



INFORMATIONAL MEMO

Title: Member Correspondence Improvements Stakeholder Meeting	Topic: Benefits
Audience: Stakeholders	Sub-Topic: Stakeholder Engagement
Supersedes Number: N/A	Division: N/A
Effective Date: April 2, 2025	Office: Health Policy Office
Expiration Date: April 18, 2025	Program Area: Stakeholder Engagement Section
Key Words: Member Correspondence, Stakeholder, Input, Notice of Action	
Legal Authority: N/A	
Memo Author: Sarah Davis	
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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 communication is to inform stakeholders, members, advocates, and other interested parties about a series of quarterly virtual stakeholder meetings hosted by the Department of Health Care Policy and Financing (HCPF). These meetings will provide updates on improvements to member correspondence, share timelines for upcoming changes, present future plans, and offer opportunities for stakeholder feedback and engagement.

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 April, HCPF will provide updates and seek additional feedback on **the notice of action letter**. 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. Frequently asked questions will be posted on the [Member Correspondence Improvements website](#) following the meeting. Attendees will also be able to submit feedback via Google form for two weeks following the meeting.

The meetings will be in English and Spanish. ASL interpretation will be provided.

Meeting dates and times:

- 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.

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.

Definition(s):

None

Attachment(s):

None

HCPF Contact:

If you have general questions, please contact the Stakeholder Engagement Section at HCPF_stakeholders@state.co.us.