

Update for Program Improvement Advisory Committee (PIAC): Status of Planning for the Unwind of the COVID-19 Public Health Emergency (PHE)

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Three Key Operational Goals

Member Continuity of Coverage

- **Leverage tools to auto-renew** where possible.
- For those who can't be auto-renewed, **minimize administrative denials** by educating and reminding members throughout process.
- **Targeted outreach** to at-risk and focus populations.



Smooth Transitions in Coverage

- **Connect members with assistance** to understand their options on the exchange.
- Inform members if their current plan has an option on the exchange.
- **Educate Health First Colorado providers** on how to become CHP+/exchange providers.



Minimize Impact to Eligibility Workers

- **Enhanced use of ex parte** - use of info on hand to renew members without engagement.
- **Updated renewal packet**
- **Enhanced online tools** (PEAK, electronic signature)
- **Intelligent Character Recognition** to minimize data entry and improve quality
- **Training** & business process enhancements



When will the PHE end?

PHE End was last extended to Oct 13, 2022

- We did not receive 60 days notice in August - so the PHE will be extended again in mid October.
 - Nov. 12, 2022 - next 60 *day notice date*
 - January 11, 2023 - *new expected working PHE end date*

End of PHE Eligibility Impacts

Ends the continuous coverage requirements (protections to keep health coverage)

- All states required to conduct a renewal for all members post-PHE
- Those determined no longer eligible will have their Medicaid or CHP+ terminated
 - Possible transition to purchase health insurance through Connect for Health Colorado

Renewals Strategy

Minimize impact on members and eligibility workers through:

- Enhanced ex-parte (use of interfaces and information on file for approval without member engagement)
 - Averaging approximately 34% approval rate - this means renewal approvals without member or worker interaction
- Reformatted renewal packet for clarity
 - Special call out on the newly required signature
- Enhanced online member tools (PEAK, electronic signature)
- Piloting Intelligent Character Recognition (ICR) to minimize data entry and improve quality
- Training and business process enhancements
- Continue to suspend premiums for the Buy-In programs through the “unwind” period

COVID Unwind Plan																		
2022				2023														
Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
		CMS 60 Day Notification 11/12/22 Two weeks to trigger unwind switch	Ex-Parte runs 12/15/22 for Feb terms	PHE Ends in Jan - Turn On COVID Unwind 01/14/23 (end locked-in)	CMS Option B - Feb Renewals with term 2/28/23													
			1	2	3	4	5	6	7	8	9	10	11	12	13	14		
Nov-22 Regular and Locked-In																		
	Dec-22 Regular and Locked-In								Aug-23 Regular and Locked-In									
		Jan-23 Regular and Locked-In								Sep-23 Regular and Locked-In								
			Feb-23 Regular and Locked-In								Oct-23 Regular and Locked-In							
				Mar-23 Regular and Locked-In								Nov-23 Regular and Locked-In						
					Apr-23 Regular and Locked-In								Dec-23 Regular and Locked-In					
						May-23 Regular and Locked-In								Jan-24 Regular and Locked-In				
							Jun-23 Regular and Locked-In								Feb-24 Regular			
								Jul-23 Regular and Locked-In								Mar-24 Regular		
Locked-in Appeals																		
Regular renewals (Active and Locked-In) - No PHE language, renewal month reset if approved or term due to COVID																		
Regular renewals and Locked-In - No special PHE language; if approved renewal month reset; if no longer eligible, will not continue to be enrolled																		
Regular renewals post COVID Unwind - Return to normal																		

Note: The PHE was extended again on July 12th for another 90 days. The federal government has not indicated an end date for the PHE yet. This plan is assuming the PHE will end in January 2023 and is subject to change as dates are finalized.

Getting Ready: Eligibility Workforce

- **Budget requests & supplementals to increase workforce for counties**
 - Combination of new staff, temporary staff, overtime
- **Overflow Processing Center (OPC)**
 - State-funded and managed site for overflow processing starting at end of PHE
 - Support eligibility sites that are inundated with work
- **Consolidated Return Mail Center (CRMC)**
 - State-funded and managed site for processing of returned mail for Medical and Cash assistance programs
 - Contracted with vendor for proactive address verifications

Questions