



INFORMATIONAL MEMO

Title: Member Correspondence Improvements - January Webinar Announcement	Topic: Health First Colorado
Audience: County Departments of Human/Social Services, Members, other Stakeholders	Sub-Topic: Stakeholder Engagement
Supersedes Number: N/A	Division: Stakeholder Engagement Section
Effective Date: Dec. 12, 2024	Office: Health Programs Office
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Legal Authority: N/A	
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Approved By: Patrick Potyondy	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Informational Memo is to inform eligibility sites, county workers and members of an upcoming opportunity to provide feedback on the member renewal packet.

Information:

The Department of Health Care Policy and Financing (HCPF) is holding a series of quarterly virtual stakeholder meetings to present information about ongoing improvements to member correspondence.

At the meetings, HCPF staff will share

- updates on improvements being made,
- timelines for making changes,
- plans for future letter improvements, and
- opportunities for stakeholders to stay involved.

In January, HCPF will provide updates and seek additional feedback on **the renewal packet**. Registered attendees will receive materials to review at least one week in advance of the meeting. Please come prepared to provide feedback.

Attendees will be able to submit questions to be answered live when possible. All questions and responses will be sent out to attendees following the meeting. Attendees will also be able to submit feedback via Google form for two weeks following the meeting.

Meeting dates and times:

- Thursday, January 16, 2025, from 12:00 PM - 1:00 PM
- Thursday, April 17, 2025, from 12:00 PM - 1:00 PM
- Thursday, July 17, 2025, 12:00 PM - 1:00 PM
- Thursday, October 16, 2025, 12:00 PM - 1:00 PM

Please [register](#) for the meetings in advance. After registering, you will receive a unique link to join the meeting. The meetings will be in English and Spanish. ASL interpretation will be provided. For those who cannot attend the meetings, you may [request a recording](#).

Meeting Accommodation and Language Access Notice

Auxiliary aids and services for individuals with disabilities and language services for individuals whose first language is not English may be provided upon request. Please notify the Stakeholder Engagement Section at HCPF_stakeholders@state.co.us at least one week prior to the meeting to make arrangements.

For general questions, please contact the Stakeholder Engagement Section at HCPF_stakeholders@state.co.us for more information.

Definition(s):

None

Attachment(s):

None

HCPF Contact:

HCPF_stakeholders@state.co.us