



# Preparing for Renewals: A Communications Toolkit

Health First Colorado and  
Child Health Plan *Plus*



**COLORADO**  
Department of Health Care  
Policy & Financing

# Table of Contents

Public Health Emergency	3
How to use this toolkit	4
Phase 1: Update Your Address	4
Renewal Process Education for Partners	4
Phase 2: Take Action on Renewals	4
<b>Phase 1: Update Your Address</b>	<b>6</b>
For Members	7
Newsletter text	7
Flyers	8
Social media	9
Text message	9
Email text	11
Call script or IVR message	12
Website text	13
For Providers	14
Newsletter text	14
<b>Renewal Process Education</b>	<b>16</b>
Key terms	16
Automatic renewal or “Ex parte”	17
Renewal packet	18
Other coverage options	19
Renewal process overview	21
Links to key resources:	21
PEAK Resources	22
PEAK how-to instructions for key tasks	24

In January 2020, the U.S. Department of Health and Human Services (HHS) declared a Public Health Emergency (PHE) in response to the outbreak of COVID-19. Congress subsequently passed legislation that guaranteed anyone enrolled in Health First Colorado (Colorado's Medicaid program) or Child Health Plan *Plus* (CHP+) could keep their health coverage during the PHE.

Even though Health First Colorado and CHP+ members would not lose coverage during the PHE, they still received regular renewal notices each year in the mail or in their PEAK inbox. Renewals will become critically important when the PHE ends.

HHS will inform states at least 60 days before ending the PHE. The Department of Health Care Policy & Financing (HCPF) will take 12 months (14 months including noticing) to complete renewals for each of the approximately 1.6 million people currently enrolled. It's essential that members respond to renewal notices to make sure they keep their Health First Colorado and CHP+ coverage if they are still eligible. For the latest information on PHE Planning, visit our webpage: [hcpf.colorado.gov/phe-planning](https://hcpf.colorado.gov/phe-planning).

We need your partnership to ensure eligible members can keep their health coverage and those who no longer qualify know where they can go for affordable coverage resources. This toolkit is a comprehensive resource for trusted community partners to work with HCPF to achieve three goals:

1. Update member contact information so we can reach them
2. Educate providers and community based organizations on the renewal process so they can effectively assist members
3. Inform members when they need to take action to keep coverage

We value your partnership and encourage you to share feedback on best practices, new tools, and meaningful metrics with us at [hcpf\\_comms@state.co.us](mailto:hcpf_comms@state.co.us).

# How to use this toolkit

This toolkit provides content and guidelines for various mediums and aims to meet members where they're at. Core messaging is broken into three sections that align with the goals stated on the previous page:

**Update Your Address** - encouraging members to update their address and contact preferences so that they can be reached with important coverage updates and information.

**Understanding the Renewal Process** - educating medical assistance providers, medical and behavioral health providers and community based organizations on the updated renewal process and materials so that they can effectively help members complete the renewal process.

**Take Action on Renewals** (Forthcoming once PHE end date is known) - engaging members to pay attention to important renewal notices and take action when their renewal is due. This phase will start 60 days before the end date of the PHE.

Partner materials and toolkits will align with campaign phases.

## Phase 1 Update Your Address

**Timing:**  
Toolkit released spring 2022



## Phase 2 Take Action on Renewals

**Timing:**  
TBD, Toolkit will be released 60 days prior to end of PHE

## Renewal Process Education for Partners

**Timing:** Toolkit released early fall 2022

Phase	Timing	Target Audience	Core Message	Trusted Messengers	Communication Channels
1. Update Your Address	Launched spring 2022, ongoing	Members	Update your contact information and communication preferences in PEAK so we can reach you with important coverage updates.	RAEs & MCOs CHP+ Plans CMAs MA sites County eligibility workers Clinics Schools	Newsletters Emails Flyers Social Media Call Center Scripts Website Text
Renewal Process Education for Partners	Launched early fall, ongoing 2022	Providers Partner orgs	Education about the renewal process from administrative and member perspectives.	Hospitals Providers Advocacy & community orgs (libraries, shelters, etc.) Case managers	Webinars Renewal Videos/ Tips Existing Meetings Trainings
2. Take Action on Your Renewal	Launching 60 days prior to PHE end	Members	It's time to take action on your renewal to keep your coverage.		Newsletters Emails Flyers Social Media SMS Text Call Center Scripts Website Text

# Phase 1: Update Your Address

The Update Your Address campaign provides resources for community partners, stakeholders, and advocates to encourage members of Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) to update their contact information and communication preferences. While this is an ongoing effort, it's especially important in advance of the PHE end so that members have every opportunity to keep their health coverage or transition to reduced or low cost options through Connect for Health Colorado.

This toolkit was a collaborative effort among the Department of Health Care Policy & Financing and advocates, with review and input from Health First Colorado and CHP+ members. Partners using this toolkit may modify the language to fit their specific communication vehicles; however, the messaging in these resources should remain the same to ensure consistency.

Please note that **highlighted text** indicates areas where text can be personalized to the member or partner organizations should insert their organization's name and information if they provide enrollment assistance. Contact information for a partner organization that could help with enrollment can also be inserted. **Please delete these lines if they do not apply to your organization.**

All of the assets have been translated into the top 12 languages spoken by members and can be found on our [Update Your Address](#) webpage.

# For Members

## Newsletter text

### English Headline: Update your contact information

If you have Health First Colorado (Colorado's Medicaid program) or Child Health Plan *Plus* (CHP+) and you've moved within the last 3 years, make sure you can get important information about your health coverage.

You have to respond to letters to see if you still qualify for health coverage. Those letters go to your address or email, so it is important that your contact information is up to date.

Updating your address, phone number, and email is quick and easy. You can update your information in one of these ways:

- Visit [CO.gov/PEAK](https://CO.gov/PEAK). If you don't have a PEAK account, you can create one at [CO.gov/PEAK](https://CO.gov/PEAK).
- Use the Health First Colorado app on your phone. This free app is for Health First Colorado and CHP+ members. Download it for free in the Google Play or Apple App stores.
- **Optional/customizable text if your organization provides enrollment assistance:** Visit [\[insert organization website\]](#) or call [\[insert organization phone number\]](#) for help or to make an appointment.
- CHP+ members can call 800-359-1991 (State Relay: 711). Help is available in multiple languages.
- Contact your county department of human services.

### Spanish Headline: Actualice su información de contacto

Si tiene Health First Colorado (Programa de Medicaid de Colorado) o Child Health Plan *Plus* (CHP+) y se ha mudado en los últimos 3 años, asegúrese de poder obtener información importante sobre su cobertura de salud.

Tiene que responder a las cartas para ver si aún es elegible para la cobertura de salud. Esas cartas van a su dirección o correo electrónico, por lo que es importante que su información de contacto esté actualizada.

Actualizar su dirección, número de teléfono y correo electrónico es rápido y sencillo. Puede actualizar su información de una de estas maneras:

- Visite [CO.gov/PEAK](https://CO.gov/PEAK). Si no tiene una cuenta de PEAK, puede crear una en [CO.gov/PEAK](https://CO.gov/PEAK).
- Use la aplicación de Health First Colorado en su teléfono. Esta aplicación gratuita es para miembros de Health First Colorado y CHP+. Descárguela gratis en las tiendas Google Play o Apple Store.
- **Optional/customizable text if your organization provides enrollment assistance:** Visite [\[insert organization website\]](#) o llame [\[insert organization phone number\]](#) para pedir ayuda o para hacer una cita.
- Los miembros de CHP+ pueden llamar al 800-359-1991 (retransmisión estatal: 711). La ayuda está disponible en varios idiomas.
- Contacte al departamento de servicios humanos de su condado.

## Flyers

Update Your Address outreach materials in Microsoft Word format (English and Spanish below) are translated in 12 languages and can be found on our [Update Your Address](#) webpage.



### Is your contact information up-to-date?

**Take action today** to make sure that Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) have your current phone number, email, and mailing address. It is important that you can get letters about your Health First Colorado or CHP+ coverage.

**Don't miss any important updates.**

You can update your information in one of these ways:

- Visit [Colorado.gov/PEAK](https://colorado.gov/PEAK).
- Use the [Health First Colorado app](#) on your phone. This free app is for Health First Colorado and CHP+ members.
- **Optional/customizable text if your organization provides enrollment assistance:** Visit [\[insert organization website\]](#) or call [\[insert organization phone number\]](#) for help or to make an appointment.
- CHP+ members can call 800-359-1991 (State Relay: [711](#)).
- Contact your [county department of human services](#)



### ¿Está actualizada su información de contacto?

**Actúe hoy** para asegurarse de que Health First Colorado (Programa de Medicaid de Colorado) y Child Health Plan *Plus* (CHP+) tengan la información actual de su número de teléfono, dirección de correo electrónico y dirección postal. Es importante que pueda recibir cartas sobre su cobertura de Health First Colorado o CHP+.

**No se pierda ninguna actualización importante.**

Puede actualizar su información de una de estas maneras:

- Visite [Colorado.gov/PEAK](https://colorado.gov/PEAK).
- Use la [aplicación de Health First Colorado](#) en su teléfono. Esta aplicación gratuita es para miembros de Health First Colorado y CHP+.
- **Optional/customizable text if your organization provides enrollment assistance:** Visite [\[insert organization website\]](#) o llame [\[insert organization phone number\]](#) para pedir ayuda o para hacer una cita.
- Los miembros de CHP+ pueden llamar al 1-800-359-1991 (retransmisión estatal: [711](#)).
- Contacte al [departamento de servicios humanos de su condado](#).



## Text message (if allowed from your organization)

### English Text Message

Take action! Update your contact info so you get info about your health coverage from Health First Colorado. Visit [CO.gov/PEAK](https://CO.gov/PEAK) or learn more at [hfcgo.com/uya](https://hfcgo.com/uya)

### Spanish Text Message

¡Tome acción! Actualice sus datos de contacto para obtener información sobre su cobertura de salud de Health First Colorado. Visite [CO.gov/PEAK](https://CO.gov/PEAK) y obtenga más información en [hfcgo.com/uya](https://hfcgo.com/uya)

## Social media

### English Twitter Posts

Have you moved recently? Don't miss important health coverage info! Let Health First Colorado (Medicaid), CHP+ or your county know: Update your contact info on [CO.gov/PEAK](https://CO.gov/PEAK) or call your county today!

### English Facebook and Instagram Posts

If you have Health First Colorado (Colorado's Medicaid program) or Child Health Plan *Plus* (CHP+) and you've moved within the last 3 years, make sure you can get important information about your health coverage. You have to respond to letters to see if you still qualify for health coverage. Take action today. Visit [CO.gov/PEAK](https://CO.gov/PEAK) or the Health First Colorado app on your phone, or contact your county department of human services to update your contact information.

### Spanish Twitter Posts

¿Se mudó hace poco? ¡No se pierda información importante sobre cobertura de salud! Infórmele a Health First Colorado (Medicaid), CHP+ o su condado: Actualice su información de contacto en [CO.gov/PEAK](https://CO.gov/PEAK) o llame a su condado hoy.

### Spanish Facebook and Instagram Posts

Si tiene Health First Colorado (Programa de Medicaid de Colorado) o Child Health Plan *Plus* (CHP+) y se ha mudado en los últimos 3 años, asegúrese de poder obtener información importante sobre su cobertura de salud. Tiene que responder a las cartas para ver si aún es elegible para la cobertura de salud. Actúe hoy. Visite [CO.gov/PEAK](https://CO.gov/PEAK) o la aplicación Health First Colorado en su teléfono, o contacte el departamento de servicios humanos de su condado para actualizar su información de contacto.

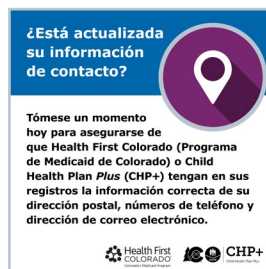
## Graphics for Social Media Posts (Facebook, Twitter and Instagram)

Social media graphics (English and Spanish shown) are translated in 12 languages and ready to download on our [Update Your Address](#) webpage.



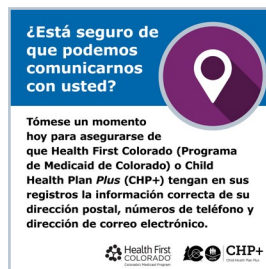
English text for title on graphic: Is your contact information up to date?

Take a moment today to make sure that Health First Colorado (Colorado's Medicaid program) or Child Health Plan Plus (CHP+) has the correct mailing address, phone numbers, and email address on file for you. Keep your contact information up to date so that you can get important updates about your coverage.



English text for title on graphic: Are you sure we can reach you?

Take a moment today to make sure that Health First Colorado (Colorado's Medicaid program) or Child Health Plan Plus (CHP+) has the correct mailing address, phone numbers, and email address on file for you. Keep your contact information up to date so that you can get important updates about your coverage.



Spanish text for title on graphic: ¿Está seguro de que podemos comunicarnos con usted?

Tómese un momento hoy para asegurarse de que Health First Colorado (Programa de Medicaid de Colorado) o Child Health Plan Plus (CHP+) tengan en sus registros la información correcta de su dirección postal, números de teléfono y dirección de correo electrónico. Mantenga su información de contacto actualizada para poder recibir actualizaciones importantes sobre su cobertura.

## Email text

English Subject: **Make sure Health First Colorado and CHP+ can keep you updated**

Hello **NAME**,

Have you moved in the past three years?  
Has your contact information changed?  
Don't miss important communication -  
update your contact information today.

Make sure that Health First Colorado  
(Colorado's Medicaid program) or  
Child Health Plan *Plus* (CHP+) has your  
updated address, email, and phone  
number.

It's important to keep your contact  
information updated so that you can get  
communication about your Health First  
Colorado or CHP+ coverage. You can also  
sign up to receive the monthly member  
newsletter with coverage updates and  
resources on PEAK.

Take action today. Visit [CO.gov/PEAK](https://CO.gov/PEAK)  
or use the Health First Colorado app on  
your phone to update your information.  
In PEAK, go to your '**Mailbox**' and select  
'**Update communication preferences**'  
from that page. CHP+ members can call  
**800-359-1991** (State Relay: 711) to  
make updates. You can also contact your  
county department of human services  
to update your contact information.

Spanish Subject: **Asegúrese de que  
Health First Colorado y CHP+ puedan  
mantenerlo actualizado**

Hola **NAME**:

¿Se ha mudado en los últimos tres años?  
¿Ha cambiado su información de contacto?

No se pierda comunicación importante:  
actualice su información de contacto hoy.

Asegúrese de que Health First Colorado  
(Programa de Medicaid de Colorado) o  
Child Health Plan *Plus* (CHP+) tengan la  
información actualizada de su dirección,  
dirección de correo electrónico y número  
de teléfono. Es importante mantener su  
información de contacto actualizada para  
que pueda recibir información sobresu  
cobertura de Health First Colorado o  
CHP+. También puede inscribirse para  
recibir el boletín mensual para miembros  
conactualizaciones de cobertura y recursos  
en PEAK.

Actúe hoy. Visite [Colorado.gov/PEAK](https://Colorado.gov/PEAK)  
o use la aplicación de Health First  
Colorado en su teléfono para actualizar su  
información. En PEAK, vaya asu '**Buzón**'  
**y seleccione 'Actualizar preferencias  
de comunicación'** desde esa página. Los  
miembros de CHP+ pueden llamar al **800-  
359-1991** (servicio de retransmisión del  
estado: 711) para hacer actualizaciones.  
También puede contactar al departamento  
de servicios humanos de su condado para  
actualizarsu información de contacto.

## Call script or IVR message

### **Messengers: Member Contact Center/Counties/Departments of Human Services**

#### English script or message:

Has your address or contact information changed? Make sure that we have your updated address so we can reach you when it's time to complete important health coverage paperwork. Visit [CO.gov/PEAK](https://CO.gov/PEAK) or use the Health First Colorado app on your phone to update your information.

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#### Spanish script or message:

¿Ha cambiado su dirección o información de contacto? Asegúrese de que tengamos su dirección actualizada para que podamos comunicarnos con usted cuando sea el momento de completar documentos importantes sobre la cobertura de salud. Visite [CO.gov/PEAK](https://CO.gov/PEAK) o use la aplicación de Health First Colorado en su teléfono para actualizar su información.

### **Messengers: RAEs and MCOs, Enrollment Broker**

#### English script or message:

Has your address or contact information changed in the past three years? Your contact information must be up to date so you can get important updates about your Health First Colorado (Colorado's Medicaid program) or Child Health Plan *Plus* (CHP+) health coverage. Visit [CO.gov/PEAK](https://CO.gov/PEAK) or use the Health First Colorado app on your phone. CHP+ members can call **800-359-1991** (State Relay: 711). You can also contact your county department of human services. Update your information today!

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#### Spanish script or message:

¿Ha cambiado su dirección o información de contacto en los últimos tres años? Su información de contacto tiene que estar actualizada para que pueda recibir información importante sobre su cobertura de salud de Health First Colorado (el programa de Medicaid de Colorado) o de Child Health Plan Plus (CHP+). Visite [CO.gov/PEAK](https://CO.gov/PEAK) o use la aplicación de Health First Colorado en su teléfono. Los miembros de CHP+ pueden llamar al 1-800-359-1991 (retransmisión estatal: 711). También puede comunicarse con el departamento de servicios humanos de su condado. ¡Actualice su información hoy!

## Website text

### Messengers: Community Partners/Assisters, Providers

Has your contact information changed? Have you moved in the past three years? Make sure that Health First Colorado (Colorado's Medicaid program) or Child Health Plan *Plus* (CHP+) have your current phone number, email and mailing address. It is important that you can be contacted if you need to fill out important paperwork. Don't miss important updates - update your information today.

You can update your information in one of these ways:

- Visit CO.gov/PEAK. If you don't have a PEAK account, you can create one at CO.gov/PEAK.
- Use the Health First Colorado app on your phone. This free app is for Health First Colorado and CHP+ members. Download it for free in the Google Play or Apple App stores.
- Optional/customizable text if your organization provides enrollment assistance: Visit [insert organization website] or call [insert organization phone number] for help or to make an appointment.
- CHP+ members can call **800-359-1991** (State Relay: 711). Help is available in multiple languages.
- Contact your county department of human services.

### Messengers: HCPF, Counties/Departments of Human Services

Have you moved in the past three years? Has your contact information changed?

Don't miss important updates - update your information today.

Make sure Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) have your current phone number, email and mailing address. It's important to make sure we can reach you when it's time to fill out paperwork.

You can update your information in one of these ways:

- Visit CO.gov/PEAK. If you don't have a PEAK account, you can create one at CO.gov/PEAK.
- Use the Health First Colorado app on your phone. This free app is for Health First Colorado and CHP+ members. Download it for free in the Google Play or Apple App stores.
- Optional/customizable text if your organization provides enrollment assistance: Visit [insert organization website] or call [insert organization phone number] for help or to make an appointment.
- CHP+ members can call **800-359-1991** (State Relay: 711). Help is available in multiple languages.
- Contact your county department of human services.

# For Providers

## Newsletter text

### **English Headline: Spread the word: Ask members to update their contact info**

Please help us spread the word to Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) members to update their contact information. During the public health emergency (PHE), members stay enrolled in health coverage even if they have household or income changes. At the end of the PHE, many Health First Colorado and CHP+ members will receive a packet to renew their coverage. Members who fail to fill out necessary information may lose their benefits.

We know that many members have moved over the past few years. It is crucial that we have correct addresses so that members get the information they need to keep or change their coverage. We collaborated with community partners to create an Update Your Address campaign for members. Please use the following resources to spread the word.

[Update Your Address outreach materials in Microsoft Word format](#) (English and Spanish)

*Non-PHE: Note - this could be sent as an ongoing message in the future, either quarterly or twice a year*

Every year, Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) members may receive a packet to renew their coverage, so it is crucial to have correct addresses and contact information for all members. We collaborated with community partners to create an Update Your Address campaign for members. Please use the following resources to spread the word.

[Update Your Address outreach materials in Microsoft Word format](#) (English and Spanish)

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**Spanish Headline: Corra la voz: pida a los miembros que actualicen su información de contacto**

Ayúdenos a correr la voz entre los miembros de Health First Colorado (Programa de Medicaid de Colorado) y Child Health Plan *Plus* (CHP+) para que actualicen su información de contacto. Durante la emergencia de salud pública (PHE), los miembros permanecen inscritos en la cobertura de salud incluso si tienen cambios en el hogar o en los ingresos. Al final de la PHE, muchos miembros de Health First Colorado y CHP+ recibirán un paquete para renovar su cobertura. Los miembros que no completen la información necesaria pueden perder sus beneficios.

Sabemos que muchos miembros se han mudado en los últimos años. Es crucial que tengamos las direcciones correctas para que los miembros obtengan la información que necesitan para mantener o cambiar su cobertura. Hemos colaborado con socios comunitarios para crear la campaña para los miembros Actualice su dirección. Use los siguientes recursos para correr la voz.

[Update Your Address outreach materials in Microsoft Word format](#) (English and Spanish)

*Non-PHE: Note - this could be sent as an ongoing message in the future, either quarterly or twice a year*

Cada año, los miembros de Health First Colorado (Programa de Medicaid de Colorado) y Child Health Plan *Plus* (CHP+) pueden recibir un paquete para renovar su cobertura, por lo que es crucial tener las direcciones correctas y la información de contacto de todos los miembros. Hemos colaborado con socios de la comunidad para crear la campaña para los miembros Actualice su dirección. Use los siguientes recursos para correr la voz.

[Update Your Address outreach materials in Microsoft Word format](#) (English and Spanish)

# Renewal Process Education

The renewal process (sometimes called redetermination or RRR) for Health First Colorado and CHP+ members occurs annually. We've made important improvements and continue to work with members and county partners to refine the process.

## Key terms

There are a few key terms that are helpful to know when navigating the renewal process with members:

1. **Notice of Action (NOA)** - A written notice to let an applicant or member know the final eligibility determination and reason for an approval, denial or termination.

Important: the actual notices do not say "Notice of Action," so we simply call them "letters" when talking with members.

This notice also provides information for the individual to appeal the determination. The notice is primarily mailed out and may also be sent electronically through email or text notification. Notices are always available for viewing in PEAK.

2. **Renewal packet** - Prepopulated forms sent to a member to see if anything has changed and request necessary verification to determine whether a member continues to be eligible to receive Medical Assistance. Also referred to as a redetermination or RRR.
3. **Modified Adjusted Gross Income (MAGI)** - Modified Adjusted Gross Income refers to the methodology by which income and household composition are determined for the MAGI Medical Assistance groups under the Affordable Care Act. These MAGI groups include Parents and Caretaker Relatives, Pregnant Women, Children, and Adults.
4. **PEAK** - An online portal where Coloradans can apply for and manage several benefits including food assistance, cash assistance, transportation, and health care.
5. **Health First Colorado App** - A mobile application that members can download to their phones and use to manage their Health First Colorado or CHP+ benefits.



## Automatic renewal or “Ex parte”

Some members will be automatically renewed based on information we have for them from other data sources. This means that some members will not receive a renewal packet, but rather receive a “notice of action” letter that lets them know they are still eligible for coverage.

{firstName} {lastName}  
Health First Colorado ID: {MA\_stateId}

{Name} qualifies for:

- ✓ {benefitCategory}{benCatSubSctnIt}{benCatSubSctnTrailing}. You will still get benefits. Your benefits continue on {benefitStartDate}. We used the information we had on record to approve you. If you would like to view the information we used, visit [CO.gov/PEAK](http://CO.gov/PEAK) or contact your County’s Human Services agency and request a copy of your Renewal Report.

**Important:** If you have changes or corrections to your information you need to report them within 10 days of the change. Follow the instructions below under “Reporting Your Changes and Managing Your Benefits Online,” or contact your County’s Human Services agency.

**The majority of these members do not need to take further action to keep their coverage.** In some cases members may also receive a letter requesting to check if their income information is correct or make updates. **See the example below.**

[Current Date]

[Case Name]

[Case Mailing Address]

Case Number: [Case Number]

Dear [Case Name]:

**Update your household income information by [ROP due date]**

You’re getting this letter because we got new information about your income. Please read this letter and let us know if the new information is wrong, even if you or others in your household received a letter saying medical assistance benefits were approved.

**Important:** If our new information is incorrect, you must let us know, or you and others in your household may lose medical assistance benefits. We need you to check our information to make sure it is correct. If you do not update incorrect information, you or members of your household may lose Health First Colorado (Colorado’s Medicaid Program) or Child Health Plan *Plus* (CHP+) coverage.

- If any of the information below is wrong, please update it by [ROP due date]. Instructions about updating your information are on the next page of this letter.
- If all the information below is correct, you do not need to update anything or respond to this letter.

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### Income information

This is the information we got about your gross income. Gross income is your income before taxes and other deductions are taken out of your pay.

#### Employer Verified Income:

Name	Employer	Pay Frequency	Pay Date(s)	Gross Income Amount
[Individual’s name]	[employer business name]	[Frequency of pay]	[Most recent paycheck received date]	[\$Amount]

## Renewal packet

If we are not able to verify a member's eligibility with existing data, they will have to go through the renewal process to see if they still qualify for coverage. These members will receive a renewal packet asking them to see if anything about their situation has changed and will request verification to determine whether they are still eligible to receive Medical Assistance. This can be completed electronically through PEAK, the Health First Colorado App or by mail.



**\*Members must sign their renewal!** During the PHE, members have received renewals but haven't needed to return them to keep their coverage. It's important that members understand that when the PHE ends, they must sign and turn in their renewal online or by mail to continue qualifying for coverage.

### Important things to know about the renewal packet

- Members will receive a renewal packet approximately 70 calendar days before their renewal deadline to allow time for completion.
- The renewal packet is sent out for the entire household, so it will include verification information for each person in the household who is a Health First Colorado or CHP+ member.
- The renewal packet must be reviewed fully, including providing updates if applicable. All renewals must be signed where indicated, and sent back in by the deadline specified in the packet, even if there are no changes.

**NOTE:** The information we have for members is prepopulated in the packet to make it easier to verify or update as needed; this along with the easier to read format and signature requirement make packets longer than in previous years. Renewal packets average 16 pages per household (front and back). You can see [examples of renewal packets](#). If members need help with their renewal they can [contact an eligibility worker](#) in their county for assistance. **It is really important that members review the full packet, provide updates if applicable, and sign it.**

**There are many ways to complete the renewal process.**

1. Online at: [CO.gov/PEAK](https://CO.gov/PEAK)
2. Through the [Health First Colorado App](#)
3. By mail, fax, or bringing the completed signature page and updated renewal form pages to the local county office


After a renewal is returned, we can see if the member still qualifies for coverage. If they no longer qualify or failed to provide the information needed to complete the renewal, a notice of action letter providing the termination reason is sent with appeal information.

# Other coverage options

## 1. Child Health Plan *Plus* (CHP+)

Some members who no longer qualify for Health First Colorado (Colorado’s Medicaid program) may qualify for a different kind of coverage. For example, kids may not be eligible for Health First Colorado, but could qualify for the CHP+ program. These members will receive information about the new program they qualify for in their notice of action (see example below) and we will connect them to the other coverage.

What you qualify for

 **Medical Assistance Benefits**

You applied for Medical Assistance benefits on May 1, 2022 and we made a decision on May 20, 2022 at 8:57 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 Community Support TM at Adams - HSC at (720) 678-5632 x22222 or 11860 PECOS ST WESTMINSTER CO 80234.

**Frquswvtxn LscimjxABC**  
CHP+ ID: Q965981

**Frquswvtxn qualifies for:**

- ✓ Child Health Plan *Plus* (CHP+). Your benefits start on May 1, 2022. Your CHP+ medical and dental cards will be in a separate letter. If you need to see a doctor before you get your card in the mail, call 800-414-6198 or visit [www.chpplusproviders.com](http://www.chpplusproviders.com). You will still need to pick an HMO. If you know which HMO you want, call 800-359-1991 and select option #5. THE DENTAL BENEFIT IS NOT EFFECTIVE UNTIL YOU RECEIVE THE CARD. If you do not receive a dental packet within 6 weeks contact DentaQuest at 1-888-307-6561, TTY 711, or email through the member access portal at [memberaccess.dentaquest.com](http://memberaccess.dentaquest.com). View and print your member ID card using the Health First Colorado mobile app or the [CO.gov/PEAK](http://CO.gov/PEAK) website. You will get a card in the mail.

Other Health Insurance Options

QUESTIONS } Visit [CO.gov/PEAK](http://CO.gov/PEAK)  
Case Number/Correspondence ID: 1BFMOL3/0494597132

Page 1 of 5  
Process Date: August 3, 2022

We recently eliminated the CHP+ enrollment fee for kids and pregnant women to make the transition to coverage easier.


19

## 2. Reduced-cost coverage through the Connect for Health Colorado marketplace

If members no longer qualify for any of our health coverage programs, we will let them know that they may qualify for reduced-cost health insurance coverage through the state's health insurance marketplace, [Connect for Health Colorado](#). A sample notice of action letter for this situation is below.

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What you qualify for

 **Medical Assistance Benefits**

You applied for Medical Assistance benefits on June 7, 2022 and we made a decision on June 7, 2022 at 10:52 AM. 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 Donald Kerr at Denver/FAD/ Division at (720) 555-9602 or 1200 FEDERAL BLVD DENVER CO 80204-3221.

**Sudo Wudo**  
Health First Colorado ID: Q972793

**Sudo does not qualify for:**

**✗** You don't meet the requirements for any program, including Health First Colorado, Child Health Plan Plus, or help paying for medical costs. Go to [Colorado.gov/HCPF/Letters-FAQs](#) to see a list of programs we might have checked to see if you qualified.

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**Other Health Insurance Options**

**People in your household who DO NOT qualify for Health First Colorado or Child Health Plan Plus (CHP+):**

You may choose to enroll in a private health insurance plan through an employer, a private broker, or Connect for Health Colorado.

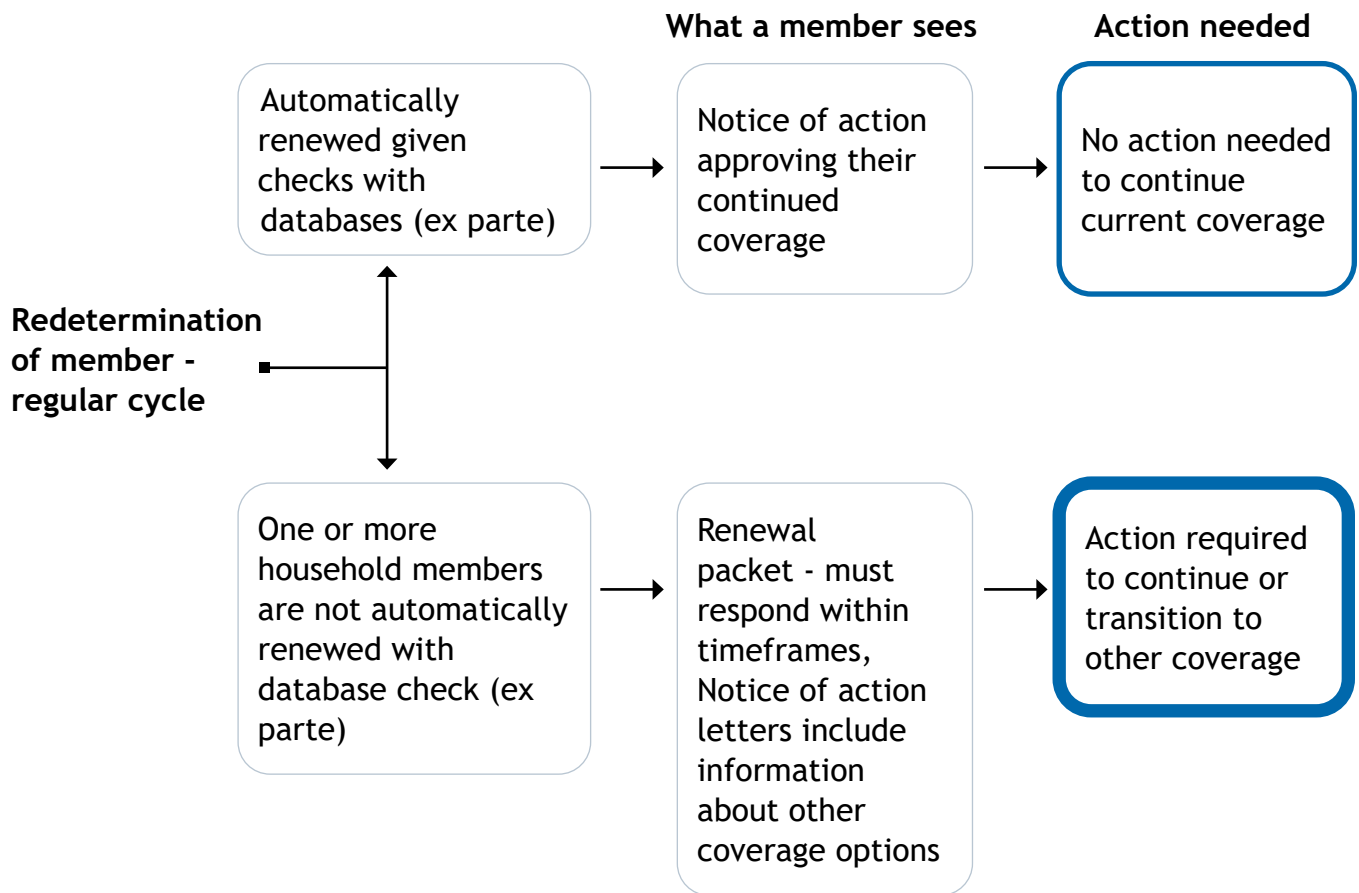
You may qualify for financial assistance through Connect for Health Colorado that can be used

Losing Health First Colorado or CHP+ coverage is a “qualifying event” which means these members can seek coverage outside of the regular Open Enrollment Period (Nov. 1- Jan. 15) during a 60-day Special Enrollment Period. The transition from state health coverage programs to Connect for Health Colorado looks like:

1. Customer receives a letter from the state telling them they are no longer eligible for Medicaid/CHP+ and encouraging them to apply with [ConnectforHealthCO.com](#)
2. Connect for Health Colorado conducts targeted outreach to the individuals receiving this letter via direct email communication
3. Customer may receive additional information from our coordinated stakeholders, such as Brokers, Assisters and Regional Accountability Entities
4. Customer selects a health insurance plan during their 60-day Special Enrollment Period, and their coverage begins on the first day of the month following plan selection
5. Customer is covered!

## Renewal process overview

What happens behind the scenes/administratively



## Links to key resources:

### Sample renewal packets

- [English MAGI](#)
- [Spanish MAGI](#)
- [English non-MAGI](#)
- [Spanish non-MAGI](#)

### Videos:

- Health First Colorado: Updating; Renewing; Transitioning [Playlist](#)

# PEAK Resources

Colorado PEAK ([CO.gov/PEAK](https://co.gov/PEAK)) is an online platform that any Coloradan can use to apply for or manage medical, SNAP, cash or other State of Colorado benefits. Health First Colorado and CHP+ members can use PEAK or the Health First Colorado app to manage their benefits. PEAK is an important self-service tool for members to receive timely notifications, update contact information and manage their benefits.

There are two ways members can receive notifications digitally:

1. Through the PEAK platform by adjusting their [communication](#) preferences

The screenshot shows the 'Communication preferences' page on the PEAK web portal. The page has a header with the PEAK logo and navigation links: Dashboard, Manage my benefits, Find resources, Get help, Upload documents, Mailbox, Account settings (selected), Español, and Sign out. The main heading is 'Communication preferences' with a subtext 'Update your contact information below.' Below this is a 'Contact information' section with fields for Email address (lotsamoney@gmail.com), Mobile number, Communication preferences, Preferred written language (English), and Preferred spoken language (English). Each field has an 'Edit' or 'Add' button next to it.

2. Through the Health First Colorado app by opting in to push notifications

The screenshot shows the 'Communication Preferences' screen in the Health First Colorado app. The screen has a blue header with a back arrow and the title 'Communication Preferences'. Below the header, there is a section titled 'Do you want to go paperless?' with a subtext 'Get information about your case in your PEAK Mail Center, and opt out of hearing from us by mail.' There are two toggle switches: 'Go paperless. Send my mail electronically to my PEAK Mail Center.' (checked) and 'Keep sending me letters in the mail.' (unchecked). Below these is a section titled 'How should we let you know when there's something new in your PEAK Mail Center? (required)' with a subtext 'Email' and a 'Verify' button. At the bottom is a 'Save' button and a navigation bar with icons for Home, Account (selected), Providers, and Help.

The screenshot shows the 'Communication Preference' screen in the Health First Colorado app. The screen has a blue header with a back arrow and the title 'Communication Preference'. Below the header, there is a section titled 'Email' with a subtext 'lotsamoney@gmail.com' and a 'Verify' button. There is a 'Text' section with a subtext 'No mobile number' and a toggle switch. Below this is a section titled 'Get more info about your coverage, benefits, finding providers and how to get help' with a subtext 'Email' and a 'Verify' button. At the bottom is a 'Save' button and a navigation bar with icons for Home, Account (selected), Providers, and Help.

The screenshot shows the 'Communication Preference' screen in the Health First Colorado app. The screen has a blue header with a back arrow and the title 'Communication Preference'. Below the header, there is a section titled 'Email' with a subtext 'lotsamoney@gmail.com' and a toggle switch. There is a 'Text' section with a subtext 'No mobile number' and a toggle switch. Below this is a section titled 'Get more info about your coverage, benefits, finding providers and how to get help' with a subtext 'Email' and a toggle switch. At the bottom is a 'Save' button and a navigation bar with icons for Home, Account (selected), Providers, and Help.

Members will receive a notification in PEAK when their renewal period is approaching and through the app if they are opted in. They can also see their renewal date in PEAK at any time.

<div><div></div><div>Lotsa (29 yrs) Head of Household</div></div>				
Benefit program	Start date	Redetermination due on	Amount	Status
<div><div></div><div>Health First Colorado (Colorado Medicaid)</div></div>	01/01/2015	12/31/2015	N/A	Active
<div><div></div><div><a href="#">View details</a> <a href="#">End benefits</a></div></div>				

Members will receive a renewal packet approximately 70 calendar days in advance of the renewal deadline to allow time for completion. They can begin the renewal process in the PEAK platform or by mail. Below are some resources for partner organizations and assisters to help members along in the renewal process using PEAK.

## PEAK how-to instructions for key tasks

### Update your contact information and comms preferences

- [Update your contact information and communication preferences](#) (PDF)
- [Update your address](#) (PDF)

### Learn when you are up for renewal

From the dashboard, scroll down the page to the **Benefit overview**. You'll see each member associated with the case and their renewal (redetermination) date.

**Benefit overview** [+ Request new benefits](#)

1 This benefit overview may not be inclusive of all benefits you have applied for or receive. For example, WIC, RTD, and CCCAP benefit information is stored outside of PEAK.

**Lotsa (29 yrs)**  
Head of Household

Benefit program	Start date	Redetermination due on	Amount	Status	
Health First Colorado (Colorado Medicaid)	01/01/2015	12/31/2015	N/A	Active	<a href="#">View details</a> <a href="#">End benefits</a>

From the main navigation bar, choose **Manage my benefits > Overview of health coverage benefits**. Member renewal dates are listed in the right column.

Household: Household details

### Overview of health coverage benefits

Case ID: 1B0PYG8

See below for details about health coverage benefits. Programs include Health First Colorado and CHP+. To see information about other benefits, go to your [Dashboard](#). Go to 'Learn more' for more information about each benefit status. [Learn more](#)

**Summary of health coverage benefits**

Individual(s)	Status	Program(s)	Monthly premium	Renewal due date
Lotsa (29 yrs)	Active	Health First Colorado (Colorado Medicaid)	N/A	12/31/2015

### Find when your renewal is due

You can find the date your renewal is due on the **dashboard** under your **To-do list**.

Upload a document: [Document uploads](#) (PDF)

Other user guides and training resources are available on PEAK Pro

PEAK Pro: [PEAK Pro](#) > [Training Resources](#)