Verification Checklist

October 2018

Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**

Purpose:

To explain and point out changes and updates made to the Verification Checklist (VCL)

Objectives:

At the end of this presentation, you will be able to:

- Identify the changes that have been made
- Understand why the VCL was updated
- Better assist applicants and members in understanding what information is being requested and when it is due

WHO

- Health First Colorado (Colorado's Medicaid Program) Members

- Child Health Plan *Plus* (CHP+) Members

- Connect for Health Colorado Clients

- Assistors & Community-Based Organizations

- County offices & eligibility sites

WHAT

A Verification Checklist (VCL) will be sent to an applicant or member:

- o Verify information
- o Request additional information

WHY

- The Department is continually working to improve member correspondence

- A member's understanding of the VCL can affect their eligibility

- Most of our members receive the VCL at least once during the application or redetermination process

How

- CBMS users surveyed to identify problematic VCL items for special attention during the rewrite process
  - These items were chosen for consumer testing scenarios

- The Colorado Department of Human Services and Connect for Health Colorado were instrumental in the VCL rewrite and involved in the entire process

- Stakeholders provided feedback on 2 different VCL Drafts

- English and Spanish drafts consumer tested with diverse participants

- The Department's Member Experience Advisory Council provided feedback and that is reflected in the final product

No Policy Changes

Only changing the way the letter looks and reads

- o Same amount of time to provide requested information
- o Same info being requested
- o Program Areas listed in same order

New Verification Checklist

- Written in plain language that is understandable to members

- Shortened, non-redundant introduction

- Alternate shading (grey/white) to better separate each VCL item

- Increased white space for improved readability

- Order of information presented within the VCL

Questions?

COLORADO
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Thank You!