

County & Eligibility Partners Touch Base

December 12, 2024

Lisa Pera | Deputy Eligibility Division Director, HCPF
Kathleen Seese | Eligibility System Analyst, HCPF



Agenda

- Welcome!
- Updates for the implementation of the 60-day extension project and Sunsetting the LTSS Stabilization Override and Pend HDT
- Update on Cover All Coloradans
- We want to hear from you

Updates for the implementation of the 60-day extension project and Sunsetting the LTSS Stabilization Override and Pend HDT

Kathleen Seese | Eligibility Systems Analyst, HCPF

Implementation of 60-day Project, COLA, Override and Pend HDT

Dec 15,
2024



Implement 60-Day Ext

Project will be implemented with an effective date of 01/01/2025

This project will also include a requirement to update past due Renewal Dates by 12 months (such as moving May 2024 to May 2025)

Dec 16-
21, 2024



COLA Runs

Pend HDT will be removed for all cases that have a COLA to be applied. Any negative termination notices will be suppressed.

Dec 23-
24, 2024



Reinstatement

All members who failed will be reinstated with override end date of 3/31/2025 and Pend HDT applied back on

Jan 5,
2025



Remove Pend HDT for Jan Renewals

To do a phased approach, the Pend HDT for any January 2025 renewals ONLY will be removed. Cases that terminate will have the 60-day logic applied (letter and 60 day extension).

The nightly Pend HDT process will be removed. Override record end dates will be updated to 1/31/2025.

5th of
each
month



Remove Pend HDT by Renewal Month

To continue the phased approach, the Pend HDT will continue to be removed from cases at renewal month (February renewal cases on 2/5/2025, March renewal cases on 3/5/2025 - through Dec 2025 renewals.

If worker removes the HDT for future renewal and case is determined ineligible, the 60-day logic will apply. No reinstatement and no HDT added later.



Timeline for each renewal cohort

Removal of protections (help desk tickets) on January renewals

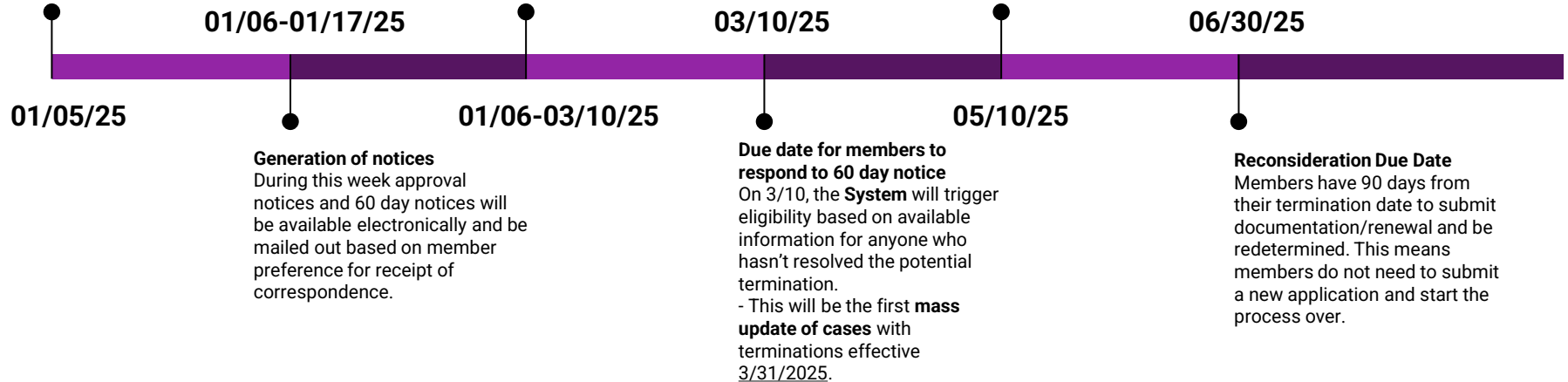
All of the January renewals will have the protection removed. Eligibility will be determined as part of a **mass update**.
- If eligible, approval will be sent.
- If ineligible, 60 day notice will be sent (not a termination).

Processing of information provided by members

Updates as a result of the 60 day notice received from members will be processed by **Eligibility workers** and eligibility be redetermined.
- If the member is ineligible, a termination will be triggered with appeal rights.

Appeal Due Date

For the cases determined ineligible and termination notice sent, members will have until 5/10/2025 to submit an appeal.



01/06-01/17/25

Generation of notices
During this week approval notices and 60 day notices will be available electronically and be mailed out based on member preference for receipt of correspondence.

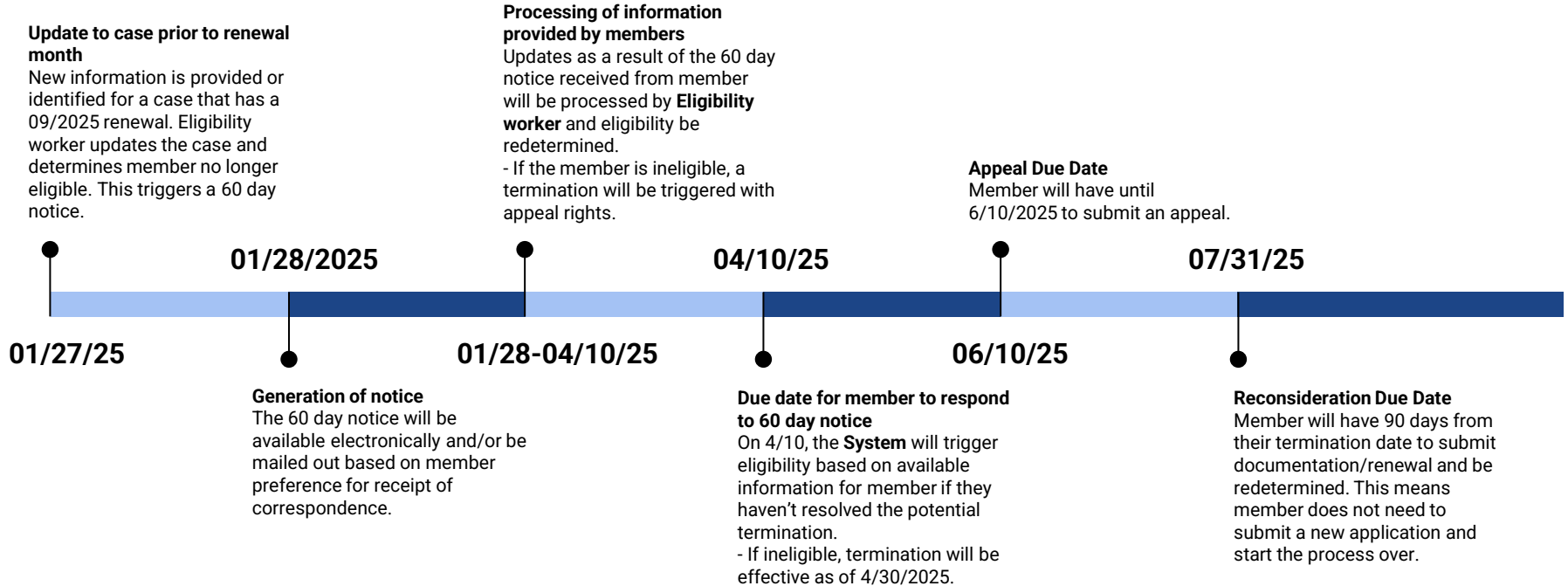
03/10/25

Due date for members to respond to 60 day notice
On 3/10, the **System** will trigger eligibility based on available information for anyone who hasn't resolved the potential termination.
- This will be the first **mass update of cases** with terminations effective 3/31/2025.

06/30/25

Reconsideration Due Date
Members have 90 days from their termination date to submit documentation/renewal and be redetermined. This means members do not need to submit a new application and start the process over.

Timeline for individual cases prior to renewal month





January 5, 2025

Case ID: 1BXXXX

Ryan XXXXXXXX
XXXX XXXX
Unit X
Broomfield CO 80023-4558

Two month health coverage extension

Dear Ryan XXXXXXXX,

We are experiencing a high volume of work because of recent system changes. We want to make sure **Ryan XXXXXXXX** keeps health coverage while we process everything.

Because of this, Health First Colorado (Colorado's Medicaid program) coverage for **Ryan XXXXXXXX** will continue for an additional 2 months until **March 31, 2025**

Action needed

Your case may still be under review, or we may not have received all the information we need. Our current records show you could lose coverage for these reasons:

- **the value of the things you own is over the limit. Things you own might include cars, checking and savings accounts, burial insurance, life insurance, and stocks.**

We need all of your information before **March 10, 2025**

- **If you have submitted your information:** Contact your county department of human services using the information below and make sure they have received your information.
- **If you have not submitted your information:** Review any letters we've sent you, or sign in to Colorado PEAK or the mobile app to find out what information we need to decide if you qualify.
 - **Online:**
 - **Colorado PEAK:** Sign in to your account at CO.gov/PEAK or create an account and check your 'To-Do list.'
 - **Mobile app:** Sign in to the Health First Colorado app using your PEAK account or create an account in the app. Check 'Deadlines' for missing documents.

Upload any missing documents as soon as possible. (Maximum file size: **10 MB**)

- **Call or in person:**

Broomfield Department of Human Services
100 Spader Way
Broomfield CO 80020
(720) 555-6659

Gather the required documents and return them as soon as possible. Please provide copies of documents to your county or online. Do **not** send originals.

What happens next

We will send another letter to let you know if **Ryan XXXXXXXX** will still qualify, or if we need more information. If we decide **Ryan XXXXXXXX** does not qualify anymore, you can appeal that decision if you disagree with it. Appeal information will be in the letter.

Questions?

- **Contact:**

Broomfield Department of Human Services
100 Spader Way
Broomfield CO 80020
(720) 555-6659 (State Relay: 711).

Thank you,
Health First Colorado

Manage your Health First Colorado coverage at CO.gov/PEAK and on the Health First Colorado mobile app. Sign in or create an account to get started.



Clearing Verifications

Following the 2024 COLA run, a data fix will be completed to clear out all past due verifications (VCLs) for LTC and Buy-in members. This includes needed verifications (resources, etc) and VCLs tied to disability packets.

Example: Member did not return resource verification at their 6/2024 renewal and were kept approved for LTC due to the MA reinstatement override. Following the 2024 COLA run, the VCL from 6/2024 will be cleared.

Supports and Resources

The following will be provided for support and resources as we continue LTSS Stabilization:

- Help Desk Ticket Process for System
- Med Inbox for Policy
- Training materials
- CBMS Communications
- Memos
- LTC Command Center
- Monthly Statewide Calls
- County Director Calls

Questions?



Reminder

Disability Determinations

Lisa Pera | Deputy Eligibility Division Director, HCPF

Disability Determination Reminders

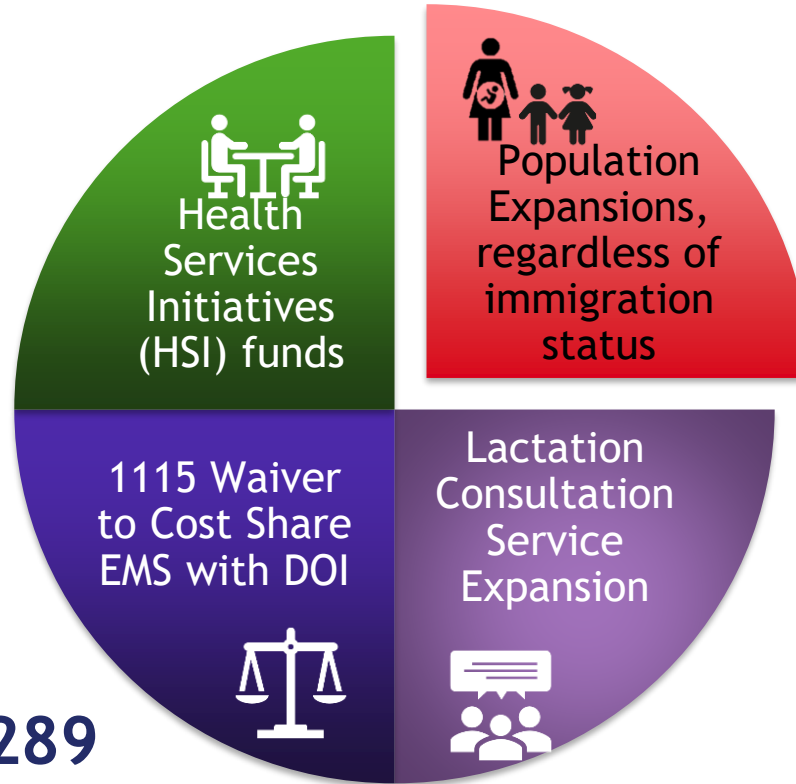
- Please review and submit disability applications to the vendor within 5 days of receipt.
- Please remember to enter completed disability determinations within 48 hours of receipt from the vendor.

Thank you!

Update on Cover All Coloradans

Lisa Pera | Deputy Eligibility Division Director, HCPF

Cover All Coloradans



House Bill 22-1289

Health Coverage Regardless of Immigration Status

Starting January 1, 2025, Colorado children ages 18 and younger and pregnant people living in Colorado, **no matter what their immigration is**, can apply to get health coverage through Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+).

There is **no limit** on how many people can receive coverage. All qualified people will receive benefits.

There is **no application deadline**. People can apply anytime.



Population
Expansions,
regardless of
immigration
status

People may qualify if they:

- Live in Colorado, and
- Meet the income and household eligibility requirements, and
- Are pregnant, have had a pregnancy end on or after Jan. 1, 2025, or are 18 years old and younger

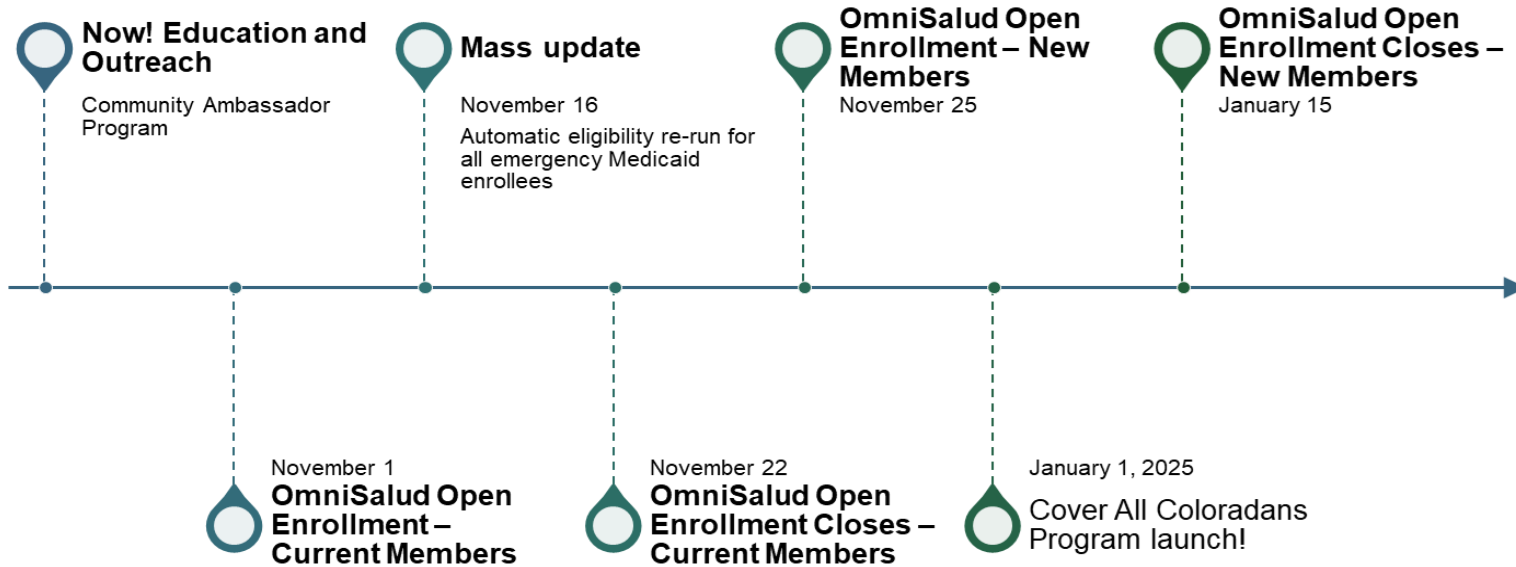
CAC Members are Health First Colorado and CHP+ members

- Effective Jan. 1, 2025, CAC members are entitled to the same benefits, support and services as existing members from providers, counties, eligibility sites, RAEs, case managers.
- Buy-in, HCBS, Presumptive Eligibility and Postpartum coverage is available for this population.
- Standard processing guidelines apply (45/90 days).
- Individuals may apply now for a January 1, 2025, effective date through PEAK, on paper, over the phone or in person at their county office.

What's new?

- Memos, Communication, and Training:
 - Cover All Coloradans Guidance [OM 24-052](#)
 - Emergency Medicaid Services (updated) [OM 24-051](#)
 - Training Available on colearn.csod.com
 - Cover All Coloradans WBT (HCPF CPPM-8235)
- November 16th Mass Update
 - ~6900 members, mostly children
- Current (January 1, 2025) enrollment
 - >9000 members, mostly children
- Application Updates/PEAK Changes
- COGNOS Reports

Timeline



Apply for Medicaid at anytime! Check box for emergency benefits.

Privacy and Security

- The information applicants share is private and is only used by the state and federal health care agencies to administer the Medicaid and CHP+ programs.
- Colorado law requires us to keep immigration information secure so that it cannot be used in immigration enforcement actions (SB21-131).
- Under the current law, applying won't affect people's immigration status and it can't be used against them in decisions about their immigration status.



Communications

- Monthly Stakeholder meetings
- Close coordination with Connect for Health Colorado and CO Department of Insurance
- Community Ambassador Program-partnership with 17 organizations statewide
- Member-focused webpage
- Materials available in Spanish and other languages coming soon

Toolkit available in November!

The toolkit will include:

- Key Messages
- Social Media Content
- Flyers
- FAQs
- Sample eligibility scenarios
- Sample eligibility letters



More Information

- Help get the word out!
 - Stakeholder page:
<https://hcpf.colorado.gov/coverallcoloradans>
FAQs, Webinar & Newsletter Archive, and Messaging Toolkit, Sign up for updates
 - Member facing page in English and Spanish:
www.healthfirstcolorado.com/cac
- Email: hcpf_coverallco@state.co.us



Questions?

Email: hcpf_coverallco@state.co.us

Website: <https://hcpf.colorado.gov/coverallcoloradans>



January Call



Lisa Pera | Deputy Eligibility Division Director, HCPF

*Thank
you!*

