

CHASE Board Meeting

December 12, 2023

Nancy Dolson
Department of Health Care Policy & Financing



CHASE

Colorado Healthcare Affordability and
Sustainability Enterprise

Our Mission

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.



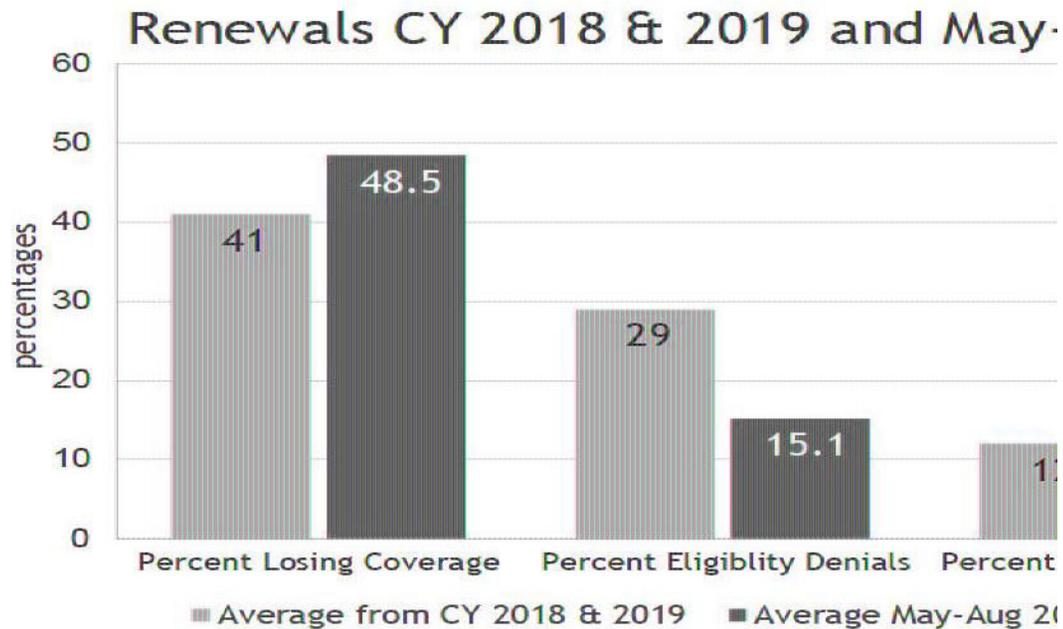
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PHE Unwind Update

Natalie Coulter
Director of Communications

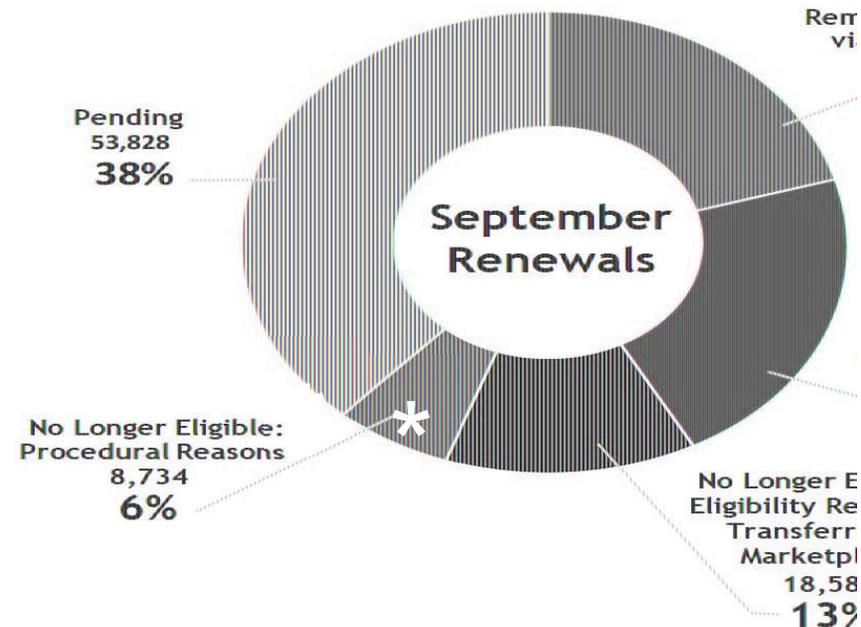
Historical Comparison (point in time)



*September data not included

September Data *Outreach Opportunities

NOTE: Sept and Oct will have unusually high numbers of "pending" given system changes related to ex parte. Cohort data will normalize in November's cohort.



Point in Time Monthly Data Does NOT tell the whole story Many complete renewal during 90 Day Reconsideration Period

| | Pre-pandemic CO average | June cohort run 7/7/23 | June cohort run 9/27/23 | <u>June national unwind Average</u> |
|--------------------------|-------------------------|------------------------|-------------------------|-------------------------------------|
| Renewed | 57% | 48% | 55% | 50.8% |
| No longer eligible | 42% | 49% | 44% | 25.1% |
| Ineligible, refer to C4H | 29% | 15% | 18% | 6.6% |
| Procedural Denials | 12% | 34% | 26% | 18.5% |
| Pending | 1% | 3% | 1% | 24.0% |

Keep CO Covered Updates

Redesigned Renewal packets

- Shorter packets, colored Colorado State seal added

Ex Parte at Individual Level

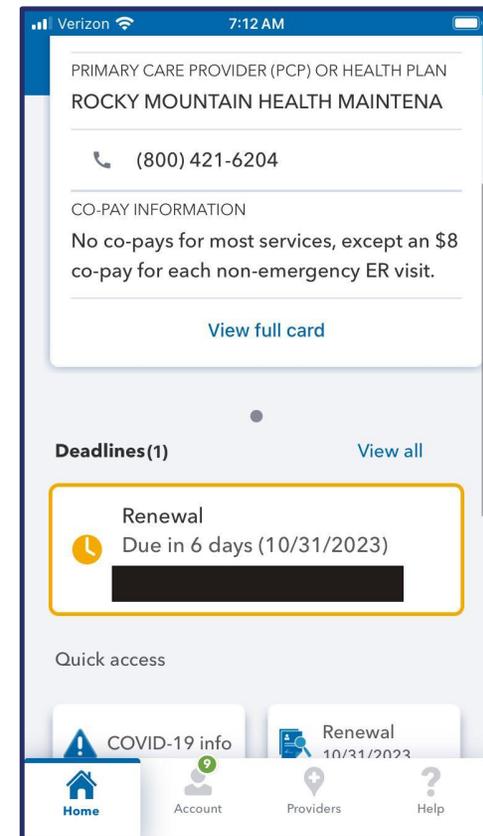
- New CMS guidance on ex parte
- Reinstatement occurring now

60-day extension for vulnerable pops thru June '24

- Long-term care, members on waived services, buy-in

PEAK and Health First Colorado App

- Improved user experience
- Easier to submit renewal materials, monitor the status of a submitted renewal



Resources for hospitals to remind patients to renew or transition coverage

| | |
|---|---|
| <p>Raise awareness about renewals for Medicaid/CHP+ members</p> | <ul style="list-style-type: none"> ❑ Print and hang flyers in public areas and reception desks ❑ Share toolkit messaging on hospital websites, in newsletters and social media ❑ Provide a public kiosk or laptop with PEAK browser open for members to login and check their renewal date ❑ Run PSAs or videos in waiting rooms ❑ Print 1/4 sheets and staple them to the pharmacy bags |
| <p>Educate staff about the renewal process so they can assist members</p> | <ul style="list-style-type: none"> ❑ Understanding the Renewal Process ❑ Remind members to keep their contact information up to date |
| <p>Raise awareness about alternative coverage options for members no longer eligible for Medicaid/CHP+</p> | <ul style="list-style-type: none"> ❑ Print and hang flyers in public areas and reception desks ❑ Share Keep Colorado Covered toolkit messaging on hospital websites, in newsletters and social media ❑ Ask employers to extend their special enrollment period from 60 days to 1 yr (per CMS request) |

How else can you help?

- **Help us measure efficacy:** send examples of messaging getting to members, pictures of flyers in hospitals/public areas
- [Use our new translated materials](#)
- Check eligibility same week/closer to procedure date
- Please help patients (even partially) fill out the application and **sign page 4**



Questions?

2024 CHASE Annual Report



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Adjourn

Next meeting: February 27, 2024



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Thank You



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