

2021 COVID-19, RRR Revamp, and PEAK Modernization RMC/RRR Projects

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Our Mission:

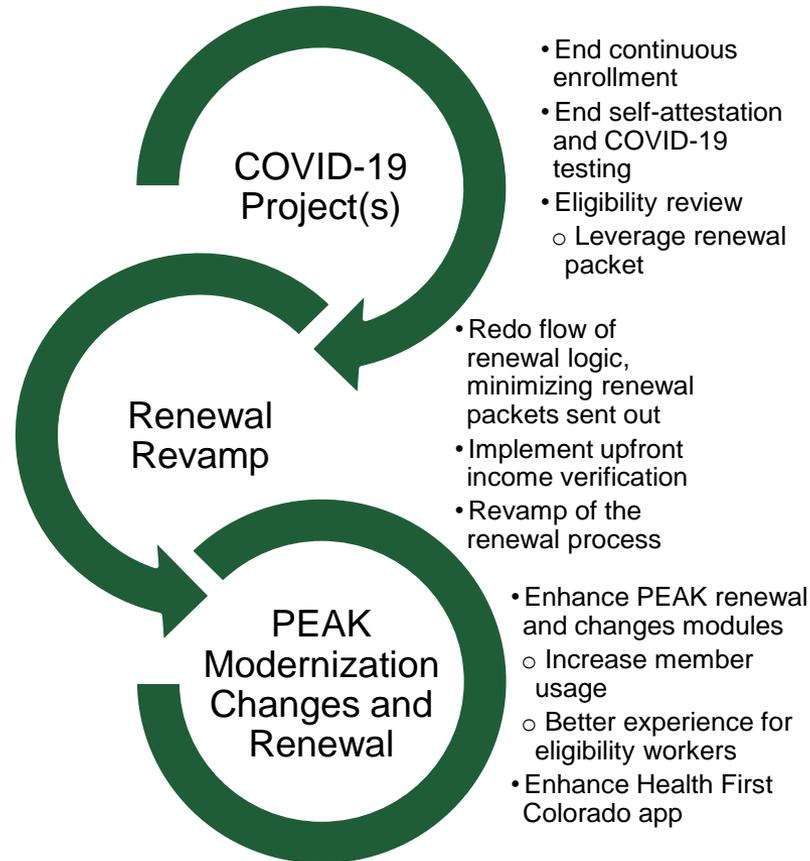
Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.



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Overview of 2021 Eligibility Initiatives



COVID-19 Project



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COVID-19 Public Health Emergency (PHE)

- Biden Administration indicated that it "will likely" extend the PHE through 2021
- Updates are also posted to [Colorado.gov/hcpf/phe-planning](https://colorado.gov/hcpf/phe-planning)

PHE End Date Scenarios	Last Day of PHE Scenarios	PHE SPAs, 1135 Waivers, and Optional Uninsured Testing Group Ends On...	Then Continuous Coverage Requirement Ends On...	Then MOE Requirement to Maintain Eligibility Levels & Benefits and Enhanced 6.2% FMAP Ends On...
Current PHE as Issued	April 20, 2021	April 20, 2021	April 30, 2021	June 30, 2021
January 22 Letter from HHS that PHE will likely remain in place for the entirety of 2021	December 31, 2021	December 31, 2021	December 31, 2021	December 31, 2021

COVID-19 Project

- End of continuous enrollment (COVID Locked-In)
 - Eligibility reviews required for all members locked-in
 - Phased approach for the reviews (not all be sent out at once)
 - Department estimating 530K-540K members locked in by end of PHE
- COVID-19 Limited Test Group
- Mitigation of workload for eligibility workers
 - Income verification minimizing required reviews

COVID-19 Project

- Self-attestation reconciliation
 - Need to obtain verifications for eligibility data that was accepted as client verification only during the PHE
- Eligibility Review Packet (ERP)
 - Cover page on renewal packet
 - Exploring options for making this standout
- Coordination with C4HCO
- Member self-sufficiency through PEAK and Health First CO app

COVID-19 Project

- Timing of work
 - Build targeted for October 2021
 - Activate at the end of PHE
 - Complete work 6 Months after end of PHE (or whatever timeframe CMS may provide)
- Additional details will be provided in the next couple of months
 - Close coordination with eligibility workers and community partners to prepare



Questions?

Renewal Revamp Project



Renewal Revamp

- Renewal Revamp project objectives
 - Make eligibility determinations upfront for renewals and minimize the number of renewal packets sent out
 - Leverage interfaces (FDSH/Equifax for income verification) and other program information
 - Update packet to address federal policy requirements
- Preparation for end of PHE and CMS Compliance

Initial Eligibility Determination Process

- Leverage interfaces and information within the case to make an eligibility determination
 - FDSH/Equifax (income verification), Asset Verification, combo cases, etc
- If all household members are eligible, all members will be approved and a Notice Of Action (NOA) will be sent. The NOA will include:
 - Information used to determine eligibility and the basis of continued eligibility
 - Member's obligation to provide updates if information is inaccurate or there are required changes
- Members are not required to sign or return notice

Renewal Packet Generation

- Renewal Packet will be sent out for members whose sufficient information is not available or that the available information indicates at least one member may be ineligible.
 - Members will not be renewed or terminated because of unavailable information; opportunity given to members to provide updates
 - The members must receive a pre-populated renewal form and a request for any changes
- **Members are required to sign and return renewal**

Methods for accepting signature

- Members must be able to return the signed form through all modes of submission available
 - Physical mail or fax
 - In-person
 - Online through PEAK – Signature option already exists today
 - Telephonic - Must retain recorded signature including the rights and responsibilities read to the member

Timelines



Policy:

Policy changes will be taken to Medical Services Board (MSB) on October 8, 2021

Systems:

This project will be implemented in December of 2021

Operational:

This will be effective for PHE reviews starting January 1, 2022 and renewals month of TBD 2022



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JUNE 2021

PEAK Modernization RMC/RRR Project

Project #14978



What is PEAK Modernization?

In response to client feedback around PEAK challenges and needs, the State has begun a major effort to improve the usability of PEAK.

The PEAK Modernization Team has been working for almost a year to gather **PEAK user, community organization, and CBMS end user feedback and perspectives** on PEAK. The Team is designing upcoming projects to address feedback and make PEAK easier to use for everybody.

What we've heard:

We've heard from PEAK users that **PEAK is challenging to use**. We've also heard from CBMS end users that **PEAK creates more work for county staff**.

Where we're going:

- **Decrease processing burden** on CBMS end users, call center staff, and community organizations
- Build **client trust and satisfaction** in PEAK
- Allow **better client self-service** through PEAK
- **Improve the client experience** at each stage of the benefit journey
- Deliver a **mobile-friendly experience** that meets PEAK users where they are

This work is being conducted in an **agile, phased approach** to deliver **incremental PEAK improvements** and collect client feedback along the way.

PROJECT 14978

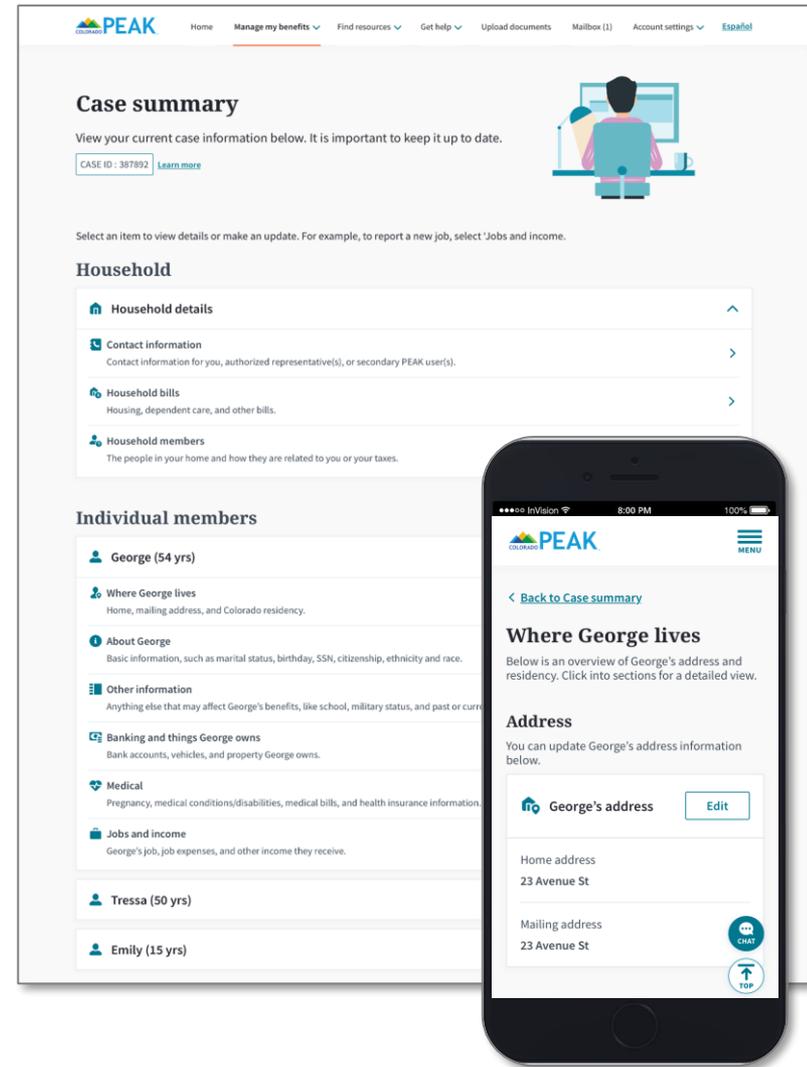
What is the scope of the PEAK project?

The Changes and Renewal PEAK Modernization project will be implemented in **December 2021**. This project will replace the Report a Change / RRR module in PEAK. This project focuses on delivering a mobile-friendly, improved user experience across RMC and RRR.

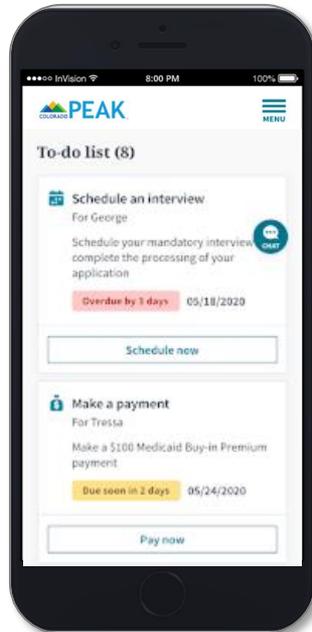
This project will **not** change how information is transferred between PEAK and CBMS, except to address a couple of previously-agreed upon, specific pain points raised by county staff (e.g., end-dating income). It also will **not** change eligibility rules or policy as they relate to RMC / RRR for PEAK.

Key Changes Include:

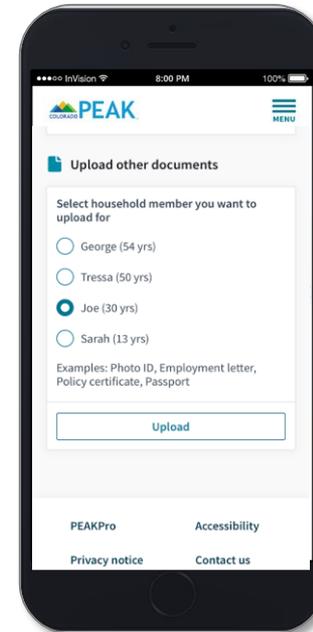
- Redesigned PEAK pages for reporting a change or completing an RRR
- New, client-friendly language across all updated screens
- New summary for clients to view case information and to determine if a change is needed
- Improved messaging of upcoming RRR deadline(s) and of submitted RMCs
- Redesigned queuing to make it easier for clients to provide additional information based what changes they report (e.g., asking if they need to ask a household member if they report a marriage)
- All redesigned pages from this project will be mobile-friendly



What else is coming soon to PEAK?



A new **summary dashboard** once you're signed into PEAK (Oct. '21)



Easier **document upload** capabilities (Oct '21)



Questions?

Brainstorming

- What do you anticipate will be the biggest pain point?
- Ideas for minimizing the impact to members?
- How does this impact eligibility site workload?
 - Ideas for minimizing the impact to eligibility workers?
- Are there current existing business processes regarding signature that we need to take into consideration or that can be leveraged as best practice statewide?
- Are there proactive measures we can take now to prepare members for this?
- Other thoughts/ideas to take into consideration?



Questions?



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Thank you!



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