

# CICP COMMUNICATES

August 2014

## COLORADO INDIGENT CARE PROGRAM

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## COLORADO INDIGENT CARE PROGRAM

Providers should continue to refer applicants below the 133% Federal Poverty Limit (E- rating) to Medicaid. Providers should make applicants aware of the additional benefits of being enrolled in a program that offers an entitlement to specific benefits.

When screening a CICP applicant, providers should first determine if an applicant would qualify for Medicaid based on the applicant's income only. Because Medicaid does not count deductions the same as CICP, if the income is 133% or under the FPL, the CICP provider should refer the applicant to Medicaid before moving forward with any CICP deductions.

## OLD AGE PENSION (OAP) CLARIFICATION

Effective January 1, 2014, the Colorado Department of Human Services implemented a change to align non-citizen eligibility for Colorado's OAP with federal requirements for public benefits programs. This eligibility alignment considers the non-citizen's sponsors' income and resources when determining eligibility for OAP. Pensioners may qualify for medical through Medicaid or the State-Only OAP Health and Medical Care Program.

Many CICP providers may have seen an influx of immigrants who may have lost their pension income and medical care coverage and may be seeking to enroll in CICP.

Because CICP does not count sponsorship income, these applicants may appear to be eligible for Medicaid. However, if the OAP pensioner recently lost their OAP medical care coverage, it is not necessary for the CICP providers to request a Medicaid denial letter. This is an exception to the regulation, which requires all categorically eligible applicants to apply for Medicaid first and provide a Medicaid denial letter prior to participating in the CICP.

## MEDICARE AND OTHER PRIMARY INSURANCE

CICP clients with Medicare or other primary insurance are allowed to participate in CICP. Providers will bill Medicare or the commercial health insurance policy first for all medical expenses incurred. Unpaid medical expenses will be billed to the CICP minus the health insurance copayment, coinsurance, deductible or the CICP copayment, whichever is lower.

The maximum a provider can collect from a CICP eligible client is the CICP copayment, even if that client has another primary insurance such as Medicare.



## SAVE THE DATE FOR CICP EXECUTIVE FORUM

The Annual CICP Executive Forum will be held on September 11, 2014, at the Denver Health Pavilion - C Sabin Classroom, 790 Delaware Street, Denver, Colorado from 1:30 p.m. to 4:00 p.m.

The Department plans to discuss, explore and collaborate with CICP Executives regarding how CICP should progress into the future. Discussions will focus on CICP funding, the possibility of adding additional services to the benefit package, increasing FPL, requiring primary insurance, and aligning CICP with MAGI Medicaid income. Additional materials and the final agenda will be forthcoming.

## CICP STAKEHOLDER FORUM

Stakeholders review the CICP policies and make recommendations to the Department related to improving the CICP eligibility process. The forum is comprised of CICP providers, client advocates and Department staff.

On Thursday, July 31, the Department and Stakeholders discussed whether or not to align CICP income requirements with Medicaid Modified Adjusted Gross Income (MAGI) eligibility. The Department and Stakeholders also had a lengthy discussion regarding counting applicants' vehicles as a liquid resource and medical debt as a deduction.

The Department will continue researching the feasibility of changes, and potential impact on both CICP providers and clients before making any policy or rule changes.

The next CICP Stakeholder Forum is Thursday, October 30, 2014 from 9:00 a.m. until 11:00 a.m. at 225 East 16th Ave, Denver, CO 80203, Conference Room 6 A/B. Please contact Karen Talley at [Karen.Talley@state.co.us](mailto:Karen.Talley@state.co.us) with any agenda items or suggestions.

## CICP PROVIDERS IN THE NEWS

Peak Vista Community Health Centers (Peak Vista) has finalized a merger with Plains Medical Center (PMC). The merger of these two quality providers will together provide even greater access to primary care.

Denver Health Hospital and Authority is celebrating the grand opening of Denver Health's newest clinic. The Lowry Family Health clinic is located at 1001 Yosemite Street in Denver, Colorado, and offers services to patients of all ages.

Middle Park Medical Center (MPMC) in Kremmling, Colorado and Centura Health, the region's health care leader, have entered into a management agreement which leverages the strengths of both organizations to provide residents of northern Summit county with improved access to clinical and operational services. Both organizations will continue to collaborate to provide specific resources and services that support development of shared programs that complement and help expand existing clinical services and specialties to improve the value of health services delivered.

## SAVE THE DATE FOR COLORADO HEALTH FOUNDATION 2015 OPEN ENROLLMENT KICK-OFF

The Colorado Health Foundation is hosting a statewide kick-off training event on October 14-15, 2014 in preparation of the 2015 open enrollment with of the Colorado Department of Health Care Policy and Financing, the Colorado Division of Insurance and Connect for Health Colorado. The 2015 open enrollment period for Connect for Health Colorado is November 15, 2014 through February 15, 2015.

The event will bring together health coverage guides, assistance sites, brokers and agents, community-based organizations and advocates for training on the technical aspects of enrollment, as well as capacity-building for marketing, messaging and outreach.

The event will be held at The Crowne Plaza Hotel-DIA, located at 15500 East 40th Ave., Denver, CO 80239. More details on the event will be forthcoming.

# PEAK UPGRADES

## PEAKMOBILE

Clients and applicants can now access PEAKmobile, the mobile version of the PEAK website, from a smart phone or other mobile device with a small screen. Anyone who visits the PEAK website from a mobile device will automatically be viewing the PEAKmobile website. PEAKmobile is equipped with essential tools clients need to effectively manage their benefits. For more information see [PEAK News](#).

## IMPORTANT REMINDER FOR CLIENTS

Coloradans can determine if they could be eligible for [Colorado Medicaid](#) or for financial assistance to help purchase private health insurance through [Connect for Health Colorado](#). Find out [how to update your information](#) if any changes are made to family income or household size.

## NEW PEAK RESOURCES AVAILABLE

The PEAK Outreach Team has created the following resources to help navigate the new features in PEAK:

- [Tips for Applying: After the Close of Open Enrollment](#)
- [Tips for Applying: Insurance Transitions between Medicaid or CHP+ to Private Insurance](#)
- [Instructions for Checking the Status of Submitted Applications through PEAK](#)
- [Instructions for Accessing the PEAK Mail Center and Setting Preferences](#)
- [Instructions for Answering Retroactive Medicaid Questions](#)

The guides can also be found at [Colorado.gov/HCPF/HealthCareReform](#) under the PEAK Resources heading. Questions regarding these resources should be directed to [PEAKOutreach@bouldercounty.org](mailto:PEAKOutreach@bouldercounty.org).

## PEAK TECH SUPPORT

Consumers and community partners should submit a description of technical issues they are having, such as an error message, to [CBMS.Help@state.co.us](mailto:CBMS.Help@state.co.us). County eligibility workers should submit a Help Desk Ticket through the CBMS Service Desk.

## CHECK YOUR APPLICATION STATUS ONLINE

Coloradans can now check the status of their Assistance Application (includes Medicaid and Child Health Plan Plus (CHP+) online. To check your application status online go to [Colorado.gov/PEAK](#) then log in to your PEAK Account (remember, you can create a PEAK account at any time). You can see your application status under the Check My Benefits section.

If you are awaiting an eligibility determination visit [Colorado.gov/HCPF/ApplicationStatus](#) or click [here](#) to learn more about your next steps.

## MEDICAID CUSTOMER CONTACT CENTER

As a reminder, questions pertaining to current client cases or benefits should be directed to the Medicaid Customer Contact Center. You can reach the Customer Contact Center at:

- Toll Free: 1-800-221-3943/ TDD: 1-800-659-2656
- Email: [Customer.Service@hcpf.state.co.us](mailto:Customer.Service@hcpf.state.co.us)
- Hours of operation: Monday through Friday, 7:30 a.m. to 5:15 p.m. The Contact Center is closed for staff meetings on Fridays from 10 a.m. - 11 a.m. (closed State holidays)

## HEALTHCOLORADO CUSTOMER SUPPORT

HealthColorado is a state program that helps Medicaid clients choose the health plan they want to get Medicaid services through. HealthColorado sends letters to all newly enrolled Medicaid clients letting them know about their Medicaid health plan options. Visit [HealthColorado.net](#) or contact customer support for more information about Medicaid health plans and how to enroll.

- In Denver: 303-839-2120
- Outside of Denver: 1-888-367-6557
- TTY: 1-888-876-8864
- Assistance is available Monday through Friday, 8 a.m. to 5 p.m. (closed State holidays.)

## FREQUENTLY ASKED QUESTIONS

- **With the ACA requirements, more people are choosing a Kaiser insurance which doesn't offer an out of network coverage. Can a CICIP provider offer CICIP to an applicant knowing they cannot collect from Kaiser?**

**Answer:** Yes. CICIP cannot be denied to applicants that have Kaiser. The Department recommends billing Kaiser, and after the claim is denied for "patient receiving out of network services," the cost of service less the CICIP copayment can be included in the uncompensated cost data reported to the Department.

- **Would an infant be charged a separate copayment than a mother who is on CICIP?**

**Answer:** Depends. If the inpatient stay was due to the delivery of the newborn, only one copayment for both the mother and baby would be charged. If the baby must have an extended stay after the mother is discharged, the infant would incur an inpatient copayment.

- **If an unmarried couple share biological children, can each adult include those children in household size on separate CICIP applications?**

**Answer:** Yes. Because financial support does not need to be demonstrated for minor children, and if both parents are the biological parents, than each parent can include the minor children in separate households.

- **Can foster children be included in the household size, and is the income received for the foster children counted as income?**

**Answer:** The County assumes full or partial financial responsibility for a child in foster care. Usually a foster parent receives a subsidy for caring for the child; therefore a foster child cannot be counted in household size, unless as per Article V, section 5.03, the applicant can demonstrate they provide 50% financial support. Article VI, section 6.04 (5) of the Eligibility Section of the CICIP Provider Manual lists foster care income as exempt.

## GENERAL REMINDERS

- Providers should send questions to CICIP Correspondence for a timely response; however, providers can also send specific inquiries directly to the following staff:
  - [Karen.Talley@state.co.us](mailto:Karen.Talley@state.co.us) for Primary Care Fund questions, and CICIP questions
  - [Matthew.Littlejohn@state.co.us](mailto:Matthew.Littlejohn@state.co.us) for provider billing reports and information
  - [Eugene.Advincula@state.co.us](mailto:Eugene.Advincula@state.co.us) for provider audits and information
- If you would like assistance concerning CICIP payment information, please contact our Special Financing Accountant, [Gina.Decrescentis@state.co.us](mailto:Gina.Decrescentis@state.co.us). She can answer questions about current and prior payments, EFT Direct Authorization, W-9 forms, or other payment related information. Gina can be reached at 303-866-5718.
- Providers can access CICIP information at [colorado.gov/hcpf/our-providers](http://colorado.gov/hcpf/our-providers). Click on Get Info, then select from the listed programs.
- Clients can reach the Department's Customer Contact Center at 1-800-221-3943.

# COLORADO INDIGENT CARE PROGRAM

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