

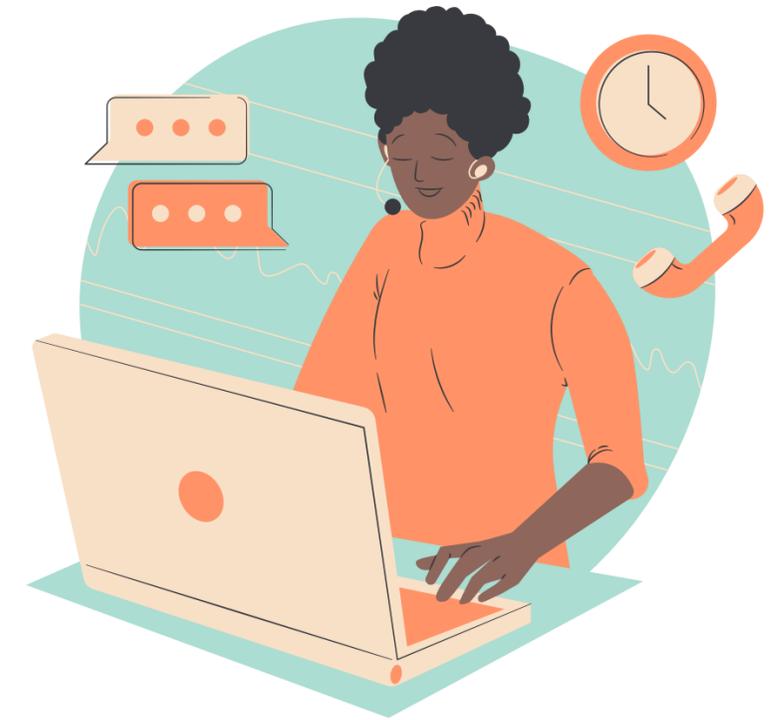
Grand County

Improving the
Health First Colorado
Customer Experience

HCPF Grant - 2019-2020

Project overview

Improve customer experience by providing assistance to customers utilizing PEAK and empower them to better manage their benefits on-line



The plan

Return Mail Process Change

Create a change that will increase the likelihood of reaching members prior to their case being closed and ensuring that only eligible people continue to receive benefits.

- Reach out to members to obtain updated mailing address (by phone or email.) Leave message if possible - and then try again.
- Create a log to track the number of client contacts initiated, made, and after what step in the process did we make contact. Capture data on members whose cases are closed after contact and how many remain open.

Support Customers

Have a dedicated Eligibility Specialist to provide over the shoulder support to customers applying for Health First Colorado on-line using the PEAK Website or App.

Track if errors on PEAK decrease with extra support provided.

The implementation

Started strong



Developed logs to ...

- document contacts for return mail
- document type of assistance that clients request about PEAK and Medicaid in general
- capture PEAK apps, RRR's, and CRF's submitted with errors.

Ordered computer to serve as a kiosk for customers to access PEAK at our office

Created customer satisfaction survey

Then things

ground to a halt

- Our Eligibility Specialist earmarked for this grant became a Caseworker
- We had huge staff turnover resulting in 4 new hires in Economic Security in about 4 months (out of 6 Specialists)
- Computer took over 4 months to arrive and then wasn't actually set up with a desk until the beginning of March
- And then....COVID hit - and we shut down in office operations as of March 13th.





How did we adapt?

Rotated more trained staff to handle grant objectives and utilized our Northwest Regional Shared Tech to support our HF Colorado members and process applications

Over the phone help with PEAK instead of over the shoulder

Utilized Social Media, Print Media, and Radio Interviews to encourage people to fill out their PEAK applications as completely as possible to prevent errors

What did we learn?

takedaways

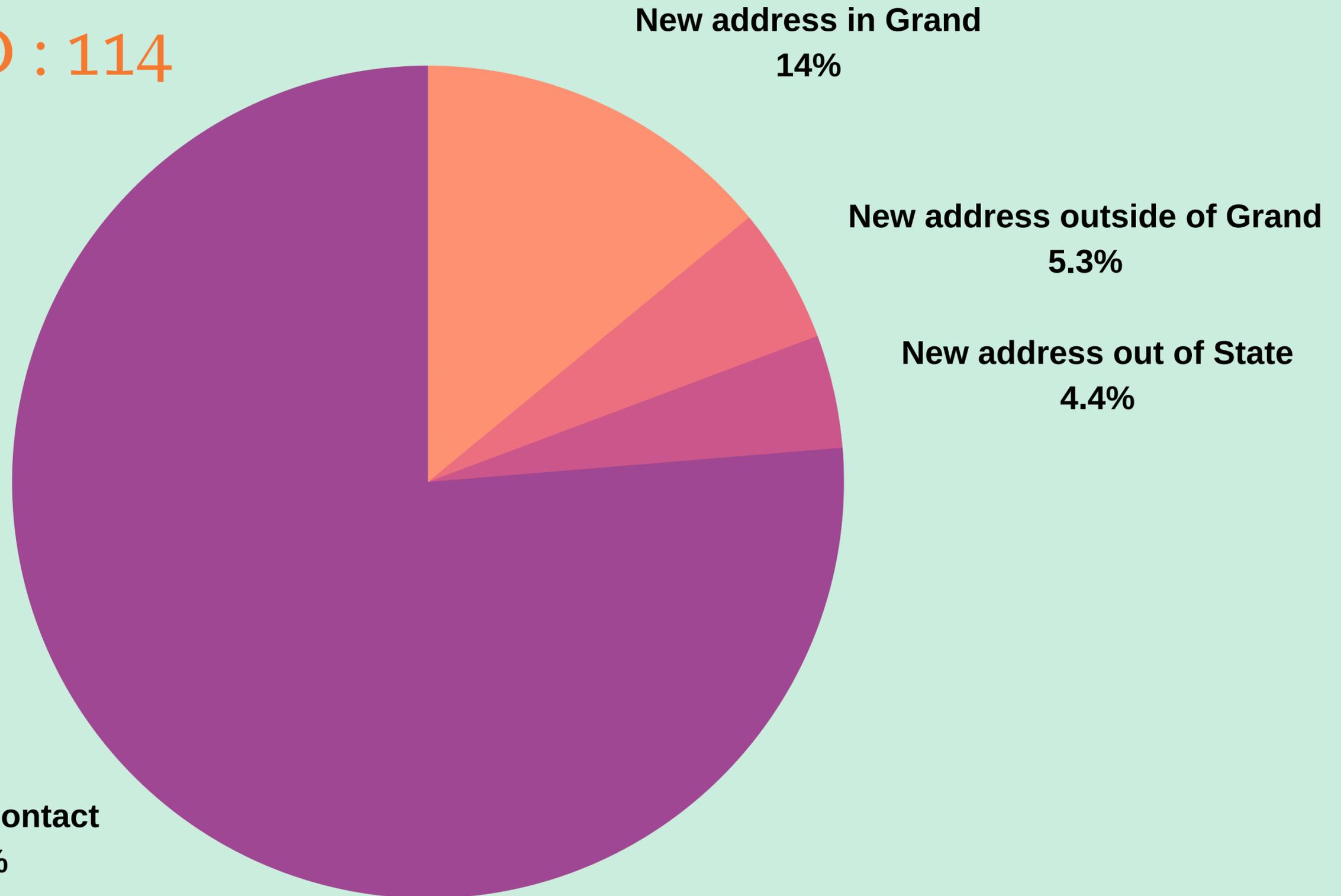


Have a mentality of Prepare for the worst,
Hope for the best



Be prepared to adapt and change

RETURN MAIL HHS CONTACTED : 114



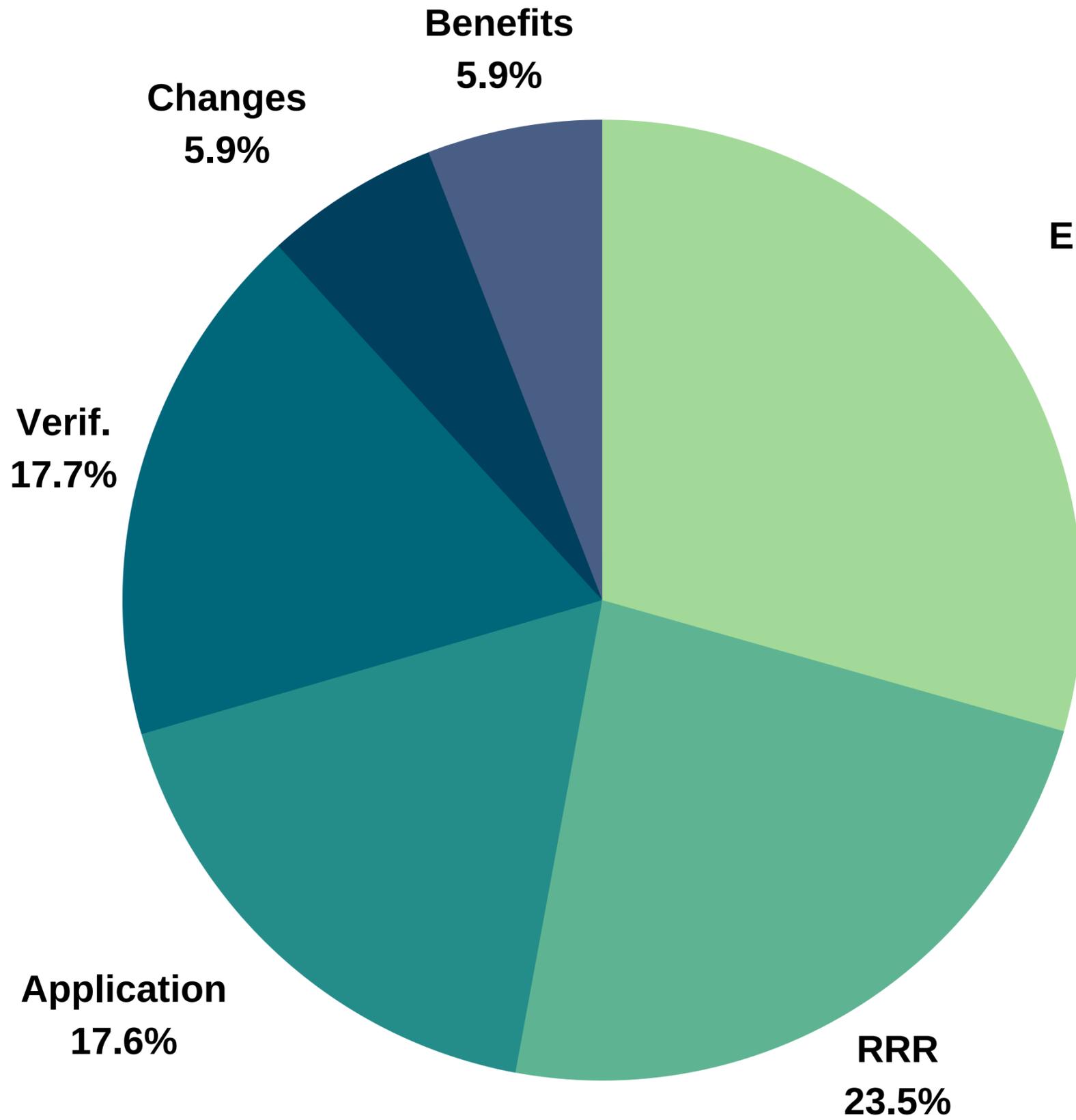
Members to be terminated
27.9%

Members terminated
11.4%

Members who remained eligible
60.7%

Potential cost savings:
39.30%





Households assisted : 97

Eligibility/Notices
29.4%

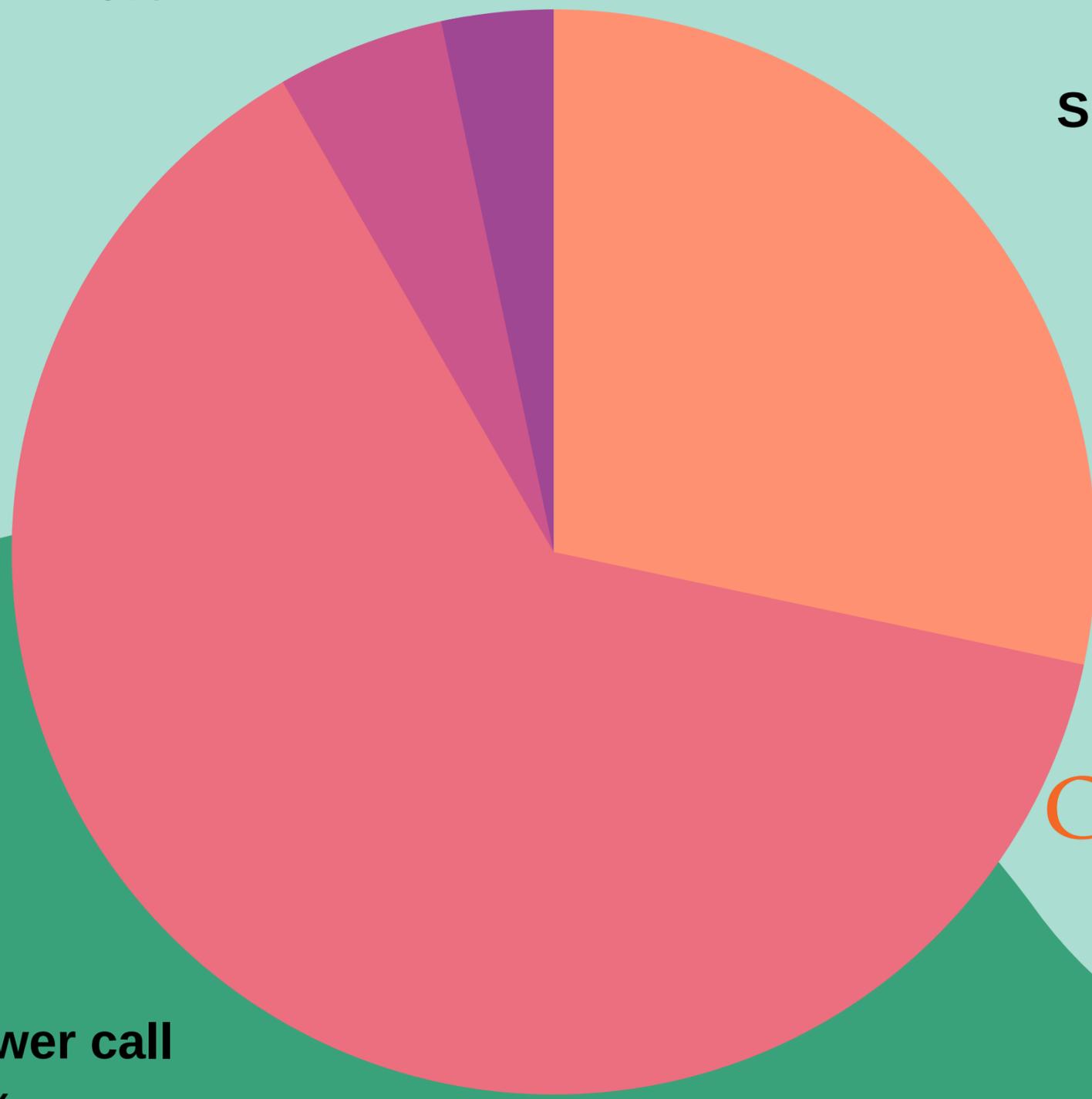
*Type of support
provided*

Declined survey
5%

Call back
3.3%

Surveys answered
28.3%

Did not answer call
63.3%



CUSTOMER SERVICE SURVEY



CUSTOMER SERVICE SURVEY

		How satisfied are you with the Eligibility specialist's knowledge?	How satisfied are you with the Eligibility Specialist's courtesy and professionalism?	How satisfied are you with the Eligibility Specialist's ability to walk you through the process?
Extremely disastified	1	0.00%	0.00%	0.00%
	2	0.00%	0.00%	0.00%
	3	11.80%	0.00%	5.90%
	4	17.60%	11.80%	11.80%
Extremely satisfied	5	70.60%	88.20%	82.40%

How could the Eligibility Specialist have improved your experience?

64.71% : Nothing. Everything was good

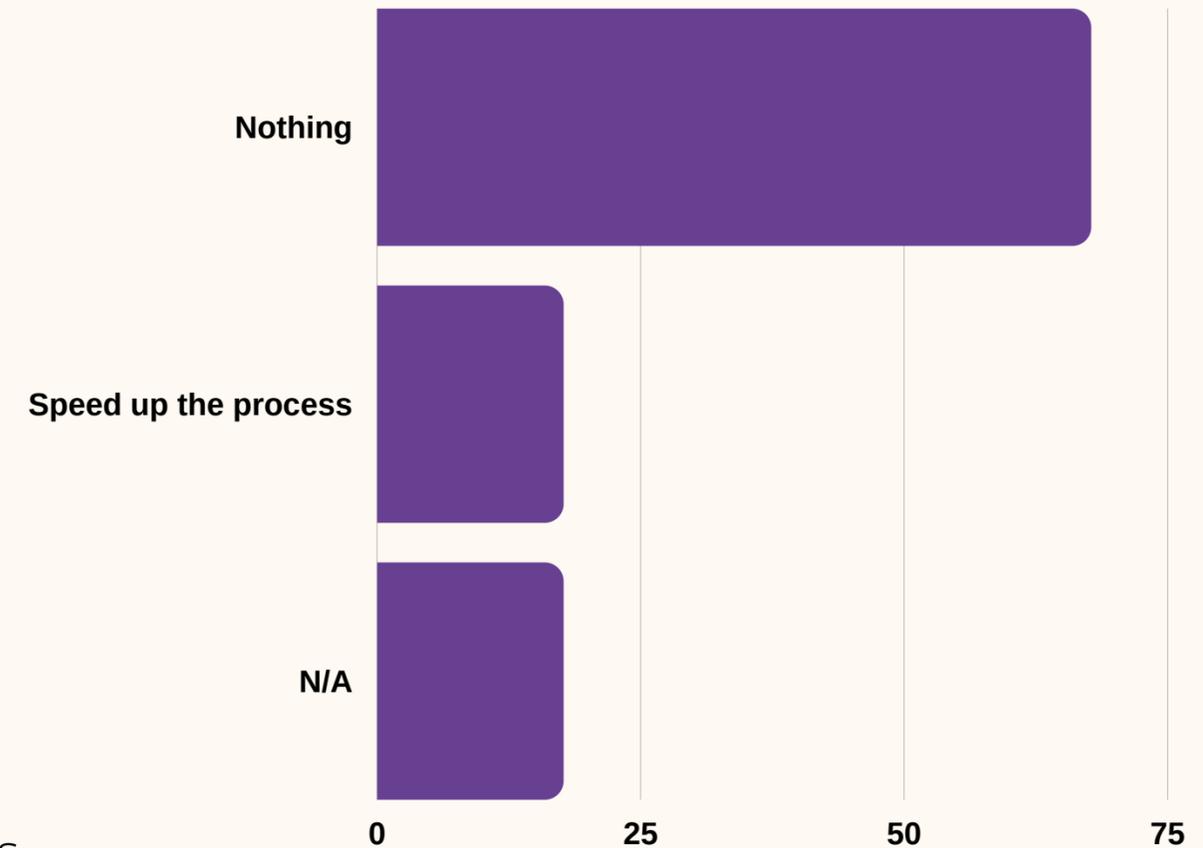
- I don't think so, everything got answered during phone. They did make it clear that if I needed any more help, to call and they would help the best they can.
- I don't think so, she did amazing and worked really hard.
- I don't think so, everything went fine.
- Nothing, she was very kind and helpful.
- No, everything went 110%.

17.65% : Speed up the process

- Return his call earlier, but understands the overload from the Corona Virus.
- Need insurance but cannot afford it, what can I do? A little more timely on returning her call.

17.65% : N/A

- Lower my rent.
- Not on their part, but on the way the system works, it needs to look at people as people versus numbers.
- He ended up getting put into Connect for Health Colorado and it was the same price. He will call when he has more time to get more info.



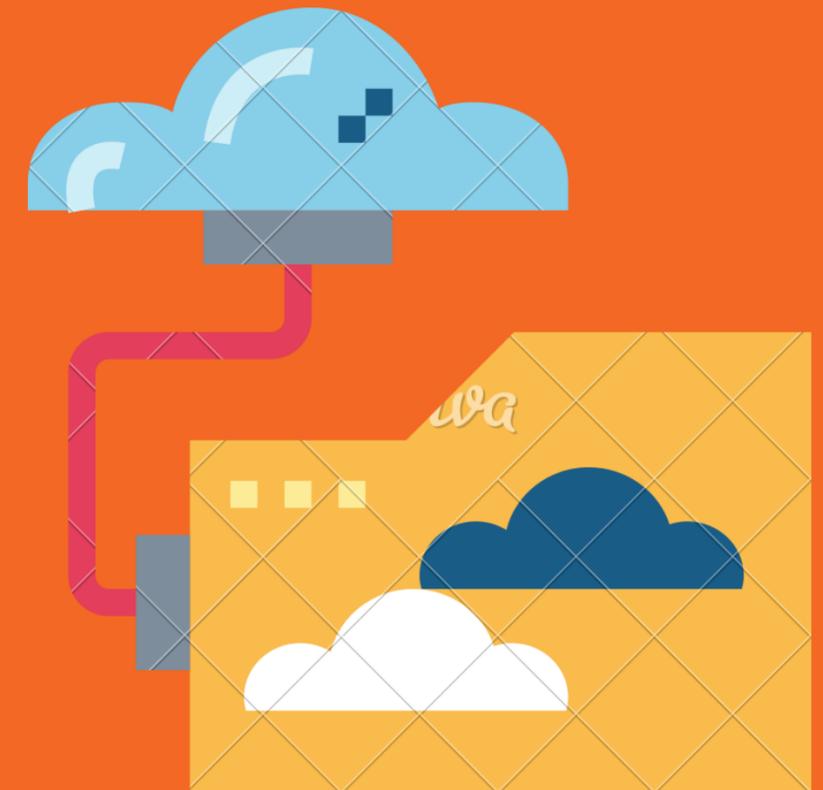


Budget

Only spent about \$20,000 of \$57,000 grant award

PEAK

findings



Change Report Form (New app) submitted on 10/11/2019 at 6:43pm

Change Report 

Submit Date & Time 10/11/2019 6:43 PM	Head of Household [REDACTED]
Tracking Number [REDACTED]	Phone number [REDACTED]
Case Number [REDACTED]	
Change Type Summary	Household/Member

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Change Report 

I have agreed to submit this Change Report for myself and/or my family. By signing this Change Report electronically, I certify that I have reviewed this Change Report; that I understand and agree to the Rights, Responsibilities and Penalties; and that under penalty of perjury, I certify the information I have given is true including the information concerning citizenship and alien status. I have received information on how to apply, what information is available, and what I may need to give the application site to help me with getting benefits. I understand the questions and statements on this Change Report.

Signature
[REDACTED]

10/11/2019 6:43 PM

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October 12, 2019

Case Number: [REDACTED]

Grand Lake CO 80447

Dear [REDACTED]

This letter is about your medical benefits. This letter tells you what you qualify for and next steps. It also has information about your right to appeal these decisions.

What you qualify for

Medical Assistance Benefits

You applied for Medical Assistance benefits on October 11, 2019 and we made a decision on October 11, 2019 at 6:44 PM. The people in your household may have qualified for different benefits. The boxes below tell you about these benefits.

For questions about the Medical Assistance you qualify for, contact Eligibility Unit at Grand - Main at (970) 725-3331 or PO BOX 204 HOT SULPHUR SPRINGS CO 80451-0204.

Health First Colorado ID: [REDACTED]

Haley qualifies for:

- ✓ Health First Colorado (Colorado Medicaid). Your benefits start on October 1, 2018. You can go to Colorado.gov/PEAK or use the PEAKHealth app on your phone to print or view your card. Or, you can wait to receive a card in the mail.

Display Medical Financial Eligibility Program List

View History

Total Net Inc...	General Inco...	Child Allocati...	Net Income ...	Net Unearne...	Total Expenses	Income Test ...	Gross Earned...	Total Deducti...	Ar
\$956.00			\$1,385.00	\$0.00		PASS	\$955.68		Nc
\$956.00			\$1,385.00	\$0.00		PASS	\$955.68		Nc
\$1,498.00			\$1,384.00	\$0.00		OTHER	\$1,550.45		Nc

\$373.56 + \$582.12 = \$955.68

Paycheck Summary

Date Received	Gross Amount	Paycheck Type	FA Use Month	CW Use Month	Verification	
10/19/2018	\$373.56	Representative	10/2018	10/2018	Received.	✕ ✎
10/05/2018	\$582.12	Representative	10/2018	10/2018	Received.	✕ ✎

Member was RTE approved on October 11, 2019 using income from 2018 from Fraser Valley Rec. Tech followed up on this RTE by checking DOLE and contacting potential employers. She contacted Christy Sports and received information that member had been working there since 2018, most recent pay stub at the time was dated 10/24/2019 for \$531.47.

MA app submitted on 10/23/2019 at 3:15pm

PEAK COLORADO Head of Household [REDACTED] Submit Date & Time: 10/23/2019 3:15 PM
 Tracking Number: [REDACTED] Case Number: [REDACTED]

Printable PEAK Application

****Keep in mind that you do not need to mail this print-out to your local application site.****

Log in to your PEAK Account today to begin managing your benefits.

[REDACTED], your application has been submitted to Grand on 10/23/2019 3:15 PM.

In your application, you have asked for these benefits:

Medical Assistance (including Health First Colorado (Colorado Medicaid), CHP+, Tax Credits, and Cost Sharing Reductions)

Basic Information

Your Name	Date of Birth	Gender	County
[REDACTED]	[REDACTED]	Female	Grand
ACP Participant?	ACP Authorization #	ACP Unit #	
No Response	No Response	No Response	
I have no home address/I am homeless right now.			
No Response			
Preferred Spoken Language	Preferred Written Language	Where You Live	
[REDACTED]	[REDACTED]	[REDACTED]	
Home Phone	Cell Phone	Secondary Phone	Secondary Phone Type
No Response	[REDACTED]	[REDACTED]	No Response
Mailing Address			
[REDACTED]			
Preferred Address			
No Response			
Email Address			
[REDACTED]m			

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Income reported \$1,600
Every 2 weeks.

On pg. 2 HOH reported
Marital Status as :
Living Together, but then
on ph 19. reported being
Martin's wife.

PEAK COLORADO Head of Household [REDACTED] Submit Date & Time: 10/23/2019 3:15 PM
 Tracking Number: [REDACTED] Case Number: [REDACTED]

Difficulty of Care payments for providing In-Home Supportive Services?	Do you live in the same home as the care recipient?	Care Recipients Name	personal care agency that care provider is employed by
No Response	No Response	No Response	No Response
How Often Paid	Recent Paycheck	Gross Pay	Gross Amount
Every 2 weeks	10/18/2019	Salary	\$ 1600.00
Housing Allowance Amount	Portion of tribal income from specified sources		
No Response	No Response		
Hours	Actual Annual Amount for 2019	Actual Projected Amount	Actual Annual Amount for 2020
No Response	\$12720.00	\$41600.00	\$41600.00
One time payment from this Employer	Date one time payment received	Will income from this source be the same or lower in the calendar year?	
		No Response	

Job Income Deduction Information

In-Kind Income

You told us that no one in your home has this kind of income, benefit, or bill.

Self-Employment Information

You told us that no one in your home has this kind of income, benefit, or bill.

Household Tax Information

Person	Relationships	Tax Dependents	Joint Filing
[REDACTED] Age: 28	is the Wife of Martin [REDACTED]	Yes	No
Person	Relationships	Tax Dependents	Joint Filing
[REDACTED] Age: 28	is the Mother of John [REDACTED]	No	No

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Waste Connections US, Inc 3 Waterway Square Place Suite 110 The Woodlands, TX 77380 +1 (832) 4422200
 19 E Topaz Granby, CO 80446

Name	Company	Employee ID	Pay Period Begin	Pay Period End	Check Date	Check Number
	Waste Connections US, Inc	311781	09/30/2019	10/13/2019	10/18/2019	

	Gross Pay	Earnings or Deductions	Employee Taxes	Deductions	Net Pay
Current	1,941.95	0.00	248.61	0.00	1,693.34
YTD	29,130.12	0.00	4,120.37	0.00	25,009.75

Earnings						Employee Taxes		
Description	Dates	Hours	Rate	Amount	YTD	Description	Amount	YTD
Bonus - Safety			0		200.00	OASDI	120.41	1,806.14
Holiday Pay			0		276.00	Medicare	28.16	422.40
Overtime	09/30/2019 - 10/13/2019	21.71666	25.875	561.95	10,589.98	Federal Withholding	68.04	1,319.83
Regular	09/30/2019 - 10/13/2019	80	17.25	1,380.00	18,064.13	State Tax - CO	32.00	572.00
Earnings				1,941.95	29,130.12	Employee Taxes	248.61	4,120.37

Employer Paid Benefits			Subject or Taxable Wages		
Description	Amount	YTD	Description	Amount	YTD
Long Term Disability ER	3.33	33.30	OASDI - Taxable Wages	1,942.06	29,131.22
Short Term Disability - ER	3.82	38.20	Medicare - Taxable Wages	1,942.06	29,131.22
Employer Paid Benefits	7.15	71.50	Federal Withholding - Taxable Wages	1,942.06	29,131.22

		Federal	State	Absence Plans			
Description				Description	Accrued	Reduced	Available
Marital Status	Married		Married	PTO	3.077	0	43.078
Allowances	5		5				
Additional Withholding	0		0				

Payment Information				
Bank	Account Name	Account Number	USD Amount	Amount
				1,693.34 USD

Received an email from Summit county health navigator with FIRC stating :

Here is a pay stub from XXXXX's husband. When she came and applied for coverage for her kids she didn't have with her her husband's last paycheck so the amount and date are different in PEAK. Here is the actual pay stub.

 Client initially reported \$1,600 every 2 weeks
 $\$1,600 \times 2.15 = \$3,440$ /month

Client later provided pay stub showing \$1,941.95
 $\$1,941.95 \times 2.15 = \$4,175.19$

There's a \$735.19 difference between Client Statement and pay stub.

For information on project:

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