

PHE Unwind: Updates

Lisa Pera, Eligibility Division Deputy Director
Marivel Klueckman, Eligibility Division Director

Keep Coloradans Covered

PHE Unwind Update - BIG Picture

- We are now 5 months into the Unwind of the Continuous Coverage Requirement
 - Total enrollment May (before unwind): 1,758,714
 - Total enrollment September (includes new applications and renewals): 1,528,032
 - Net change thus far = 230,682* fewer enrollments

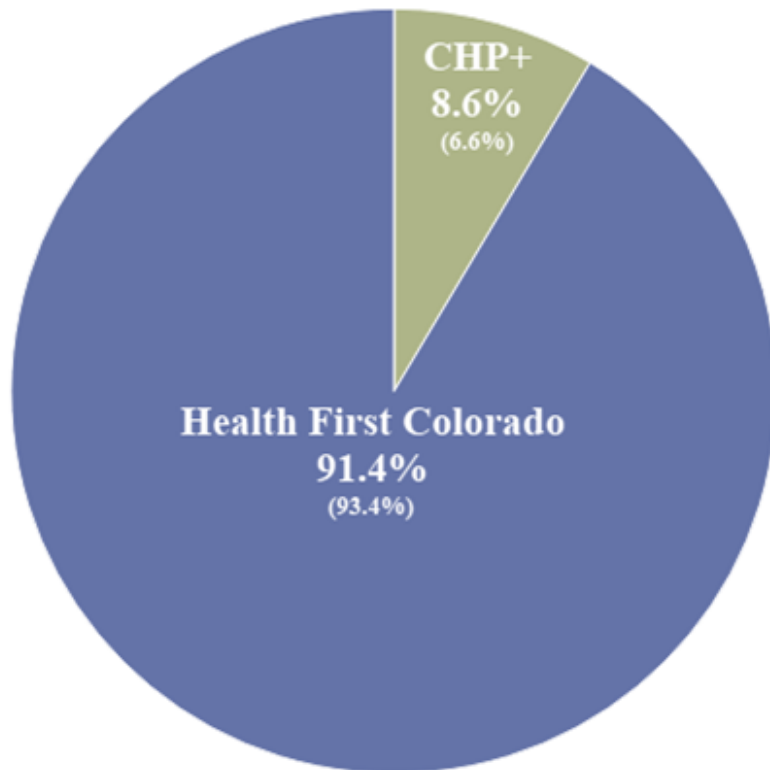
*recent ex parte changes and action by members during 90 day reconsideration period mean this number will change.

- Ongoing Cross Agency Statewide Partner Effort to Keep Coloradans Covered!

**Kids
Enrollment:
Proportion of
coverage on
CHP+ up 2%,
Medicaid
down same**

September 2023 Enrollment

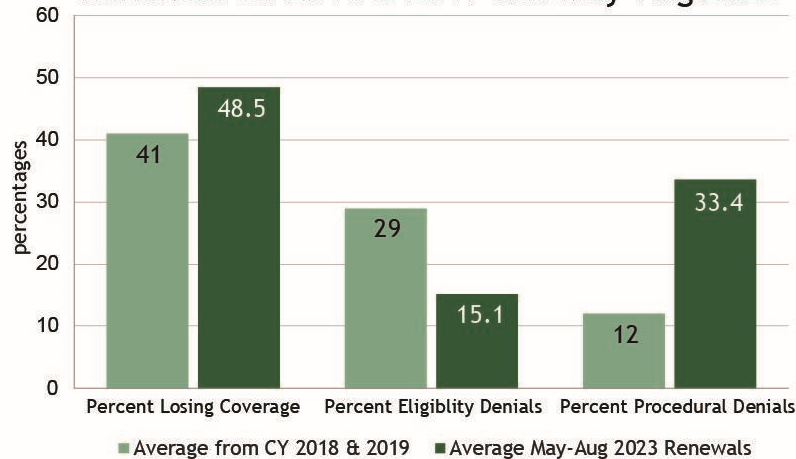
(Reference Lines = May 2023 Baseline)



Historical Comparison (point in time)

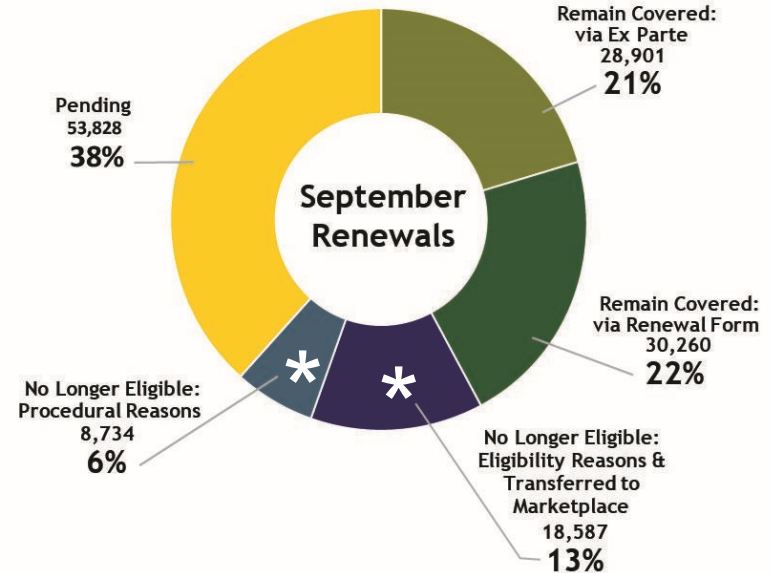
September Data *Outreach Opportunities

Renewals CY 2018 & 2019 and May-Aug 2023*



*September data not included

NOTE: Sept and Oct will have unusually high numbers of “pending” given system changes related to ex parte. Cohort data will normalize in November’s cohort.



Point in Time Monthly Data Does NOT tell the whole story many complete renewal during 90 Day Reconsideration Period

	Pre-pandemic CO average	June cohort run 7/7/23	June cohort run 9/27/23	<u>June national unwind Average</u>
Renewed	57%	48%	55%	50.8%
No longer eligible	42%	49%	44%	25.1%
Ineligible, refer to C4H	29%	15%	18%	6.6%
Procedural Denials	12%	34%	26%	18.5%
Pending	1%	3%	1%	24.0%

Keep CO Covered Updates

Redesigned Renewal packets

- Shorter packets, colored Colorado State seal added

Temporary extension for all members

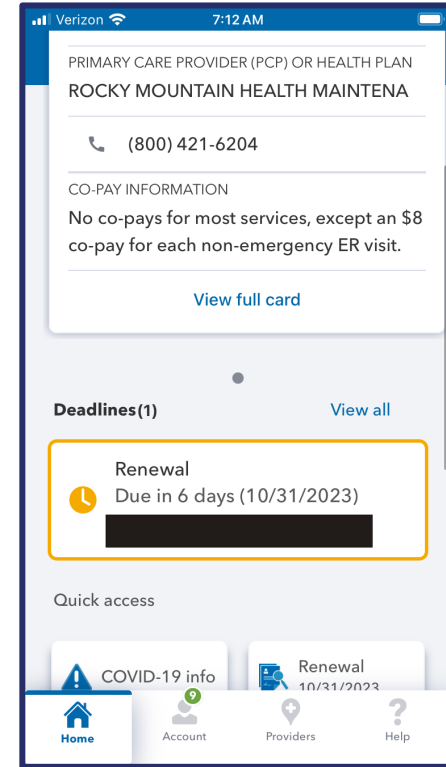
- New CMS guidance on ex parte at individual level
- Reinstatement

60-day extension for vulnerable pops thru June '24

- Long-term care, members on waived services, buy-in

PEAK and Health First Colorado App

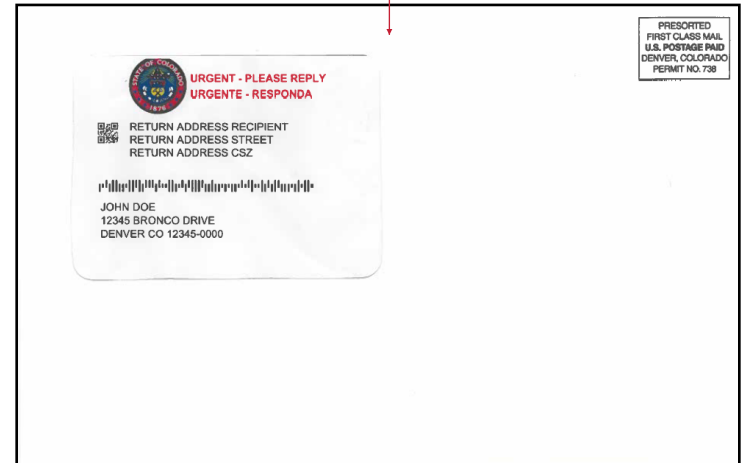
- Improved user experience
- Easier to submit renewal materials, monitor the status of a submitted renewal



Redesigned Renewal Packet

- It's shorter- no extra blank spaces and fewer pages
- Less pages to fill in financial information.
- Additional emphasis on signing
- Color CO seal added to envelope window to help prevent it from being mistaken for junk mail.

Preliminary results - Avg down from 33 pages to 22 pages per packet, Largest down from 230 to 70 pages!



Samples can be found under the Renewal of Eligibility section at <https://hcpf.colorado.gov/training-topics-reference-documents-and-guides>

How can you help?

- ❖ Use the renewal messaging and materials in the toolkits:
 - Add messaging about renewals in emails, newsletters and on websites
 - Share social media messages and graphics
 - Post flyers in public areas and hand out 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.
- ❖ Check the regularly updated FAQs <https://hcpf.colorado.gov/covid-19-public-health-emergency-faqs>
- ❖ Sign up for the COVID-19 Public Health Emergency Updates Newsletter to receive important updates and new tools as they are released.



Questions?