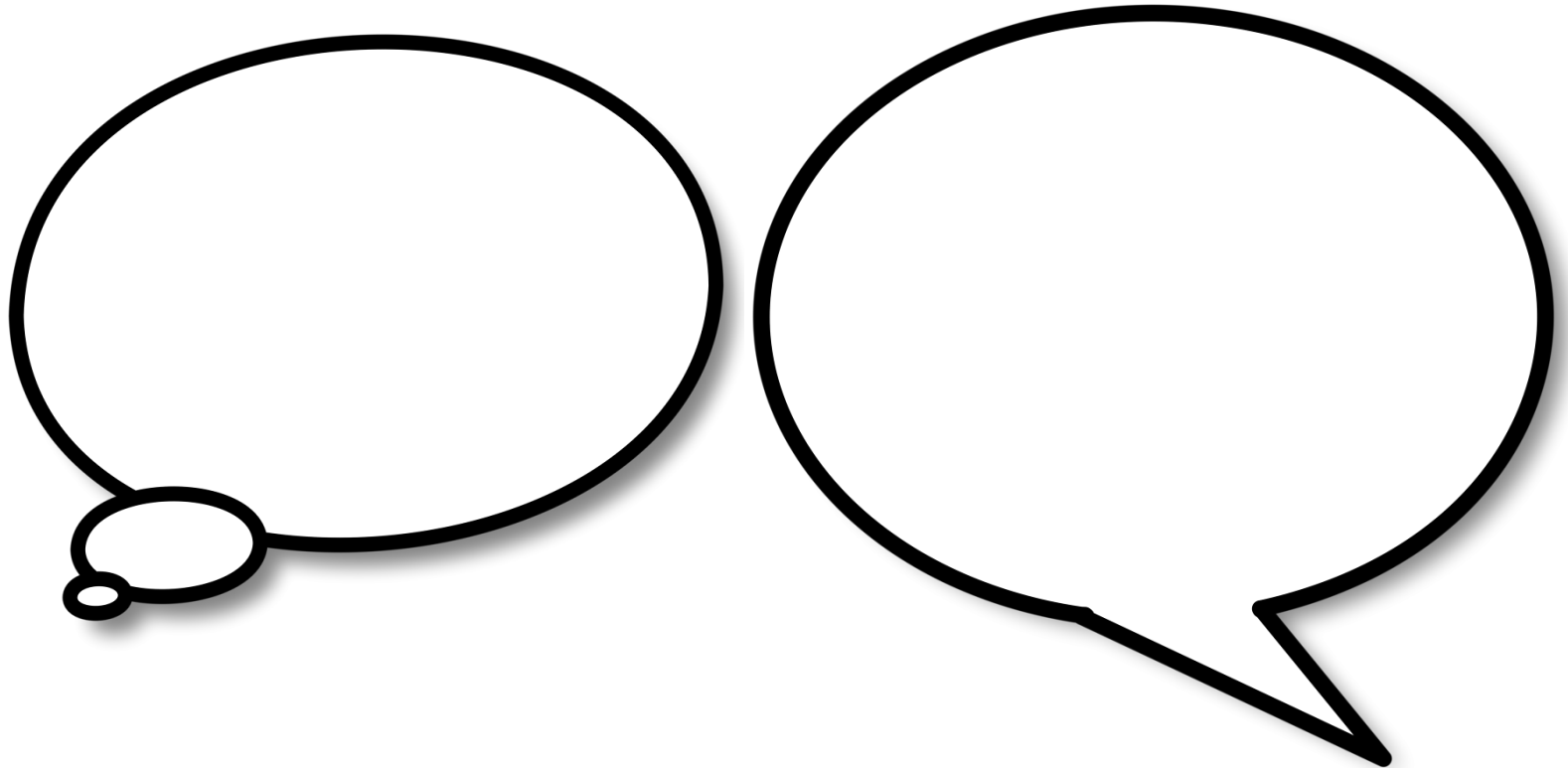
a Gap in Your Health Coverage

Get ready to renew now!

[Public Health Emergency \(PHE\) Planning Website](#)

Community Partners Webinar - April 26, 2023 1:00-2:30 p.m. - [Register HERE](#)

Public Comment



Closing

Actions you can take:

1. Provide immediate feedback on this meeting
2. Any action items from your implementation teams

Next Meeting:

May 23rd, 2023

10:30 am - 12:00 pm

Via Zoom

Presentation from the P-3 Policy Impact Center.