



OPERATIONAL MEMO

TITLE:	CONTINUOUS COVERAGE UNWIND AND MEMBER COMMUNICATIONS: RAE/MCO REPORTING REQUIREMENTS
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	MARCH 15, 2023
DIVISION AND OFFICE:	HEALTH PROGRAMS OFFICE COST CONTROL & QUALITY IMPROVEMENT OFFICE POLICY, COMMUNICATIONS & ADMINISTRATION OFFICE
PROGRAM AREA:	ACCOUNTABLE CARE COLLABORATIVE, COMMUNICATIONS
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HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

As a condition of enhanced funding under the Families First Coronavirus Response Act (FFCRA), the Colorado Department of Health Care Policy & Financing (HCPF) maintained continuous health care coverage for anyone enrolled in Health First Colorado (Colorado's Medicaid program) or Child Health Plan *Plus* (CHP+) during the COVID-19 pandemic. When the public health emergency (PHE) continuous coverage requirement ends, HCPF will resume standard renewal processes according to federal guidance timelines.

HCPF is partnering with our Regional Accountable Entities (RAEs) and Managed Care Organizations (MCOs) to assist in outreach to members during the renewal process. The Centers for Medicare and Medicaid Services (CMS) encourages states to partner with health plans during the renewal process and offered [several strategies](#) for states to

consider. HCPF is pursuing several of these strategies, this memo provides additional operational information for RAE and MCO partners as we prepare together for the end of the COVID-19 continuous coverage requirement and potential transitions in coverage for members.

The Department's goal is to ensure those who qualify take the needed actions to remain connected to coverage and those who no longer qualify are directed to health coverage options, including through the Connect for Health Colorado marketplace, employer sponsored plans or other coverage for which they may qualify. HCPF will send out the first round of communications including all official notices. RAEs and MCOs are expected to send reminder noticing to these members who have not taken action on their renewal and conduct additional outreach to high-risk populations who may be disenrolled because they have not taken action on their renewals.

Reporting for All Plans who Provide Reminder Outreach

The Department is collecting monthly data from RAEs and MCOs on Member Outreach related to the PHE Continuous Coverage Unwind.

Initial Outreach: Provide the total number of **member households** contacted during initial outreach and then break out the data by outreach method. The broken-out data should add up to the total number of households contacted but could be larger if the member receives both an email and text message per their communication preference.

Follow Up Outreach: Provide metrics for follow up outreach to High-Risk member households as defined in the [Data Outreach Memo](#), who did not take action (renewal packet not submitted) to previous outreach attempts and then break out the data by outreach method. The broken-out data should add up to the total numbers of households contacted but could be larger if the member receives both telephonic and electronic communications.

Non-English Outreach: Your monthly outreach includes non- English households as noted in their language preferences, please reference the languages outreached in the "Other" section.

For RAEs/MCOs who have handoffs in coverage in their communication plans

Handoff to Connect for Health Colorado: Provide metrics for member households contacted who were identified as "Over Income" and received a handoff communication to Connect for Health Colorado.

Breakout Reporting Requirements

RAEs and MCOs are asked to provide the following breakout reporting to HCPF monthly and submit to Moveit by the 8th of each month for the previous month's activity.

- Redetermination Month

Initial Outreach:

- Total number of households contacted for reminder outreach
 - Total number of households contacted by each type of modality
 - Outreach Modality – Text
 - Outreach Modality – Phone
 - Outreach Modality – Email
 - Outreach Modality – Other (if other outreach modality, please describe)
 - Ex: By Language (email/text/phone)
- Date Range for Outreach

High Risk Outreach (follow up outreach):

- Total number of households contacted
 - Total number of households contacted by each type of modality
 - Outreach Modality – Text
 - Outreach Modality – Phone
 - Outreach Modality – Email
 - Outreach Modality – Other (if other outreach modality, please describe)
- Date Range for Outreach

Handoff Outreach (if applicable):

- Total number of households contacted
 - Total number of households contacted by each type of modality
 - Outreach Modality – Text
 - Outreach Modality – Phone
 - Outreach Modality – Email
 - Outreach Modality – Other (if other outreach modality, please describe)
- Date Range for Handoff Outreach

HCPF Resources:

[OM 22-027 & PHE Unwind Plan Template](#)

[OM 23-005](#) Continuous Coverage Unwind Member Communications: Overview

[OM 23-006](#) Continuous Coverage Unwind Member Communications: Text Messaging

[OM 23-008](#) Continuous Coverage Unwind Member Communications: Transitions in Coverage Guidance for RAEs/MCOs

[OM 23-013](#) Continuous Coverage Unwind Member Communications: Revised Leveraging Data to Conduct Outreach

[Update Your Address Campaign Toolkit](#)

[Preparing for Renewals Toolkit](#)

[Take Action on Your Renewal Toolkit](#)

Attachment(s):

None

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