

CICP COMMUNICATES

March 2014

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COLORADO INDIGENT CARE PROGRAM

The Medical Services Board (MSB) approved the Department's revised CICP rule to no longer exempt homeless clients from providing the "verification of denied Medicaid benefits requirement" effective March 2, 2014. All applicants who appear to be eligible for Medicaid must provide a Medicaid denial letter prior to approval of CICP.

As a reminder, CICP providers cannot deny services to CICP clients who refuse to purchase health insurance in 2014. Providers may create their own form for clients to sign indicating that they have chosen not to purchase health insurance. The Department welcomes any information providers are willing to share regarding CICP clients' choices on this matter.

CONNECT FOR HEALTH COLORADO

Coloradans can get more information and an estimate of potential financial assistance to reduce costs of health insurance through the following website:

ConnectforHealthCO.com or by calling toll free: 1-855-752-6749. Open enrollment closes March 31, 2014 at midnight. Thereafter, Connect for Health Colorado remains open for enrollment only for applicants with qualifying event life changes.

The [Department of Health Care Policy and Financing, Division of Insurance](#) and [Connect for Health Colorado](#) have released a new joint communications webinar. The webinar discusses how community partners can assist in reaching the uninsured and begin to educate consumers on how to use their coverage. The webinar also provides an overview of the resources available for consumers, partners and providers about the Affordable Care Act, Medicaid expansion, Connect for Health Colorado and the changes to private health insurance.

The new webinar can be found on Colorado.gov/HCPF/ACAResources or by clicking [here](#). Following the webinar, if you have questions please submit them to ACAImplementation@hcpf.state.co.us.

IMPROVING HEALTH CARE ACCESS AND OUTCOMES FOR THE PEOPLE WE SERVE WHILE DEMONSTRATING SOUND STEWARDSHIP OF FINANCIAL RESOURCES



PEAK WEBSITE UPGRADES LAUNCHED

The Department recently upgraded its online application for medical assistance programs available at Colorado.gov/PEAK. The upgrades are part of a series of changes to streamline the application process and improve the user experience. The recent upgrades include:

- **Electronic Insurance Cards** – Current Medicaid participants are now able to print their insurance cards online, making it more convenient for clients to seek medical services before their permanent cards arrive by mail.
- **Streamlined Medicaid Assistance Application Questions** – This upgrade makes the online application more dynamic for many applicants by automatically skipping questions that only pertain to those applicants with disabilities or who may need long-term services.

Questions about the PEAK application can be found online at [frequently asked questions](#). To check the status of an application filed in PEAK, click on colorado.gov/hcpf/myapplication. For more information about Medicaid or Child Health Plan *Plus* visit Colorado.gov/hcpf.

MEDICAID APPLICATION PROCESSING UPDATE

The PEAK Inbox backlog was cleared in December 2013. Improvements in the last quarter of 2013 were attributed to an increase in staff, call center capacity, and an increase in bandwidth to bring down the call wait times closer to 20 minutes.

Send concerns to Karen Talley, Karen.Talley@state.co.us

NEW MEDICAID DENTAL BENEFIT FOR ADULTS

Colorado's new adult dental benefit will begin April 1, 2014. According to the Colorado Dental Association, Senate Bill (SB13-242) allows an estimated additional 300,000 Coloradans access to basic preventive and restorative dental care. Previously, adults on Medicaid only had access to emergency dental services.

BACKDATING FOR CHILD HEALTH PLAN *PLUS* (CHP+)

Child Health Plan *Plus* (CHP+) now back dates eligibility to the first of the month of application. Providers may apply a CICP rating to services received 90 days prior to the CHP+ effective date of enrollment.

CICP BACKDATING FOR MEDICAID EXPANSION CLIENTS

CICP ratings will continue to be retroactive for services received up to 90 days prior to application. Newly eligible Medicaid clients who received medical services from a CICP provider prior to Medicaid eligibility should be rated based on current income and resources. The provider will backdate the rating for services prior to Medicaid eligibility. However, providers will not issue a CICP card to the client. Medicaid benefits should cover services moving forward.

IMMIGRANTS LOSING OLD AGE PENSION (OAP) ELIGIBLE FOR CICP

Effective January 1, 2014, Colorado Department of Human Services implemented a change from legislation enacted on May 6, 2010. The intent of House Bill 10-1384 (HB 10-1384) is to align non-citizen eligibility for OAP with federal requirements for public benefits programs. This eligibility alignment considers non-citizen sponsors' (regardless of the relationship) income and resources when determining eligibility for OAP. Therefore, CICP providers can expect to see an influx of immigrants who will be losing OAP eligibility.

CICP does not consider sponsor's income for CICP determinations. A Medicaid denial is not necessary prior to enrolling this population in CICP. For more details on the policy implementation, click on colorado.gov/cs/Satellite/HCPF/HCPF/1218102967079.

CICP STAKEHOLDER FORUM

Stakeholders review the CICP 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.

The next CICP Stakeholder Forum is Thursday, April 24 from 9:00 a.m. until 11:00 a.m. at 1570 Grant Street, Denver, CO, Aspen Conference Room (4th Floor). Please note the CICP Stakeholder Forum will occur quarterly (4 times per year).

Please contact Karen Talley at Karen.Talley@state.co.us with agenda items by March 21, 2014.

CICP PROVIDERS IN THE NEWS:

MCPN Gives Kids Something to Smile About

Each year, on the first Friday in February, dental volunteers across Colorado donate their time to help children without dental insurance or the ability to afford dental care. Organizations who participate in Give Kids a Smile Day (GKAS) provide free dental treatment and education for children. GKAS takes place in every state, with Colorado boasting one of the nation's best success stories for this program.

During this year's GKAS Day, Metro Community Provider Networks (MCPN) provided kids free dental cleanings at their Jeffco Family Health Services and North Aurora clinics.

Peak Vista Helping Patients Enroll in Health Insurance Plans

Peak Vista Community Health Center prepared for changes in health coverage by applying for grants that allowed them to hire patient guides to educate both current patients and community members in navigating the expanded Medicaid services and Colorado's state health insurance marketplace. To date, Peak Vista has cross-trained 40 current staff members to provide health coverage information

to residents. Peak Vista also created an outreach campaign to further help patients by informing them of the new eligibility guidelines and explaining the coverage changes in the Colorado Indigent Care Program (CICP). By the end of 2013, Peak Vista enrollment staff had consulted 4,716 households regarding Medicaid expansion and 907 households on Colorado's health insurance marketplace.

Peak Vista to Open New Community Health Center

Peak Vista's newest CHC, the Lane Family Senior Health Center, opened its doors on February 3, 2014, in a new building on the University of Colorado at Colorado Springs campus. The Lane Center for Academic Health Sciences began in July 2013, and is now the home to Peak Vista's Lane Family Senior Health Center, the Colorado University Aging Center, the Gerontology Center, the Trauma Health and Hazards Center, and a clinic operated by the Beth-El College of Nursing and Health Sciences.

New Mountain Family Health Centers Clinic to Open in Eagle County

Mountain Family Health Centers (MFHC) received funding to expand access to high quality, affordable health care. The new site, Eagle Care Clinic in Edwards, Colorado, which is currently run by Vail Valley Medical Center, will transfer management to MFHC. The new site plans to open its doors as Mountain Family Health Center-Edwards clinic in February 2014.

GENERAL REMINDERS

- CICP Correspondence email is currently working; however, providers can continue to send specific inquiries directly to the following staff:

Karen.Talley@state.co.us

Primary Care Fund questions and CICP questions

Matthew.Littlejohn@state.co.us

Provider billing reports and information

Eugene.Advincula@state.co.us

Provider audits and information

- If you would like assistance concerning CICP payment information, please contact our Special Financing Accountant, 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 CICP information at colorado.gov/hcpf. Click on Providers, then CICP on the left menu and select from the listed topics.
- Clients can reach the Department's Customer Contact Center at 1-800-221-3943.

COLORADO INDIGENT CARE PROGRAM

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