COVERCO UPDATE

Connect for Heath Colorado Board Meeting
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October 14, 2019
Participation

411 attendees among 6 stops:

- Greeley
- Durango
- Grand Junction
- Keystone
- Pueblo
- Denver

Participants included brokers, assisters, counties, hospital staff, community resource providers, and elected officials
Sessions Overview

• Policy and Public Charge Opening Session
• Waivers 101
• Rates and What Drives Costs in Your Community
• Buy-In
• Supporting Mixed Eligibility Households
• Platform Enhancements
• Eligibility and Enrollment Considerations for Community Specific Populations
• Community Conversations
Common Themes/Feedback

2019 Pain Points

• Higher than expected volume of verifications during OE
• PEAK usage
  • PEAK application takes longer than NES
  • Users experience low RTE rates/more technical problems
  • Preference is to use NES to get Medicaid/CHP+ eligibility determinations

Community Conversations

• Transportation was the single biggest barrier to accessing care, even when affordable coverage was available
• Brokers/Assisters would like access to centralized customer resources for customers like local foodbanks, affordable housing, etc.