ACA IMPLEMENTATION NEWS

UPDATING YOU ON PROGRESS AND ENGAGEMENT OPPORTUNITIES RELATED TO THE AFFORDABLE CARE ACT

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Welcome Partners and Stakeholders!

This is the first in a series of updates to keep county partners, Medical Assistance (MA) sites and other stakeholders informed about Department of Health Care Policy and Financing (Department) activities and opportunities to participate in the implementation of the eligibility provisions of the Affordable Care Act (ACA).

Your continued collaboration will be critical to the success of providing health care coverage to more Coloradans. We will begin sending this newsletter twice a month but the frequency may change as we get closer to January 2014.

We want this publication to be useful to you; please provide us with content suggestions and feedback so this newsletter can better meet your needs.

Please send your content questions and suggestions to <u>Rachel.Gibbons@state.co.us</u>. We will incorporate your suggestions into upcoming issues of this newsletter.



News of Note

CMS Approves IAPD

The Centers for Medicare and Medicaid Services (CMS) gave approval of Colorado the Implementation Advanced Planning Document (IAPD) on January 2, 2013. The IAPD is the Department's request for enhanced federal Medicaid Assistance percentage to modernize our eligibility and enrollment systems and bring Colorado in compliance with the Affordable Care Act. These changes will prepare the state to implement the Medicaid expansion which is projected to bring health care coverage to thousands of Coloradans.

For background information on the IAPD visit our Planning for Health Care Reform web page or contact IAPD Project Manager Rachel Gibbons.

Medicaid Expansion

It's been a little more than a month since Governor Hickenlooper announced his intention to expand Medicaid. The Department is working with lead sponsors Senator Irene Aguilar and House Speaker Mark Ferrandino on legislation that will expand Medicaid eligibility for parents, caretaker-relatives and adults without dependent children to 133% of federal poverty level. We anticipate the legislation will be introduced in the General Assembly in the next few weeks. The Department will keep you updated as this process moves along.

The Department has <u>posted several documents</u> to its website regarding the expansion, including who is impacted, 10-year cost and caseload projections. Additional documents related to the legislation will be posted to this page. Please visit the site for background information and updates as the legislation moves forward.

Collaborating to Cover More Coloradans

COHBE Gets New Name, Releases Funding Opportunity

The Colorado Health Benefit Exchange has a new name, Connect for Health Colorado. Connect for Health Colorado will open for business on October 1, 2013 as a marketplace for insurance where Coloradans can shop for, compare and purchase health insurance and apply for premium discounts to help bring down the cost.

This week Connect for Health Colorado released a <u>funding</u> <u>opportunity announcement</u> regarding its navigator program to assist individuals, families and small businesses with the application and enrollment process. The navigator program aims to build on and support organizations throughout Colorado that are already providing application and enrollment assistance to Medicaid and CHP+. Funding will be available to help support organizational capacity and increased caseloads.

For updates on Connect for Health Colorado's implementation activities, including information about the funding opportunity, visit their <u>website</u>, or contact Navigator Program Manager Adela Flores-Brennan at 720-496-2545.

Thank You to Partners & Stakeholders

The development of the IAPD through a stakeholder process. We would like to thank our partners and stakeholders who were an integral part of the development of the IAPD. We have already had stakeholder and county partners assisting with the development of Colorado's Modified Adjusted Gross Income (MAGI) policies and this collaboration will only continue as we move forward.

Editor's Note: A section of ACA Implementation News will be devoted to upcoming stakeholder engagement opportunities. Please check the Opportunities to Get Involved Section for more details.

What is LEAN and Six Sigma?

LEAN: focuses on process flow, maximizing the value provided to customers by eliminating non-value-added steps (waste) in any process, using specific LEAN principles and tools.

Six Sigma: focuses on statistical analysis and data driven decision making to get to the root cause of problems, reduce errors, defects, and variances, and sustain the solution using Six Sigma methodologies.

Editor's note: We will include profiles of process improvements in a new section of the newsletter called Sharing Success – Examples of Eligibility and Enrollment Best Practices.

If your county or eligibility site has something to share for this section let us know so we can share your success with other readers.

Training

Business Process Re-Engineering

Statewide redesigning, streamlining and standardizing business processes supported through technology will allow Colorado to successfully implement real-time eligibility determinations. The Department will be working with the Southern Institute on Children and Families (SICF) to design multiple business process models to accommodate the business process re-engineering projects. These projects were identified in Colorado's IAPD for each of Colorado's 64 county medical assistance program eligibility sites.

In their initial work, the SICF worked with 15 Colorado counties to initiate business process improvements through the Colorado Eligibility Process Improvement Collaborative (CEPIC). Click here to see the full report, but here's a snapshot of some of the early successes:

- Boulder county decreased processing times for a new application from 22 to 17 days;
- El Paso county eliminated its backlog for redeterminations in one month after implementing a pull system;
- Jefferson county reduced their exceeding processing guidelines report by 69%; and
- Larimer implemented a pull system, stationed an eligibility worker in the lobby, and created a call center staffed by eligibility workers trained to resolve issue on the first call.

Eligibility sites will be trained on how to tailor their business process models for their site based on their workflow target condition. Eligibility site staff will be trained on how to implement, sustain and utilize business process improvements such as LEAN and Six Sigma with a focus on the Plan-Do-Study-Act methodology. Those proven methods and processes will be implemented throughout the business process re-engineering project. The Department is planning collaborative learning sessions and onsite visits to begin later this year. More details will be available in upcoming issues of *ACA Implementation News*.

Opportunities to Get Involved

Participate in Joint Application Development, Training Modules, Testing & Rule Changes

There will be several opportunities for stakeholders and county partners to learn about and become involved in implementation of the Affordable Care Act. Here's a very brief overview of several opportunities over the next few months:

March

- Stakeholder and partner feedback on our correspondence redesign.
- County involvement and assistance will be requested for the development of training for the policies and system changes.

April/May

• Solicit county assistance for CBMS UAT testing that is scheduled to begin in June.

Summer 2013

• Stakeholder and partner feedback opportunities on rule changes related to the ACA.

Once specific times, dates and venue information becomes available we will share it in this section *of ACA Implementation News*. For a high level reference, the Department has added a 2013 Eligibility Implementation Timeline to the Department's <u>Health Care Reform planning page</u>. This timeline identifies key milestones and deliverables throughout the year leading up to full implementation of the ACA in January 2014. Visit this page often as it will be updated as schedules change and new items are added.

Send Your Feedback

There is a lot to accomplish as we work toward full implementation of the Affordable Care Act in January 2014. We want to provide information and resources that help you understand the upcoming changes. We need your content questions and suggestions to better utilize this newsletter to provide the information you need. Chances are if you have a question about something, there are several others who have the same question.

Please send your story ideas and suggestions to improve this newsletter to Rachel Gibbons at Rachel Gibbons@state.co.us. We look forward to your feedback.

