**PHE Unwind Plan**  
*Instructions and Narrative Report*

| **RAE Name** |  |
| --- | --- |
| **RAE Region #** |  |
| **Date Submitted** |  |
| **Contact** |  |

**Purpose:** The Public Health Emergency (PHE) designation allows the Department to extend continuous coverage to Health First Colorado Members. State agencies are required to continue health care coverage for all medical assistance programs, even if someone's eligibility changes. In anticipation of the end of the PHE, the Department is requesting RAEs begin to prepare an operational plan regarding next steps for eligible and ineligible Health First Colorado members. This operational plan should include a communications plan as one of its components. The Department communication staff will work alongside the RAEs on their region specific communication plan to ensure they complement messaging.

It is critical that RAEs work proactively and collaboratively to maximize continuity of coverage and care during the PHE unwind. We expect that you will implement comprehensive communications and outreach strategies to contact and inform Medicaid members about the process and continued coverage options that may be available to them. These strategies shall include compliant outbound call, email, text and mailing initiatives to ensure member awareness and to prod follow-through on required administrative processes. We will collaborate closely with you to align accurate messaging and monitor collaboration with providers, assisters, navigators and other community-based organizations as we move forward together.

**Instructions:** Please address the following key points in your PHE Unwind Plan. *For each question please be sure to include strategy, timelines, resources, logistics, goals, and any other relevant information.*

1. Please explain the RAEs overall approach and strategy to prepare members for the PHE unwind.
   1. Strategies for helping members through the renewal process.
   2. Strategies for ensuring member contact information is updated.
   3. Strategies for identifying, outreaching and supporting members who haven’t returned renewal paperwork.
2. The Department would like more information about RAE plans for high-risk members. High-risk in this context may mean those receiving care coordination services, those that will need extra help completing renewal information, those receiving active cancer or other treatment, or other populations RAEs identify as at risk of losing coverage.
   1. Please state your region specific definition for high-risk members.
   2. Please explain the RAEs overall approach and strategy to ensure eligible, high- risk members do not lose coverage for Health First Colorado.
   3. Please explain the RAEs overall approach and strategy to aid in the transition of high-risk members who will lose coverage for Health First Colorado.
   4. Unless these populations are indicated in the responses above, please include renewal outreach strategies for members in your region including individuals and families experiencing homelessness or housing insecure, foster care youth, pregnant people, and adults 65+ transitioning to Medicare.
3. Please explain the RAEs overall approach to transitioning members to CHP or Connect for Health Colorado.
   1. How will you engage primary care providers?
   2. How will you engage behavioral health providers?
   3. How will you work with community based organizations?
   4. How will you ensure that your member services phone lines and/or in-boxes are not overloaded?
4. Please share any challenges, barriers or assistance needed from The Department.
   1. Do you have data needs, such as member lists with member-specific renewal dates, renewal status, over-income status, members at risk of administrative denial, etc.