

A woman with long dark hair is smiling and looking down at a baby. A doctor's hands are visible, using a stethoscope to examine the baby's chest. The scene is set in a clinical or hospital environment. The background is a soft-focus wall with a geometric pattern.

ACHD Health Enrollment Team & End of the Federal Public Health Emergency

**Adams County Board of Health
April 13, 2023**



**ADAMS COUNTY
HEALTH DEPARTMENT**

Your Health. Our Mission.

Three things to remember today

- The ACHD Health Enrollment Team (HET) helps people get and stay enrolled in Medicaid, CHP+, and the Connect for Health Colorado marketplace.
- Adams County residents enrolled in Medicaid will be impacted by the end of the federal continuous coverage provision.
- The state, county, and health department are actively working to help people keep their coverage.



ACHD HEALTH ENROLLMENT TEAM



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Why is Health Enrollment part of ACHD?

What are the three most important characteristics of a happy, healthy, and thriving community?

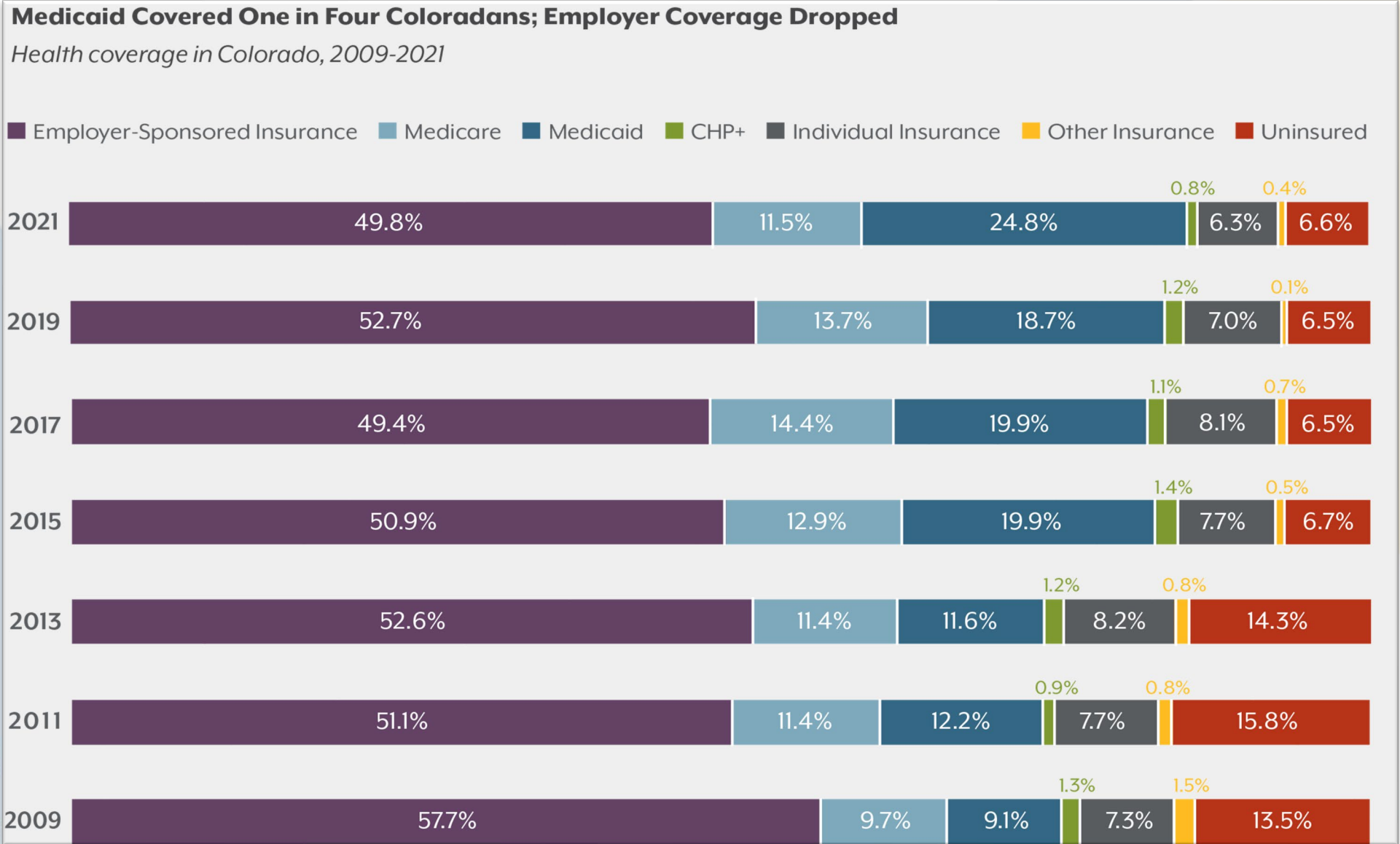
1. Social Factors
2. Safety
- 3. Access to Care**
4. Economic Security
5. Environment

What are the three most important health problems in your community?

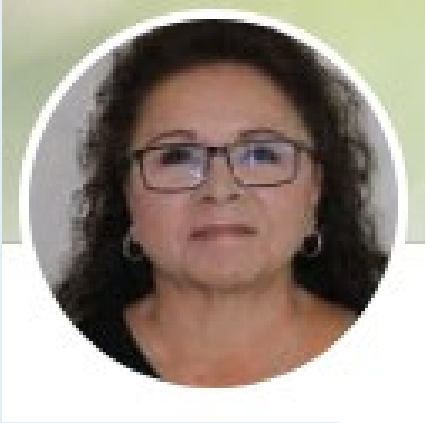
1. Health Behaviors
2. COVID-19
3. Substance Use
- 4. Access to Care**
5. Mental Health



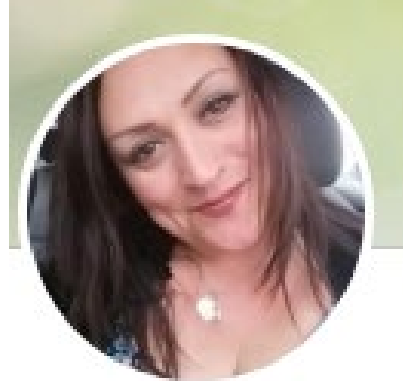
How do people get health coverage?



ACHD Health Enrollment Team



Debra Gutierrez
Health Enrollment Specialist



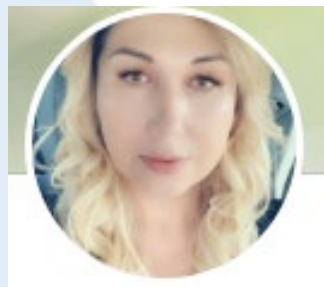
Crystal Maldonado
Health Enrollment Specialist



Sara Maru
Health Enrollment Specialist



Patty McLaughlin
Health Enrollment Specialist



Elizabeth Escarcega
Medicaid Contract Specialist



Rebecca Rapport
Health Enrollment Team Supervisor



Sylvia Kamau-Small
Health Equity and Community
Engagement Manager

We assist with many types of applications



- Health First Colorado (Colorado's Medicaid Program) for children and adults
- Child Health Plan Plus (CHP+)
- Presumptive Eligibility Medicaid for children and pregnant people
- Emergency Medical Services for people without documentation
- Family Planning & Related Services coverage
- Connect for Health Colorado plans
- Colorado Connect Marketplace plans



We help clients get and stay enrolled

- Analyze household composition to determine eligibility for coverage and financial assistance
- Gather and submit documentation to ensure applications are able to be processed and approved
- Educate clients on how to use benefits and navigate systems
- Provide services in community settings through outreach and co-location



The Health Enrollment Team at Adams County Health Department can help with Medicaid, CHP+, and Connect for Health Colorado applications!

El Equipo de Registro para Servicios de la Salud del Departamento de Salud del Adams County pueden ayudar con las aplicaciones para Medicaid, CHP+, y Connect for Health Colorado!

Please contact 303.363.3013 or email healthenrollment@adcogov.org for any of these services:

Por favor, contáctese al 303.363.3013 o por email al healthenrollment@adcogov.org para cualquiera de estos servicios:

- Enrollment assistance with Medicaid, CHP+, and Connect for Health Colorado applications
- Troubleshooting enrollment issues with Medicaid, CHP+, and Connect for Health Colorado
- Changes in household information affecting enrollment
- Completing applications by phone, by video or in person
- Asistencia con las aplicaciones para registrarse a Medicaid, CHP+ y Connect for Health Colorado
- Respuestas y ayuda con dificultades para registrarse a Medicaid, CHP+, y Connect for Health Colorado
- Cambios en la información sobre su situación en el hogar que afecten su registro
- Completar las aplicaciones por teléfono, por video o en persona



We use community feedback to inform Policy & Advocacy efforts that improve access to care

- All Kids Covered Coalition
- Connect for Health Colorado Community Focus Group
- Cover All Coloradans Stakeholder Group
- Covering Kids & Families Coalition and Advisory Board
- Quarterly Community Consultation with Resettlement Agencies

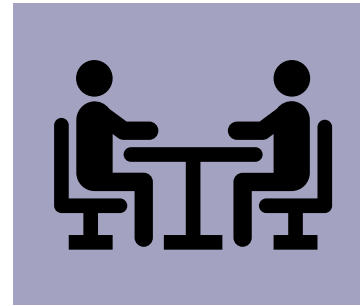


2023 Enrollment Numbers



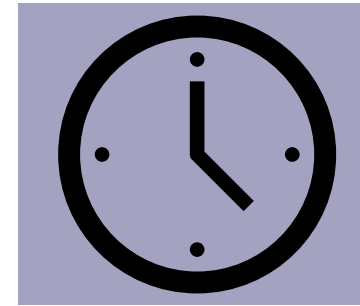
106

New applications completed in 2023



184

Non-enrollment assistance interactions



58

Average minutes spent with client per application



97%

Approval rate of Medicaid and CHP+ applications (versus 50% RTE using PEAK alone)



PUBLIC HEALTH EMERGENCY & CONTINUOUS COVERAGE



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Federal Public Health Emergency

- A public health emergency (PHE) declaration was issued in January 2020.
- The Biden Administration announced it would end the PHE on May 11, 2023.
- The end of the PHE will primarily impact consumer payments, provider billing and reimbursement, and required reporting on COVID numbers.
 - The widest-ranging impact will likely be higher costs for COVID tests
 - Additional changes will come when federal supplies of vaccines, treatments, and tests are depleted, though the timing of that is yet to be determined and is not tied to the PHE
 - The PHE will not *directly* impact Medicaid continuous coverage



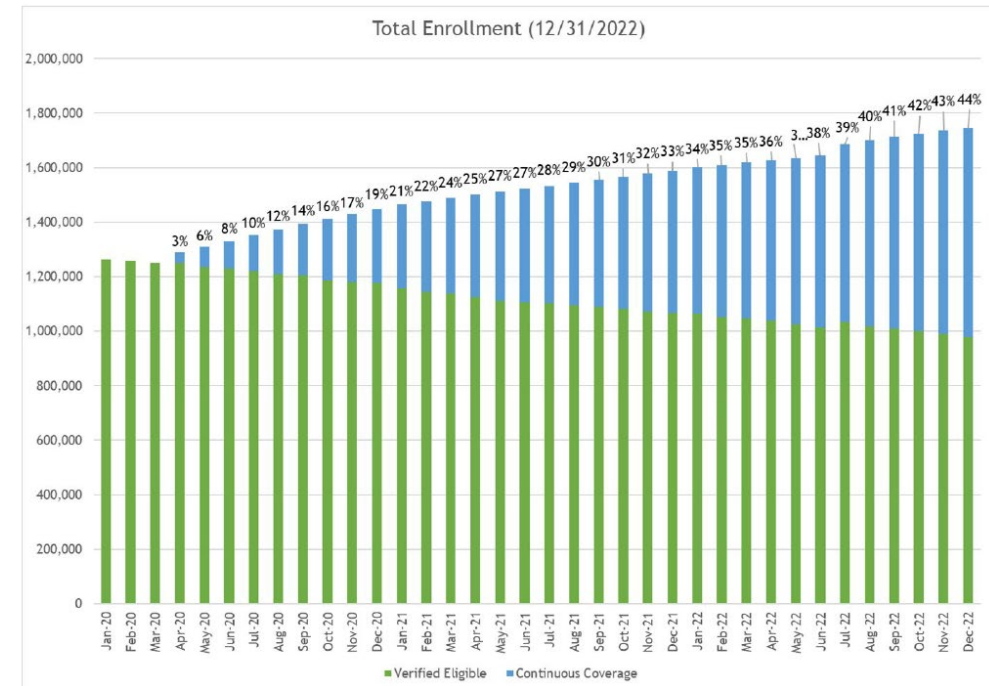
Continuous Coverage & the Consolidated Appropriations Act

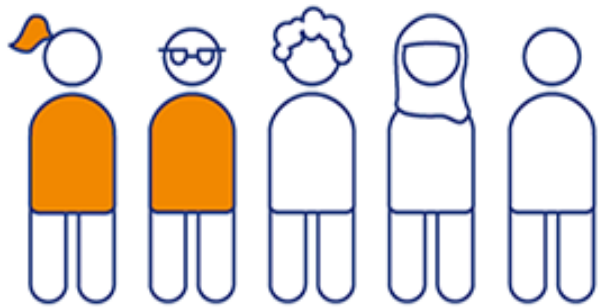
- The PHE ensured anyone who qualified and enrolled in Medicaid & CHP+ was guaranteed to keep their health coverage throughout the pandemic, called the “continuous coverage requirement”
- The Consolidated Appropriations Act passed in December 2022 “decoupled” the continuous coverage requirement from the PHE
 - Ends the Medicaid continuous coverage requirement beginning in April 2023
 - Mandates states return to normal eligibility operations and processes
 - Additional impacts on people with limited income, including:
 - Ends the SNAP emergency allotment funding
 - Makes permanent the American Rescue Plan Act’s state plan option to provide 12 months of postpartum coverage in both Medicaid and CHP+
 - Two-year extension of federal CHIP funding and provisions



Impact of Continuous Coverage in Colorado

- Enrollment in Medicaid increased 39% during the pandemic
- 1 in 4 Coloradans are now enrolled in Medicaid
- All 1.7 enrollees will go through the renewal process beginning in March 2023
 - Colorado will take 14 months to complete all renewals
 - Each individual's renewal month will align with their already established annual renewal month
- HCPF estimates 44% of enrollees are no longer eligible for Medicaid or CHP+
 - For those ineligible due to incomplete verification (29%), the HET can help with renewal packets and submitting documentation
 - For people who are now over income for Medicaid (29%), the HET can help with C4HCO applications





195,863 Adams County residents are enrolled in Medicaid
90,186 children
105,677 adults

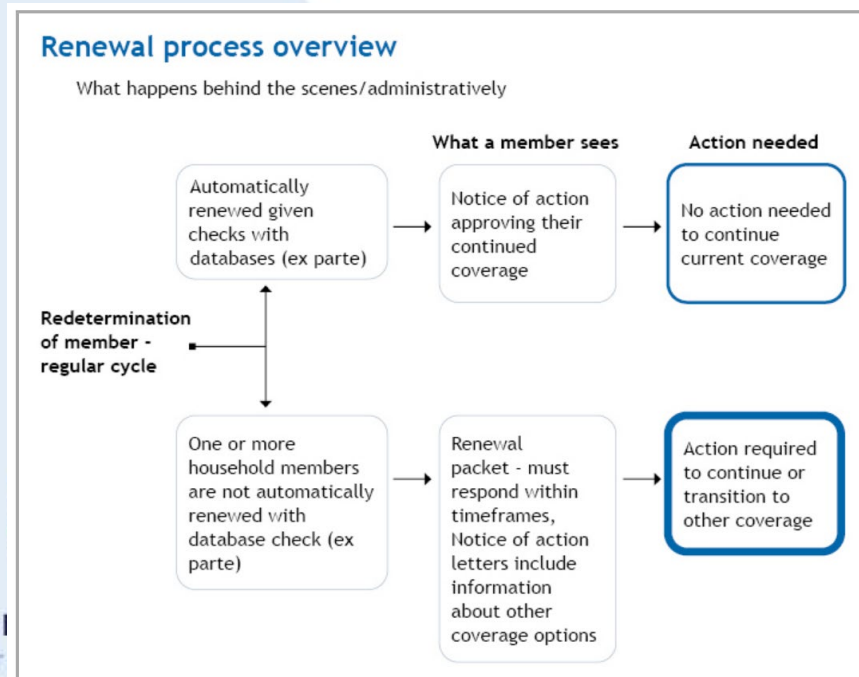
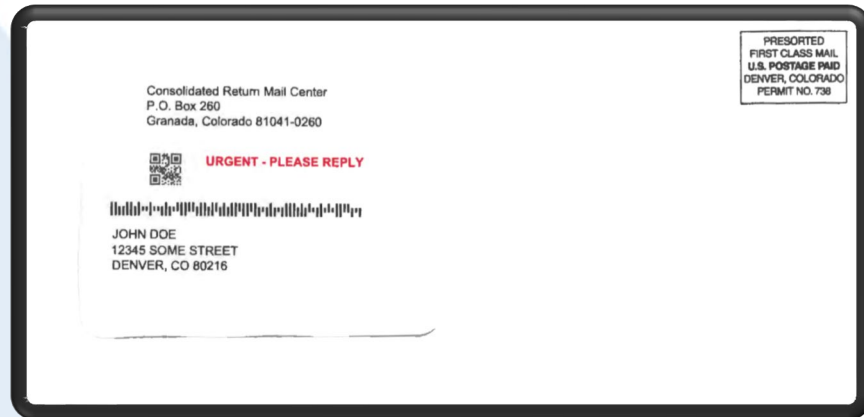


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Sources:

[February 2023 Monthly Caseload Report](#), Colorado Department of Health Care Policy & Financing
[Medicaid Continuous Coverage Map](#), Adams County Health Department

Barriers to Completing Renewals



- [The Renewal packet](#) is 16 pages long, on average
- Renewal packets are only sent in English and Spanish
- If the client is signed up for electronic notices only, they will get an email telling them to log in to PEAK without other details
- Not all members will receive renewal packets, adding to confusion about if someone is due for renewal or not
- If a member receives a renewal packet, they need to sign and return it even if they have no changes to report
- Children with Medicaid are the *least* likely to return their renewal packets
- And more...

STATE AND LOCAL PLANS FOR THE END OF CONTINUOUS COVERAGE



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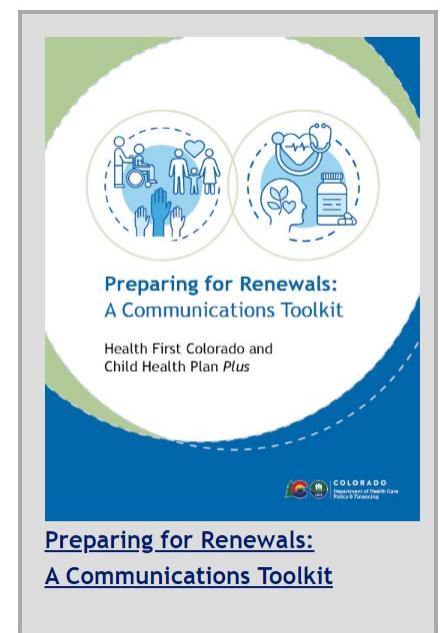
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Department of Health Care Policy & Financing

- Toolkits about preparing for renewals and how to take action
 - Sample correspondence
 - Key terms
 - Automatic renewal process or “ex parte” information
 - Using PEAK to renew guide and videos
 - Other coverage options
- Quarterly webinars for community-based organizations, advocates, and providers
- Communications and social media
- Community Ambassador outreach project
- Coordination with Connect for Health Colorado



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[Preparing for Renewals:
A Communications Toolkit](#)



[Take Action On Your Renewal:
A Communications Toolkit](#)

Adams County Human Services

- Increasing staffing in the call center, front desk, and processing teams
- Targeted outreach to customers
 - Mass texting campaign
 - Benefits in Action partnership
- Continue existing efforts, such as the Outreach team



Adams County Health Department

- Health Enrollment Team
 - Provide 1:1 assistance with completing renewal packets
 - Engage in policy processes and implementation, such as sign-on letters for a Special Enrollment Period
 - Educate ACHD staff through presentations or meetings
 - Coordinate efforts with Colorado Access (RAE) and Arapahoe County Public Health
- Health Equity & Strategic Initiatives Division staff
 - Continue COVID-19 health equity and outreach work
 - Promote information-sharing with CBOs, providers, and partners about the unwind and renewal process
 - Host and present at 4/10 Adams County Health Alliance Meeting





“I have been dealing with potentially terminal medical issues that have affected my ability to work and resulted in loss of employment and recently insurance coverage and am also in the process of appealing disability denial, all of which has been overwhelming and exasperating - on top of the neurological issues I'm experiencing.

The sole exception to the pain and frustrations I've endured, was my brief interaction with [the HET] today. Her kindness, patience, and time spent sharing her knowledge in helping me navigate an otherwise confusing process that had previously left me overwhelmed-made all the difference in my life. [She] was professional while pleasant and supportive, making what I had delayed out of fear of how complicated it would be - she made it easy...

She genuinely made a significant impact on my life just through the course of the time she spent with me. I wish all Colorado state departments and processes could be so easy and follow this example, realizing how much having access to a person directly even if via zoom, and their insight and time to walk through something like this - how that individual person's help and support can truly change a life. Thank you.”

- C4HCO Customer Feedback, 3/31/2023



ACHD Health Enrollment Team Contact Information

Call 303-363-3013

Email HealthEnrollment@adcogov.org

Or visit <https://bit.ly/scheduleHET> for adult Medicaid and Connect for Health
Colorado enrollment services

* HET staff members speak English, Spanish, Arabic, and Amharic – all other language available through the
language line



Coverage Type	What is it?	Eligibility	2023 income eligibility for a household of 4	Benefits
Health First Colorado (Colorado's Medicaid Program)	A free or low-cost health coverage for Coloradans who qualify	CO residents or lawfully present children and pregnant women within certain income requirements (68-195% FPL)	\$42,600 and below	Physical health, Dental, and Behavioral health (mental health and substance use) Pays for doctor visits, emergency care, preventive care such as screening and immunizations, and other procedures and treatments
Child Health Plan Plus (CHP+)	Public low-cost health coverage for children and pregnant individuals who qualify. It is for people who earn too much to qualify for Health First Colorado, but not enough to pay for private health insurance.	Lawfully present or CO resident children and pregnant women under 260% FPL without other health insurance	\$42,612-78,000	Primary Care, Emergency Care and Urgent Care, Hospital Services, Dental Care (for children and pregnant women), Prescriptions, Immunizations, Maternity Care (prenatal, delivery and postpartum care), Mental/Behavioral Health Care, Vision (for children only)
Connect for Health Colorado (Colorado's State Marketplace)	Official marketplace to shop for private health insurance plans. The only place to get financial assistance for those plans.	No income requirements. An individual must (1) Be lawfully present in the United States; (2) Reside in and/or be a resident of Colorado (3) File income taxes for the coverage year	\$35,245 to 65,250 for lower monthly premiums & reductions in copays and deductibles	All plans are required to cover Essential Health Benefits (EHBs). The specifics and costs will depend on insurance plan selected. Vision and dental can be purchased independently *Must enroll during Open Enrollment or during a Special Enrollment Period

Additional Medicaid & Marketplace Programs

Program	Eligibility	Benefits
Emergency Medicaid	Individuals who are otherwise Medicaid-eligible but are without documentation	Life-threatening emergencies, including Labor & Delivery and dialysis
Family Planning and Related Services	People residing in Colorado with incomes over 133% but under 260% FPL	No co-pay for covered family planning and family planning related benefits (associated medically necessary services provided in a family planning setting as part of or as follow-up to a family planning visit)
Family Planning Services	People residing in Colorado who do not meet citizenship requirements but meet all other eligibility criteria for Health First Colorado	No co-pay for covered family planning services (services provided in a family planning setting with the intent to help members choose if, or when, to become pregnant)
Colorado Connect marketplace enrollment	Individuals who are otherwise C4HCO-eligible but are without documentation	All plans are required to cover Essential Health Benefits (EHBs). The specifics and costs will depend on insurance plan selected. <i>Must enroll during Open Enrollment for financial assistance</i>
Non-MAGI Programs*	Age 65+, blind, or with a disability by Social Security Administration standards, as well as other income and citizenship qualifications based on program	Varies by program. Examples include Old-Age Pension, Breast & Cervical Cancer Program, Refugee Medical Assistance, and Buy-In Programs

*HET does not assist with enrollment for Non-MAGI programs



Eligibility Guidelines for Medicaid 2023

Family Size	Parents & Caretaker Relatives 68% Poverty Level	Adults (Ages 19-65) 133% Poverty Level	Children (Ages 0-18) 142% Poverty Level	Pregnant Women 195% Poverty Level
1	826	1616	1725	2369
2	1117	2186	2334	3205
3	1409	2755	2942	4040
4	1700	3325	3550	4875
5	1991	3895	4158	5710
6	2283	4464	4766	6546
7	2574	5034	5375	7381
8	2865	5604	5983	8216
9	3156	6173	6591	9051
10	3448	6743	7199	9887

¹ Co-payments may apply; no co-pays for American Indians, Alaska Natives, or for a pregnant woman and her household.
Effective 1/1/2023 to 12/31/2023 Tax Filing Thresholds for a Tax Dependent or Child:

- Earned Income \$13,850
- Unearned Income \$1,250



Eligibility Guidelines for CHP+ 2023

Poverty Level	143-156% F-	157-159% F+	160-170% G-	171-185% G+	186-200% J	201-213% K	214-225% L	226-235% M	236-260% O
Family Size 1	1726 - 1895	1896 - 1932	1933 - 2066	2067 - 2248	2249 - 2430	2431 - 2588	2589 - 2734	2735 - 2855	2856 - 3159
2	2335 - 2564	2565 - 2613	2614 - 2794	2795 - 3040	3041 - 3287	3288 - 3500	3501 - 3698	3699 - 3862	3863 - 4273
3	2943 - 3232	3233 - 3294	3295 - 3522	3523 - 3833	3834 - 4143	4144 - 4413	4414 - 4661	4662 - 4868	4869 - 5386
4	3551 - 3900	3901 - 3975	3976 - 4250	4251 - 4625	4626 - 5000	5001 - 5325	5326 - 5625	5626 - 5875	5876 - 6500
5	4159 - 4568	4569 - 4656	4657 - 4978	4979 - 5417	5418 - 5857	5858 - 6237	6238 - 6589	6590 - 6882	6883 - 7614
6	4767 - 5236	5237 - 5337	5338 - 5706	5707 - 6210	6211 - 6713	6714 - 7150	7151 - 7553	7554 - 7888	7889 - 8727
7	5376 - 5905	5906 - 6018	6019 - 6435	6436 - 7002	7003 - 7570	7571 - 8062	8063 - 8516	8517 - 8895	8896 - 9841
8	5984 - 6573	6674 - 6699	6700 - 7163	7164 - 7795	7796 - 8427	8428 - 8974	8975 - 9480	9481 - 9901	9902 - 10955
9	6592 - 7241	7242 - 7380	7381 - 7891	7892 - 8587	8588 - 9283	9284 - 9887	9888 - 10444	10445 - 10908	10909 - 12068
10	7200 - 7909	7910 - 8061	8062 - 8619	8620 - 9380	9381 - 10140	10141 - 10799	10800 - 11408	11409 - 11915	11916 - 13182

- Letters correspond to the rating codes in CBMS
- Co-payments may apply
- No co-pays for American Indians, Alaska Natives, or for a pregnant woman and her household.
- Enrollment fees are no longer required for applications and renewals received after 07/01/2022
- Effective 1/1/2023 to 12/31/2023 Tax Filing Thresholds for a Tax Dependent or Child: Earned Income \$13,850 and Unearned Income \$1,250

Income Levels for Financial Help for Connect for Health Colorado Marketplace Insurance 2022

Tax Household Size	Lower monthly premiums AND reductions in copays and deductibles	Lower monthly premiums
1	\$ 17,130 to 32,200	\$ Above 32,200
2	\$ 23,169 to 43,550	\$ Above 43,550
3	\$ 29,207 to 54,900	\$ Above 54,900
4	\$ 35,245 to 65,250	\$ Above 65,250
5	\$ 41,283 to 77,600	\$ Above 77,600
6	\$ 47,321 to 88,950	\$ Above 88,950



Medicaid (Health First Colorado) and CHP+

- Medicaid for Adults
- Presumptive Eligibility Medicaid and CHP+ for pregnant women and for children under age 19
- Emergency Medicaid* for labor and delivery, pregnancy planning, or life-threatening medical emergencies
- Medicaid change forms to ensure your information is up-to-date
- Add-a-Baby forms for newborns with a parent already enrolled in Medicaid

*for people who do not meet immigration or citizenship requirements for Medicaid



Marketplace Health Insurance Plans

- Connect for Health Colorado marketplace insurance plans
 - Colorado Option standardized plans
- Colorado Connect insurance plans for people without documentation
 - Financial assistance only available during Open Enrollment

FindHelp scheduling tool: www.assistancenetwork.findhelp.com



We have unique qualities that make us different

- One eligibility technician from ACHSD to process applications and fix problems *before* denial
- Presumptive eligibility enrollment gives real-time eligibility to pregnant people and children
- Resource referral to providers, prescription assistance, food access, and more
- Problem-solving and teaching approach, health literacy focus



Current and Past Co-location and Outreach

- Aurora Mental Health & Recovery (current colocation)
- Every Child Pediatrics (previous colocation)
- Aurora Community Connections enrollment events
- Visiting OBGYNs, pediatricians, and other providers
- Tabling at events:
 - Farmers Markets
 - Adams County Fair
 - Muslim Youth for Positive Development
 - 9 Health Fair
 - Derby Days
 - Welby Days



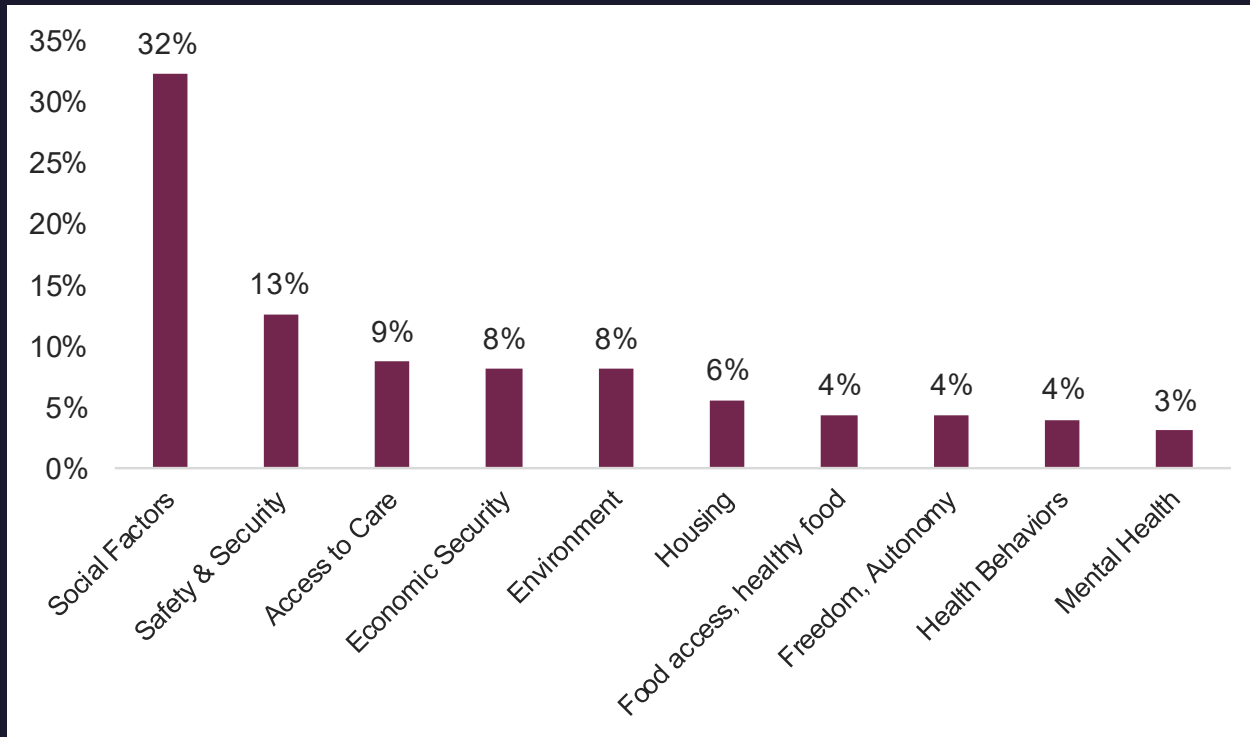
HET Outreach Priorities

1. Enrollment events
2. Education about getting and using health insurance
3. Medicaid & Marketplace APTC-eligible attendees
4. Individuals who are not English-speaking
5. Health or health-care focus
6. Children, families, and schools
7. Aurora or Adams County locations



Community Engagement: Findings (all stakeholders)

What are the three most important characteristics of a happy, healthy, and thriving community? Adams County, 2021



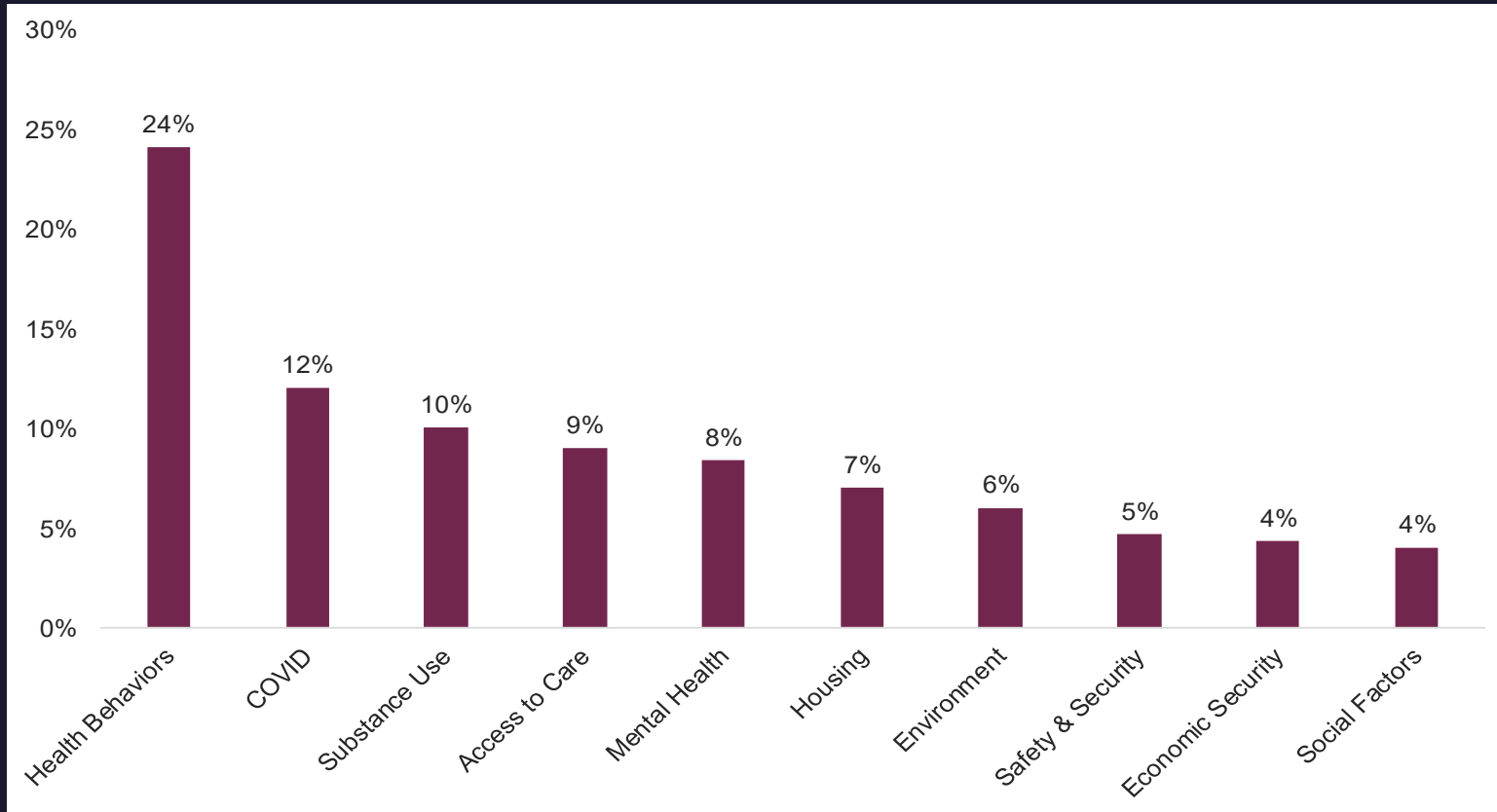
Top Characteristics:

1. Social Factors
2. Safety
3. Access to Care
4. Economic Security
5. Environment
6. Housing
7. Food access
8. Freedom/Autonomy
9. Health Behaviors
10. Mental Health

Community Engagement: Findings (all stakeholders)

What are the three most important health problems in your community?

Adams County, 2021



Top Problems:

1. Health Behaviors
2. COVID-19
3. Substance Use
4. Access to Care
5. Mental Health
6. Housing
7. Environment
8. Safety
9. Economic Security
10. Social Factors

Access to Care

- Access to care was often mentioned by community members as **a basic human need**, along with housing, food, and clothing.
- Respondents noted that access is influenced by many factors, including insurance, cost, ability to navigate the health system, ability to be seen by a provider, the time it takes to get an appointment, and transportation to and/from appointments and services.
- In addition to access services, case management and care coordination was noted as an important way to navigate services.
- Community members noted that access to care includes the full spectrum of care: from preventative services to referral and ability to receive treatment.

Code	# Mentions	%of Mentions in Category	# Mentions of Total
Access to Care (Total)	156	100%	15.2%
Access to MH, Phys HC Svcs	86	55.1%	8.4%
Access to Resources	47	30.1%	4.6%
Case management, care coordination	1	0.6%	0.1%
Access: General	14	9.0%	1.4%
Specialty Care	1	0.6%	0.1%
Access COVID	1	0.6%	0.1%
Oral health	6	3.8%	0.6%

What will not be affected

- Access to COVID-19 vaccinations and certain treatments, such as Paxlovid and Lagevrio, will generally not be affected.
- FDA's EUAs for COVID-19 products (including tests, vaccines, and treatments) will not be affected.
- Major Medicare telehealth flexibilities will not be affected.
- Medicaid telehealth flexibilities will not be affected.
- The process for states to begin eligibility redeterminations for Medicaid will not be affected.
- Access to buprenorphine for opioid use disorder treatment in Opioid Treatment Programs (OTPs) will not be affected.
- Access to expanded methadone take-home doses for opioid use disorder treatment will not be affected.



What will be affected

- Certain Medicare and Medicaid waivers and broad flexibilities for health care providers are no longer necessary and will end.
- Coverage for COVID-19 testing for Americans will change.
- Reporting of COVID-19 laboratory results and immunization data to CDC will change.
- Certain FDA COVID-19-related guidance documents for industry that affect clinical practice and supply chains will end or be temporarily extended.
- FDA's ability to detect early shortages of critical devices related to COVID-19 will be more limited.
- Public Readiness and Emergency Preparedness (PREP) Act liability protections for may be impacted.
- The ability of health care providers to safely dispense controlled substances via telemedicine without an in-person interaction is affected; however, there will be rulemaking that will propose to extend these flexibilities.

