1) Expand Proactive Eligibility and Enrollment

Potential Recommendations:
o The Department and its partners should continue to enroll justice-involved members using multiple pathways to reach individuals at different points along the health care continuum.
o The Department and DOC should collaborate to create a feedback loop that provides justice-involved members with enrollment confirmation, Medicaid IDs, and benefit information prior to release.
o Community partners should discuss the current eligibility and enrollment process with justice-involved people to identify barriers and solutions to the onboarding process and work with both the Department and DOC to address any issues.
o The Department and DOC should ensure that case managers, discharge planners, and community partners have the right tools in place to assist justice-involved individuals with member enrollment. This includes understanding how to operationalize PEAK and PEAK Pro, the website individuals use to apply for Health First Colorado.

2) Provide Timely Care Coordination and Care Continuity

Potential Recommendations:
o RAEs should schedule proactive appointment, ideally before someone is released or shortly thereafter, and leverage other benefit streams, such as funding from the Office of Behavioral Health, to fill in any gaps in coverage.
o Cross-collaboration between state agencies (Department and DOC) to establish clear processes around care coordination and care continuity.
o RAEs should prioritize care coordination for justice-involved members with a behavioral health condition.
o RAES should ensure dedicated health care navigators and/or care coordinators are focused on justice-involved people to help them navigate the health care system and effectively utilize the benefits of Health First Colorado.

3) Engage Members in Their Health Care Coverage

Potential Recommendations:
o DOC should offer classes for individuals specifically on the topic of Health First Colorado benefits for those close to being released (i.e. during pre-release or in the reentry pods).
o Create a health literacy video that includes health testimonials from other justice-involved individuals on Medicaid. Videos are a powerful medium to reach this population and could be a way of addressing the needs of those with low-literacy or an intellectual disability. CCJRC plans to create a video that incorporates material already housed on the Take Care Health Matters website: takecarehealthmatters.org
o The Department and its partners should ensure that DOC has the necessary member handbooks and health guides to provide to justice-involved members ready for release.

- o DOC should distribute health guides, like CCJRC's *Your Health Matters,* to justice-involved members that explains Health First Colorado benefits as a part of reentry curriculum or prior to release.
- o RAEs and the DOC should collaborate to ensure a health navigator, care coordinator, or case manager is available to sit down, meet face to face, and answer health questions both prior to release and after.
- o Increase DOC and case manager accountability for delivering this information so that it becomes a priority.

4) Leverage Trusted Community Partners

Potential Recommendations:
- o The Department and RAEs should engage and establish ongoing relationships with local community based organizations that work directly with justice-involved people, as they are a trusted and reliable resource to connect with.
- o RAEs should work with local community corrections facilities to establish onsite health care classes, care coordination activities or onsite health care services to ensure that justice-involved people are getting appropriately connected to care.
- o RAEs should include Health First Colorado benefit information in packets that are provided to residents of community corrections facilities as well as have information readily available at community based organizations.

5) Ensure Health Care Coverage Continues

Potential Recommendations:
- o None.