CENTRALIZED ELIGIBILITY TASK FORCE
June 23, 2008

Charter: To solicit stakeholder feedback regarding the Department's plan to centralize certain eligibility and enrollment processes for all public health insurance programs.

Draft Guiding Principles

- Clients should receive their eligibility status timely and accurately.
- Clients should receive their benefits timely and accurately.
- Clients deserve predictability and consistency of results throughout Colorado.
- Coloradoans should expect that government programs are run efficiently and effectively.
- Colorado should streamline and simplify options to increase enrollment and retention.
- Clients should have a variety of self-service options available to learn about, apply for, enroll in, and retain health insurance coverage including the option for face-to-face guidance.
- Document management, including imaging, storage and retrieval should meet minimum standards across the state.
- Clients deserve to be treated with dignity and respect.
- Clients should have the option of applying for public health insurance programs when they are applying for other human services programs.
- Technology should be harnessed to improve Medicaid and CHP+ enrollment and retention.

Items for Further Discussion

- Administration of health and human services activities is best accomplished by a partnership between state government, local/regional government and community stakeholders.
- Centralized eligibility should be performed by a private vendor versus by state workers.
- Centralized customer contact centers improve customer service.

Proposed Timeline for Activities

July 3, 2008	Centralized Eligibility Task Force Meeting
July 21, 2008	Contract finalized with RFP Vendor – Public Knowledge
August 7, 2008	Centralized Eligibility Task Force Meeting
August 21, 2008	Begin County Visits and Identify "Best Practices"
September 4, 2008	Centralized Eligibility Task Force Meeting
October 2, 2008	Centralized Eligibility Task Force Meeting
November 6, 2008	Centralized Eligibility Task Force Meeting
November 15, 2008	Final Report Due to Department
November 15, 2008 – January 15, 2009	Public Stakeholder Input
December 4, 2008	Centralized Eligibility Task Force Meeting