Public Health Emergency (PHE) Unwind

What Providers Need to Know

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Learning Points

PHE end date runs through July 15, 2022 (waiting for new end date)

*Members need to update their contact information

PHE Unwind:
*keep it simple!

*Members need to check their mail for renewal packets

Identify resources if members lose coverage
Latest Communication from HCPF

It is important to go to the website for latest updates about the end date for the public health emergency. There is a sixty (60) day notice period before any end to the PHE.

https://hcpf.colorado.gov/phe-planning
Members Must Update Contact Information

Correct Home Address + Correct Email Address + Correct Phone Number = Members receiving renewal packets

Members can update their contact information on PEAK app/website, local DHS office, or through a Certified Assistance Site and Enrollment Center. See: https://hcpf.colorado.gov/uya-campaign
Renewal Revamp

The state simplified the content for members to keep their eligibility. There is an ex-parte process for renewing benefits.

Document title changed from redetermination packet to renewal packet.

Members MUST sign the signature page when returning packet.
What happens if a Member loses coverage?

Members will no longer have continuous coverage once PHE ends. If you identify that a member has lost coverage, direct members to the Colorado Marketplace (Connect for Health Colorado) or a Certified Assistance Site and Enrollment Center to identify other available coverage.

https://connectforhealthco.com/
Promoting Continuity of Coverage

Providers should ask members if they have new contact information

Direct members to local DHS office or PEAK app to update information so they receive notifications keeping benefits

Encourage members to check mail for renewal packets and complete paperwork to stay on coverage

Ask members if they still have coverage, direct to CO Marketplace

Ask members if they still have coverage, direct to CO Marketplace
I don’t need to know everything, I just need to know where to find it, when I need it.

Albert Einstein
Resources

https://hcpf.colorado.gov/phe-planning

https://hcpf.colorado.gov/uya-campaign

https://connectforhealthco.com/
1% Better... Small changes over time have lasting results (James Clear)

What is 1 thing you can start doing?

What is 1 thing you can stop doing?

What is 1 thing that you need to help members maintain coverage?