

OMB #: 0938-0707

Exp. Date:

**MODEL APPLICATION TEMPLATE FOR
STATE CHILD HEALTH PLAN UNDER TITLE XXI OF THE SOCIAL SECURITY ACT
STATE CHILDREN'S HEALTH INSURANCE PROGRAM**

Preamble

Section 4901 of the Balanced Budget Act of 1997 (BBA) amended the Social Security Act (the Act) by adding a new title XXI, the State Children's Health Insurance Program (SCHIP). Title XXI provides funds to states to enable them to initiate and expand the provision of child health assistance to uninsured, low-income children in an effective and efficient manner. To be eligible for funds under this program, states must submit a state plan, which must be approved by the Secretary. A state may choose to amend its approved state plan in whole or in part at any time through the submittal of a plan amendment.

This model application template outlines the information that must be included in the state child health plan, and any subsequent amendments. It has been designed to reflect the requirements, as they exist in current regulations, found at 42 CFR part 457. These requirements are necessary for state plans and amendments under Title XXI.

The Department of Health and Human Services will continue to work collaboratively with states and other interested parties to provide specific guidance in key areas like applicant and enrollee protections, collection of baseline data, and methods for preventing substitution of Federal funds for existing state and private funds. As such guidance becomes available; we will work to distribute it in a timely fashion to provide assistance as states submit their state plans and amendments.

Form CMS-R-211

Effective Date:

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Approval Date:

**MODEL APPLICATION TEMPLATE FOR
STATE CHILD HEALTH PLAN UNDER TITLE XXI OF THE SOCIAL SECURITY ACT
STATE CHILDREN'S HEALTH INSURANCE PROGRAM**

(Required under 4901 of the Balanced Budget Act of 1997 (New section 2101(b)))

State/Territory: Colorado
(Name of State/Territory)

As a condition for receipt of Federal funds under Title XXI of the Social Security Act, (42 CFR, 457.40(b))

(Signature of Governor, or designee, of State/Territory, Date Signed)

submits the following State Child Health Plan for the State Children's Health Insurance Program and hereby agrees to administer the program in accordance with the provisions of the approved State Child Health Plan, the requirements of Title XXI and XIX of the Act (as appropriate) and all applicable Federal regulations and other official issuances of the Department.

The following state officials are responsible for program administration and financial oversight (42 CFR 457.40(c)):

Name: Karen Reinertson	Position/Title: Executive Director, Colorado Department of Health Care Policy and Financing
Name: Marilyn Golden	Position/Title: Division Director for the Office of Operations and Finance
Name: Barbara Ladon	Position/Title: Director, Children's Basic Health Plan d.b.a. Child Health Plan <i>Plus</i> (CHP+)

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0707. The time required to complete this information collection is estimated to average 160 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, N2-14-26, Baltimore, Maryland 21244.

Effective Date:

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Approval Date:

Section 1. General Description and Purpose of the State Child Health Plans and State Child Health Plan Requirements (Section 2101)

- 1.1 The state will use funds provided under Title XXI primarily for (Check appropriate box) (42 CFR 457.70):
- 1.1.1 Obtaining coverage that meets the requirements for a separate child health program (Section 2103); OR
 - 1.1.2 Providing expanded benefits under the State's Medicaid plan (Title XIX); OR
 - 1.1.3 A combination of both of the above.
- 1.2 Please provide an assurance that expenditures for child health assistance will not be claimed prior to the time that the State has legislative authority to operate the State plan or plan amendment as approved by CMS (42 CFR 457.40(d))
- 1.3 Please provide an assurance that the state complies with all applicable civil rights requirements, including title VI of the Civil Rights Act of 1964, title II of the Americans with Disabilities Act of 1990, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, 45 CFR part 80, part 84, and part 91, and 28 CFR part 35. (42CFR 457.130)
- 1.4 Please provide the effective (date costs begin to be incurred) and implementation (date services begin to be provided) dates for this plan or plan amendment (42 CFR 457.65):
- Effective date: July 1, 2005
Implementation date: December 23, 2005

Section 2. General Background and Description of State Approach to Child Health Coverage and Coordination (Section 2102 (a)(1)-(3)) and (Section 2105)(c)(7)(A)-(B))

- 2.1** Describe the extent to which, and manner in which, children in the state including targeted low-income children and other classes of children, by income level and other relevant factors, such as race and ethnicity and geographic location, currently have creditable health coverage (as defined in 42 CFR 457.10). To the extent feasible, make a distinction between creditable coverage under public health insurance programs and public-private partnerships (See Section 10 for annual report requirements). **(42 CFR 457.80(a))**

See Attachment 1 for a description of children's insurance status by income and race and ethnicity.

- 2.2** Describe the current state efforts to provide or obtain creditable health coverage for uncovered children by addressing: (Section 2102)(a)(2) (42CFR457.80(b))

- 2.2.1** The steps the state is currently taking to identify and enroll all uncovered children who are eligible to participate in public health insurance programs (i.e., Medicaid and state-only child health insurance):

The steps the state is currently taking to identify and enroll all uncovered children who are eligible to participate in public health insurance programs (i.e. Medicaid and state-only child health insurance):

Colorado identifies and enrolls children eligible to participate in public health insurance programs through a significantly broad outreach strategy through both public and private partners and through direct appeals to families in the media and in their communities. Significantly, one of the most successful efforts after five years of operation has been and continues to be word of mouth that has been generated by the positive experiences of members and local partners.

One important method of enrollment that has simplified the process for families is the development of a simplified, joint application that partners and the agency can use to enroll children and families in either Medicaid or CHP+. This simplified application can be obtained through the standard Medicaid outreach and enrollment process, as well as through the standard CHP+ outreach and enrollment processes.

1. Medicaid, administered by the Colorado Department of Health Care Policy and Financing, provides health coverage to low-income children and families, elderly and disabled Coloradoans. Colorado takes the

following steps to enroll children in Medicaid:

- County social services departments determine a person's eligibility for Medicaid. Presumptive eligibility sites (Federally Qualified Health Centers and Planned Parenthood clinics), county nurse's offices, doctor's offices and Indian Health Centers determine presumptive Medicaid eligibility and enroll pregnant women. Infants up to twelve months old born to Medicaid-enrolled women are guaranteed Medicaid eligibility for twelve months.
- Outstationed eligibility sites (FQHCs, Disproportionate Share Hospitals, and local county health departments) help people apply for Medicaid by collecting and sending their applications and paperwork to the county department of social services office for eligibility determination.
- Posters, brochures, and a 1-800 number provide Medicaid information to potentially eligible families at several locations, including public assistance offices.
- The CHP+ screens applicants for Medicaid eligibility. When an applicant appears to be Medicaid eligible: the CHP+ central office refers applications to Medicaid technicians located at the CHP+ office who process the application for the family. This process accelerates enrollment. Satellite eligibility determination sites refer directly to county department of social services for application processing.

2. The CHP+ is a public/private partnership providing subsidized health insurance for children in low-income families statewide who are not eligible for Medicaid. The CBHP Policy Board provided oversight and policy development. CHP+ is administered by the Department of Health Care Policy and Financing through private contractors who provide various services. These organizations manage the routine administrative matters associated with CHP+.

National data and three years of experience have shown that reaching out on a local level is the most effective way to reach eligible families. CHP+ has continued its efforts to partner with many community-based organizations throughout the year. CHP+ created partnerships with approximately 2000 community-based organizations including: schools; Head Start programs; family resource centers; community

health centers; United Way agencies; public health departments; county departments of social services; Women, Infants, and Children programs; and many others. These extensive partnerships represent an extraordinary commitment statewide to enroll uninsured children as part of the CHP+ comprehensive marketing and outreach strategy. In addition, CHP+ program initiated a targeted television advertising campaign and began testing employer-based outreach activities. All of these activities represent Colorado's interest in reaching families in every way possible.

2.2.2 The steps the state is currently taking to identify and enroll all uncovered children who are eligible to participate in health insurance programs that involve a public-private partnership.

CHP+ has created an extensive marketing and outreach program encompassing strategies that range from grass roots networking to mass market advertising campaigns. These efforts have been implemented to reach families many different ways with different messages.

To better evaluate the effectiveness of these strategies, CHP+ implemented a large-scale, application-source tracking system in March 2000. The system allows an application to be traced back to the initial source without relying on self-reported referral data. This tracking system will continue to be used to monitor trends and results from marketing and outreach campaigns.

Community-Based Partnerships:

A cornerstone of the CHP+ outreach strategy is to maintain and build on community partnerships. To reach all eligible families through as many avenues as possible, CHP+ works with more than 2000 partners. These include: schools; Head Start programs; family resource centers; community health centers; United Way agencies; public health departments; county departments of social services; Women, Infants, and Children nutrition programs; faith-based organizations and a myriad of others. Experience has shown that multiple contacts throughout the community are important to the eventual enrollment of an eligible child.

Hispanic-Related Partnerships:

In order to reach the substantial Hispanic population in Colorado, CHP+ has partnered specifically with LARASA and the Mexican Consulate to explore appropriate avenues to reach this subpopulation. LARASA staffs a CHP+ advisory council that represents Hispanic business, faith-based and community service leaders. These community leaders advise CHP+ regarding the special needs of the Hispanic population.

Managed Care Organizations:

One method of partnering has been the implementation of joint media campaigns in which four of the six managed care organization partners have participated. These purchased advertisements were structured so that each partner received airtime when marketing would be most effective.

Most managed care partners have committed extensive time and effort to reach disenrollees, as well as to find new enrollees through advertisements, partnerships and events. All of CHP+'s managed care partners participate in various community events throughout the state.

Advertising and Earned Media:

CHP+ experienced an increased number of applications from concentrated advertising campaigns. Spikes in requests for information are consistently noted after television advertisements or newspaper stories about the program appear. Television continues to rank as the highest source of referral for individual applications. CHP+ and managed care organizations team together to purchase targeted television advertisements because they are so effective.

County Departments of Social Services:

County departments of social services provide support to low-income families in communities ranging from food stamps and Women, Infants, and Children programs to child care and Colorado Works. Many CHP+ referrals come from these programs. In addition, because federal law mandates linkage between CHP+ and Medicaid (for example, through a common application) about 20% of CHP+ applications are submitted through the Medicaid application process managed directly by county departments of social services.

Satellite Eligibility Determination Sites:

CHP+ has a network of 73 satellite eligibility determination sites statewide, including multiple locations for some sites. These sites comprise community health centers, county nursing services, school-based health

centers and other community providers, and have been an essential component of the programs outreach and enrollment activities. As part of their contract with CHP+, they are required to provide outreach to their community for CHP+ and have access to an on-line enrollment system to accelerate program enrollment.

Schools:

Schools are consistently one of the most frequently cited sources of referral by applicants. Increasing numbers of school districts are partnering with CHP+ to assure the children they serve know about the program.

Community Health Centers:

The Colorado Community Health Network has made involving its members in Medicaid and CHP+ outreach a priority. Community health centers are the largest group of primary care providers throughout the state serving low-income children. Some serve as satellite eligibility determination sites while others participate in community coalitions to enroll children in Medicaid and CHP+.

Covering Kids Colorado:

A significant partner in developing community-based outreach has been Covering Kids Colorado, which is a Robert Wood Johnson Foundation funded grant program administered by the Colorado Department of Public Health and Environment. The program has focused on three distinct communities, Denver City and County along with Adams and Prowers Counties, to assure all children eligible for CHP+ and Medicaid are enrolled in their respective programs. Covering Kids has employed a community-based partnership strategy similar to the one used by CHP+.

Colorado has received a Covering Kids and Families Grant from the Robert Wood Johnson Foundation in 2002. This grant will be administered by a coalition of community groups including the Colorado Community Health Network, the Colorado Childrens' Campaign and Catholic Charities. The program will focus on three distinct communities, Denver City and County, the Mountain ski area counties of Eagle, Pitkin and Garfield, and Pueblo City and County.

Community Voices:

Denver Health and Hospital Corporations Community Voices program is a joint Kellogg Foundation and Colorado Trust funded program, which has among its goals to improve the health of Denver's medically underserved through innovations in community outreach, enrollment in publicly funded health insurance programs like CHP+, as well as small employment health

plans, and clinical case management. Community Voices efforts are designed to demonstrate that culturally sensitive community outreach to underserved populations improves enrollment of eligible individuals into plans, while engaging and empowering communities to assume greater responsibility for health.

Indian Health Services:

CHP+ has contracts with Indian Health Services in all areas of the state to allow tribal clinics to deliver health care to Native Americans.

- 2.3** Describe the procedures the state uses to accomplish coordination of SCHIP with other public and private health insurance programs, sources of health benefits coverage for children, and relevant child health programs, such as title V, that provide health care services for low-income children to increase the number of children with creditable health coverage. *(Previously 4.4.5.)* (Section 2102)(a)(3) and 2102(c)(2) and 2102(b)(3)(E)) (42CFR 457.80(c))

1. The Health Care Program for Children with Special Needs (HCP) is a joint state/federal program administered by the Colorado Department of Public Health and Environment for children age 20 and under who have a physical disability that interferes with normal growth and development. HCP helps pay medical bills and provides follow-up for children diagnosed with a clinically qualifying handicapping condition. Children with conditions eligible for the program are identified through county nursing services, health care providers, Child Find coordinators in public schools, and local Early Childhood Connections staff.

2. Colorado Indigent Care Program (CICP), administered by the Colorado Department of Health Care Policy and Financing, is a state and federally funded provider reimbursement program that discounts the cost of medical care at its participating health facilities for adults as well as children. If a person is eligible for Medicaid or CHP+, he or she is ineligible for CICP. Covered services vary by participating hospitals or clinics, but generally include hospital costs such as inpatient stays, surgery, and prescription drugs. All children deemed eligible for the above mentioned programs are directed toward them at CICP-participating providers. Colorado takes the following steps to enroll children in the Colorado Indigent Care Program (CICP):

- CICP-contracted providers (primarily FQHCs, DSH hospitals, and participating clinics) screen children for CICP eligibility during their visit, assist with completing the application, and determine eligibility for the program.
- The non-CICP community health centers and other safety net providers who determine Medicaid eligibility refer clients to a CICP provider if they determine that a client is not eligible for Medicaid, but may be eligible for

CICP. Children are referred to CHP+ first if the safety net providers determine that a client is not eligible for Medicaid.

3. Cover Colorado, established in 1990 by the Colorado General Assembly as a quasi-governmental entity, provides health insurance to individuals, including children, who are denied commercial health insurance by private carriers because of a pre-existing medical condition. Cover Colorado and CHP+ often compare enrollment and disenrollment information to discern trending that may be relevant to both programs.

4. Community Health Centers offer a wide range of health care to people who may need some financial assistance with their medical bills. Colorado has 15 community health centers with more than 50 clinic sites in medically under-served areas of the state. Community health centers provide comprehensive primary care services including care for acute and chronic illness, injuries, family planning and prenatal care, emergency care, diagnostic services and prescriptions.

Community Health Centers, many of who are Federally Qualified Health Centers, take the following steps to enroll children in Medicaid, CHP+, the Colorado Indigent Care ProgramCICP, or the health center's sliding fee scale plan:

- Provide a financial screen for each new patient or family.
- Provide information on and explanation of the program(s) that the family members are eligible for.
- Assist with completing applications and collecting necessary documentation for eligibility determination.
- Determine eligibility on-site or forward applications to the determining agency and communicate with family about eligibility status.
- Assist families when their financial situation and eligibility changes to transition to the appropriate program.

If a patient/family is not eligible for any program, the health center uses its sliding fee scale to determine the fee according to family size and income.

5. County public health departments identify low income, uninsured children through referrals from a variety of sources including: Women, Infant and Children (WIC), child health and immunization clinics, other community health providers (including private physicians), community health and social services agencies and schools, Headstart centers, Early Childhood Connections (Part C), homeless shelters, and self-referrals. Public health staff refer families to any available health care insurance source for which they appear to be eligible, including Medicaid and CHP+ and work with local physicians to try and secure services on a reduced-fee basis. Many public health agency staff assist families in

completing application forms for Medicaid and the CHP+. In Colorado, Medicaid Early and Periodic Screening, Diagnosis and Treatment (EPSDT) outreach workers and administrative case managers are a part of local public health agency staff who facilitate access to Medicaid and to CHP+ services for eligible children.

6. Maternal and Child Health Block Grant (Title V of the Social Security Act) funds in Colorado are "passed through" to local public health agencies and other qualified non-profit agencies where they are used to support a number of activities on behalf of women and children, particularly those of low income. State Title V staff provide oversight, consultation and standards to assure appropriate utilization of these funds. When families are ineligible for any insurance plan, or when there is not another provider of free or reduced price health care (i.e. community or rural health centers) available or accessible, these public health agencies provide direct services to low- income children. Services provided in local public health agencies are almost always provided by public health nurses. Services include comprehensive well child clinic services, including developmental and physical assessments, immunizations, and parent education. Families under 100% FPL pay nothing for these services. Others pay on a sliding fee scale.

7. School-based health centers (SBHC) provide comprehensive primary care services including care for acute and chronic illness, injuries, family planning and prenatal care, some diagnostics services and prescriptions. SBHCs provide services at no charge. However, patients are asked whether or not they have health care coverage. The degree to which the SBHCs bill for reimbursement depends on the administrative capabilities of the center and whether a CHP+ participating managed care organization contracts with them. SBHCs facilitate application to Medicaid, CHP+ or CICP when documentation of family income and assets is obtainable without jeopardizing students confidentiality.

8. The Special Nutritional Program for Women, Infants and Children (WIC) provides nutritious food to supplement the regular diet of pregnant women, breast-feeding women, infants, and children under age five who meet state income standards. Women and children under five years old qualify if the combined family income is at or below 185% of the federal poverty level. WIC staff encourage pregnant women and parents and guardians of infants under 12 months of age to apply for Medicaid and CHP+.

9. The Commodity Supplemental Food Program (CSFP) provides infant formula and nutritious foods to supplement the diet of pregnant and postpartum women and children under age 6. Women who live in Conejos, Costillo, Denver, Mesa, Rio Grande or Weld counties and who have a combined family income at or below 185% of the federal poverty level qualify for the program. Staff encourage

Model Application Template for the State Children's Health Insurance Program

pregnant women and parents and guardians of infants under 12 months of age to apply for Medicaid and CHP+.

Section 3. Methods of Delivery and Utilization Controls (Section 2102)(a)(4)

Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan, and continue on to Section 4.

3.1 Describe the methods of delivery of the child health assistance using Title XXI funds to targeted low-income children. Include a description of the choice of financing and the methods for assuring delivery of the insurance products and delivery of health care services covered by such products to the enrollees, including any variations. (Section 2102)(a)(4) (42CFR 457.490(a))

The program uses MCOs for health care delivery services. The statewide provider network established by the former Colorado Child Health Plan has been expanded to care for children who are eligible for CHP+ but who have not yet been enrolled in a HMO (HMOs generally initiate coverage on the first of the month only) and those children who live in areas where no service is available.

Health Maintenance Organizations

State legislation (House Bill 97-1304) requires that only plans willing to contract with Medicaid are eligible to serve CHP+ clients. This will ensure that clients are not forced to change providers each time their financial situation changes the program for which they are eligible (Medicaid or CHP+). The CHP+ program contracts with managed care organizations serving a significant number of commercial and Medicaid clients statewide. These plans vary in structure, service area and membership.

Contract standards are based on a review of standards from the following sources: National Association of Insurance Commissioners (NAIC) Model Acts, National Committee for Quality Assurance (NCQA) Accreditation Standards, and Quality Improvement System for Managed Care (QISMC) standards-

CHP+ HMO contractors have to pass the examination of three entities: the Colorado Division of Insurance (DOI), the Department of Public Health and Environment (CDPHE) and the Colorado Department of Health Care Policy and Financing (HCPF). The DOI grants HMO licenses based on a review of financial stability, adequate provider subcontracts, access to care and quality of care. The DOI subcontracts the quality and access review to the CDPHE. When a licensed plan applies for a Medicaid contract, HCPF reviews several aspects of the plans operation including provider network, utilization, management, access to care, quality improvement and grievance procedures. HCPF reviews the Medicaid plans that apply to serve CHP+ clients. Where CHP+ contract standards vary from those of DOI and HCPF, the Department conducts additional reviews in coordination with the Medicaid, DOI, CDPHE, or other purchaser reviews.

Essential Community Providers: As required by state legislation (House Bill 97-1304), CHP+ only contracts with HMOs that are willing to contract with the Colorado Medicaid program. To retain their Medicaid contracts, these HMOs must fulfill the statutory requirements of SB 97-75 with regard to use of ECPs. Therefore, the CHP+ managed care network includes these providers. ECPs include community health centers, community mental health centers, public health agencies, school-based clinics, family planning clinics, and other indigent care providers.

Self-Insured Managed Care Network

The former CHP+ developed its own statewide provider network, with provider contracts held by the University of Colorado Health Sciences Center (UCHSC). UCHSC held those contracts through a Memorandum of Understanding with the Department through June 30, 1999. As of July 1, 1999, HCPF has taken over responsibility for provider contracts. The Department contracts with a single entity to manage all aspects of the self-insured managed care network. These physicians, hospitals and ancillary service providers provide services covered by the CHP+ comprehensive benefit package in areas where HMO services are not available, mainly rural areas. The self-insured managed care network provides the same benefit package through a managed care system that is provided through the HMOs in a managed care system.

- 3.2** Describe the utilization controls under the child health assistance provided under the plan for targeted low-income children. Describe the systems designed to ensure that enrollees receiving health care services under the state plan receive only appropriate and medically necessary health care consistent with the benefit package described in the approved state plan. (Section 2102)(a)(4) (42CFR 457.490(b))

The self insured managed care network and the HMOs use managed care utilization standards to assure that enrollees only receive appropriate and medically necessary care.

Section 4. Eligibility Standards and Methodology. (Section 2102(b))

Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan, and continue on to Section 5.

4.1 The following standards may be used to determine eligibility of targeted low-income children for child health assistance under the plan. Please note whether any of the following standards are used and check all that apply. If applicable, describe the criteria that will be used to apply the standard. (Section 2102)(b)(1)(A)) (42CFR 457.305(a) and 457.320(a))

- 4.1.1** **Geographic area served by the Plan:** The plan is available statewide, in all 64 Colorado counties.
- 4.1.2** **Age:** CHP+ is available to children 0 through 18 years of age.
- 4.1.3** **Income:** To be eligible, a child must be from a family whose annual income is at or below 200% of the federal poverty level. Family size and income criteria are described in Attachment 2.
- 4.1.4** **Resources** (including any standards relating to spend downs and disposition of resources): None
- 4.1.5** **Residency (so long as residency requirement is not based on length of time in state) :**A resident is anyone who is: 1) a U.S. citizen; or 2) a documented legal immigrant who has had an Alien Registration Card for 5 years or more and 3) a resident of Colorado. The state accepts self-declaration of residency.
- 4.1.6** **Disability Status** (so long as any standard relating to disability status does not restrict eligibility): No child is denied eligibility based on disability status. If the child receives SSI and is eligible for Medicaid, the child will be denied coverage because the child is eligible for Medicaid, not for reasons of disability status.
- 4.1.7** **Access to or coverage under other health coverage:** Both the application and the separate "Insurance Form" ask families questions about other insurance coverage. The plan administration seeks information about all other access to health care coverage, both public and private, on the application form before the child is enrolled in the plan and from providers once the child is determined eligible for the plan. A child will be found ineligible if the child: 1) is covered under a group health plan or under health insurance

coverage as defined in section 2791 of the Public Health Service Act; or 2) is eligible for Medicaid; or 3) is a member of a family that is eligible for health benefits coverage under a State health benefits plan based on a family members employment with a public agency in the State; or 4) has had coverage under an employer plan with at least a 50% employer contribution during the three months prior to application. The Health Care Program for Children with Special Needs is not considered a private health plan and children covered under this plan may still be covered by CHP+.

4.1.8 **Duration of eligibility:** Once a child has been accepted, he or she is continuously eligible for one year from the postmark date of the complete application unless the child moves from the state, turns 19 years old, or becomes eligible for or enrolled in Medicaid, or other private insurance.

4.1.9 **Other standards (identify and describe):**

4.2. The state assures that it has made the following findings with respect to the eligibility standards in its plan: (Section 2102)(b)(1)(B)) (42CFR 457.320(b))

4.2.1 These standards do not discriminate on the basis of diagnosis.

4.2.2 Within a defined group of covered targeted low-income children, these standards do not cover children of higher income families without covering children with a lower family income.

4.2.3 These standards do not deny eligibility based on a child having a pre-existing medical condition.

4.3. Describe the methods of establishing eligibility and continuing enrollment. (Section 2102)(b)(2)) (42CFR 457.350)

Both initial eligibility and annual renewal eligibility for CHP+ are determined either at the main office or at a decentralized eligibility site.

All applications are received by mail or by Fax at the central office or during face-to-face interviews at the decentralized sites. Applications may also be dropped off in person during central office business hours.

The State has developed and implemented an eligibility, enrollment and application tracking system for CHP+. The system is designed to utilize a sophisticated business rules engine and state-of-the-art secure Internet technologies to reduce the overall cost of administration and increase the speed

and accuracy of screening for Medicaid eligibility, determining eligibility for CHP+ and enrolling children into the program.

Current employment income, self-employment income and cash income from other sources reported is used to qualify families with employment or retirement income. Verification of earned income must be provided if the applicant earned money during the previous month of the date of application. Earned income may be verified by current wage stubs, a note from an employer, a phone call to an employer (if permitted by applicant), or ledgers or receipts for self-employed applicants.

ELIGIBILITY DETERMINATION AND RENEWAL

Redetermination of Eligibility

Persons enrolled in CHP+ are enrolled for a period of twelve months. Renewal letters and packets are mailed to families at least 45 days before the day their CHP+ coverage terminates. Reminder letters are mailed to the family 30 days before the end-of-coverage date. Families are encouraged to return their completed renewal application at least 30 days prior to termination to allow continuity of care through their HMO. If the family does not resubmit a complete application by the ending date of coverage, the person's eligibility may still be renewed. The only penalty is interrupted coverage.

At redetermination, renewal requires the same financial documentation as was required at the time of the family's original application. A family will be fully processed for eligibility at each renewal period.

Enrollment in Health Plans

Applicants who live in areas served by HMOs must select a HMO to enroll in the CHP+. A family can select an HMO by indicating their HMO choice on the application form when they apply to the CHP+. When applications are received without an HMO selection, eligibility technicians attempt to contact the family to facilitate selection. If the technician cannot contact the family, the applicant is assigned an HMO and a letter is sent to the family. The family must either accept the assignment or make a different selection in order to be enrolled in CHP+. Families who live in areas of the state that are not served by an HMO will receive care through the CHP+ managed care network.

CHP+ applications include information on health plan service area. Applicants are instructed to select an HMO and are offered a 1-800 number to answer questions they may have. Enrolled persons receive services through the CHP+ managed care network until their HMO enrollment is effective. Enrollees can

receive care through the CHP+ managed care network for a period of 14 to 45 days until the effective date of HMO coverage.

4.3.1 Describe the state's policies governing enrollment caps and waiting lists (if any). (Section 2106(b)(7)) (42CFR 457.305(b))

Check here if this section does not apply to your state.

In the event the Department makes a determination to limit enrollment to ensure that the program maintains sufficient funds, enrollment in CHP+ shall be halted.

The Department accepts applications for enrollment at times when sufficient funding is available to justify enrolling more individuals. The Department may limit the number of children to be enrolled according to the funds available for the program. When the Department has established that all of the funds appropriated for this program are obligated, the Department, in accordance with 457.65(b), will notify CMS in writing that a freeze in enrollment has taken place, or will take place.

During an enrollment cap, applications will be screened for Medicaid in the same manner as currently described in the approved State Plan Amendment. If the applicant appears to be Medicaid eligible, the application will be referred to Medicaid. If the applicant does not appear to be Medicaid eligible, the application will be returned to the applicant with a letter explaining the cap. The letter will also encourage the applicant to apply again when the enrollment cap is lifted.

An enrollment cap will not affect current enrollees. Reenrollment applications will be screened for Medicaid and the CHP+ and enrolled in exactly the same way as prior to the cap. Siblings and newborns to existing enrollees will continue to be enrolled using currently approved procedures. Applicants will be enrolled in CHP+ if they are determined eligible after being screened for Medicaid.

As funds become available through the budget process, the cap will be lifted. Public notice will occur using the methods used as described for the implementation of the cap. Applicants will be screened and enrolled in the order of receipt. CMS will be notified any time the cap will be lifted based on the criteria listed above.

No waiting list will be maintained for CHP+.

The administration of an enrollment cap will be communicated prior to

implementation by providing in writing; a posting on the Internet, a letter to the legislature, and policymakers throughout the state. It will also be presented to the Medical Services Board, members of which are appointed according to political affiliation, geographic representation, and provider or recipient status. A news release will be provided to the media on how the new applications will be responded to. No waiting list will be maintained for interested CHP+ applicants. A notice of the removal of a cap will be provided to media, interested parties, and policy makers at the appropriate time.

Based on the criterion described above, Colorado has implemented a cap effective November 1, 2003. This cap will be lifted in accordance with the above procedures as funds become available.

4.4 Describe the procedures that assure that:

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Section 5. Outreach (Section 2102(c))

Describe the procedures used by the state to accomplish:

Outreach to families of children likely to be eligible for child health assistance or other public or private health coverage to inform them of the availability of the programs, and to assist them in enrolling their children in such a program: (Section 2102(c)(1)) (42CFR 457.90)

CHP+ created an extensive marketing and outreach program encompassing strategies that range from grass roots networking to mass market advertising campaigns. These efforts have been implemented to reach families many different ways with different messages.

To better evaluate the effectiveness of these strategies, CHP+ implemented a large-scale, application-source tracking system in March 2000. The system allows an application to be traced back to the initial source without relying on self-reported referral data. This tracking system will continue to be used to monitor trends and results from marketing and outreach campaigns.

1. Community Partnerships

A cornerstone of the CHP+ outreach strategy is to maintain and build on community partnerships. To reach all eligible families through as many avenues as possible, CHP+ works with more than 2000 partners. These include: schools; Head Start programs; family resource centers; community health centers; United Way agencies; public health departments; county departments of social services; Women, Infants, and Children nutrition programs; faith-based organizations and a myriad of others. So far, the most effective efforts in actually enrolling families are through schools, doctors' offices, health departments, community health centers, and departments of social services.

2. Hispanic-Related Partnerships:

In order to reach the substantial Hispanic population in Colorado, CHP+ partnered specifically with LARASA and the Mexican Consulate to explore appropriate avenues to reach this subpopulation. LARASA staffs a CHP+ advisory council that represents Hispanic business, faith-based and community service leaders. These community leaders advise CHP+ regarding the special needs of the Hispanic population.

3. Managed Care Organizations

Managed care organizations have increased their CHP+ outreach. One method of partnering has been the implementation of joint media campaigns in which a majority of managed care partners have participated. These purchased

advertisements were structured so that each partner received air time when marketing would be most effective.

All of CHP+'s managed care partners have participated in various community events throughout the state.

4. Advertising and Earned Media

Television ranks as the highest source of referral for individual applications. CHP+ and managed care organizations team together to purchase targeted television advertisements.

5. County Departments of Social Services

County departments of social services provide support to low-income families in communities ranging from food stamps and Women, Infants, and Children programs to child-care and Colorado Works. Many CHP+ referrals come from these programs. About 20% of CHP+ applications are submitted through the Medicaid application process managed by county departments of social services. CHP+ continues to focus on ways to minimize delays in referrals so that eligible children can be enrolled in an expeditious manner.

6. Satellite Eligibility Determination Sites

CHP+ has a network of 73 satellite eligibility determination sites (SED sites) statewide, including multiple locations for some sites. These sites comprise community health centers, county nursing services, school-based health centers, Indian Health Centers and other community providers, and have been an essential component of the programs outreach and enrollment activities. As part of their contract with CHP+, they are required to provide outreach to their community for CHP+ and have access to an on-line eligibility program to accelerate program enrollment. SED sites account for more than 30% of submitted applications.

7. Schools

Schools are consistently one of the most frequently cited sources of referral by applicants. Increasing numbers of school districts are partnering with CHP+ to assure the children they serve know about CHP+. In 2001, more than 60% of all school districts in the state participated in CHP+ outreach activities including coordination with National School Lunch Program information, disseminating materials about CHP+ to families or allowing CHP+ partners and staff to present to family-related functions.

8. Community Health Centers

The Colorado Community Health Network has made involving its members in Medicaid and CHP+ outreach a priority. Community health centers are the largest group of primary care providers throughout the state serving low-income

children. Some serve as satellite eligibility determination sites. Others participate in community coalitions that enroll children in Medicaid and CHP+.

9. Covering Kids Colorado

A significant partner in developing community-based outreach has been Covering Kids Colorado, which is a Robert Wood Johnson Foundation funded grant program administered by the Department of Public Health and Environment. Colorado will be received a Covering Kids and Families Grant from the Robert Wood Johnson Foundation in 2002. This grant is administered by a coalition of community groups including the Colorado Community Health Network, the Colorado Children's Campaign and Catholic Charities. The program focuses on three distinct communities, Denver City and County, the Mountain ski area counties of Eagle, Pitkin and Garfield, and Pueblo City and County.

10. Community Voices

This is a joint Kellogg Foundation and Colorado Trust funded program, which has among its goals to improve the health of Denver's medically underserved through innovations in community outreach, enrollment in publicly funded health insurance programs like CHP+, as well as small employment health plans, and clinical case management. Community Voices efforts are designed to demonstrate that culturally sensitive community outreach to underserved populations improves enrollment of eligible individuals into plans, while engaging and empowering communities to assume greater responsibility for health. Staff at the Department met regularly with the Denver Health and Hospital Corporations Community Voices team to explore program successes, as well as, identify and resolve issues that might impede enrollment and access to care.

11. Toll Free Number and Website

CHP+ maintains a toll free telephone number so that community partners, members and potential members can obtain information about the program. In addition, CHP+ maintains a website (www.cchp.org) that can be used as a reference tool for community partners, members and potential members. CHP+ has observed a steady increase in web-based traffic regarding the program over the past two years. Both the toll free telephone number and website have Spanish options. For other languages, CHP+ relies on AT&T's language line. This is publicized on program materials.

Section 6. Coverage Requirements for Children's Health Insurance (Section 2103)

Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan, and continue on to Section 7.

6.1 The state elects to provide the following forms of coverage to children: (Check all that apply.) (42CFR 457.410(a))

6.1.1 Benchmark coverage; (Section 2103(a)(1) and 42 CFR 457.420)

6.1.1.1 FEHBP-equivalent coverage; (Section 2103(b)(1))
(If checked, attach copy of the plan.)

6.1.1.2 State employee coverage; (Section 2103(b)(2)) (If checked, identify the plan and attach a copy of the benefits description.)

6.1.1.3 HMO with largest insured commercial enrollment (Section 2103(b)(3)) (If checked, identify the plan and attach a copy of the benefits description.)

6.1.2 Benchmark-equivalent coverage; (Section 2103(a)(2) and 42 CFR 457.430) Specify the coverage, including the amount, scope and duration of each service, as well as any exclusions or limitations. Please attach a signed actuarial report that meets the requirements specified in 42 CFR 457.431. See instructions.

6.1.3 Existing Comprehensive State-Based Coverage; (Section 2103(a)(3) and 42 CFR 457.440) [Only applicable to New York; Florida; Pennsylvania] Please attach a description of the benefits package, administration, date of enactment. If existing comprehensive state-based coverage is modified, please provide an actuarial opinion documenting that the actuarial value of the modification is greater than the value as of 8/5/97 or one of the benchmark plans. Describe the fiscal year 1996 state expenditures for existing comprehensive state-based coverage.

6.1.4 Secretary-Approved Coverage. (Section 2103(a)(4)) (42 CFR 457.450)

6.1.4.1 Coverage the same as Medicaid State plan

6.1.4.2 Comprehensive coverage for children under a Medicaid Section 1115 demonstration project

6.1.4.3 Coverage that either includes the full EPSDT benefit or that the state has extended to the entire

- 6.1.4.4 Medicaid population
- 6.1.4.5 Coverage that includes benchmark coverage plus additional coverage
- 6.1.4.6 Coverage that is the same as defined by existing comprehensive state-based coverage
- 6.1.4.7 Coverage under a group health plan that is substantially equivalent to or greater than benchmark coverage through a benefit by benefit comparison (Please provide a sample of how the comparison will be done)
- 6.1.4.8 Other (Describe)

6.2 The state elects to provide the following forms of coverage to children: (Check all that apply. If an item is checked, describe the coverage with respect to the amount, duration and scope of services covered, as well as any exclusions or limitations) (Section 2110(a)) (42CFR 457.490)

See Attachment 3 Benefits

- 6.2.1 Inpatient services (Section 2110(a)(1))
- 6.2.2 Outpatient services (Section 2110(a)(2))
- 6.2.3 Physician services (Section 2110(a)(3))
- 6.2.4 Surgical services (Section 2110(a)(4))
- 6.2.5 Clinic services (including health center services) and other ambulatory health care services. (Section 2110(a)(5))
- 6.2.6 Prescription drugs (Section 2110(a)(6))
- 6.2.7 Over-the-counter medications (Section 2110(a)(7))
- 6.2.8 Laboratory and radiological services (Section 2110(a)(8))
- 6.2.9 Prenatal care and pre-pregnancy family services and supplies (Section 2110(a)(9))
- 6.2.10 Inpatient mental health services, other than services described in 6.2.18., but including services furnished in a state-operated mental hospital and including residential or other 24-hour therapeutically planned structural services (Section 2110(a)(10))

Model Application Template for the State Children's Health Insurance Program

- 6.2.11 Outpatient mental health services, other than services described in 6.2.19, but including services furnished in a state-operated mental hospital and including community-based services (Section 2110(a)(11))
- 6.2.12 Durable medical equipment and other medically-related or remedial devices (such as prosthetic devices, implants, eyeglasses, hearing aids, dental devices, and adaptive devices) (Section 2110(a)(12))
- 6.2.13 Disposable medical supplies (Section 2110(a)(13))
- 6.2.14 Home and community-based health care services (See instructions) (Section 2110(a)(14))
- 6.2.15 Nursing care services (See instructions) (Section 2110(a)(15))
- 6.2.16 Abortion only if necessary to save the life of the mother or if the pregnancy is the result of an act of rape or incest (Section 2110(a)(16))
- 6.2.17 Dental services (Section 2110(a)(17))
*Dental benefits were effective 2/1/02. Please see Attachment 3.
- 6.2.18 Inpatient substance abuse treatment services and residential substance abuse treatment services (Section 2110(a)(18))
- 6.2.19 Outpatient substance abuse treatment services (Section 2110(a)(19))
- 6.2.20 Case management services (Section 2110(a)(20))
- 6.2.21 Care coordination services (Section 2110(a)(21))
- 6.2.22 Physical therapy, occupational therapy, and services for individuals with speech, hearing, and language disorders (Section 2110(a)(22))
- 6.2.23 Hospice care (Section 2110(a)(23))
- 6.2.24 Any other medical, diagnostic, screening, preventive, restorative, remedial, therapeutic, or rehabilitative services. (See instructions) (Section 2110(a)(24))
- 6.2.25 Premiums for private health care insurance coverage (Section 2110(a)(25))
- 6.2.26 Medical transportation (Section 2110(a)(26))

Effective Date:

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Approval Date:

- 6.2.27** Enabling services (such as transportation, translation, and outreach services) (See instructions) (Section 2110(a)(27))
- 6.2.28** Any other health care services or items specified by the Secretary and not included under this section (Section 2110(a)(28))
- 6.3** The state assures that, with respect to pre-existing medical conditions, one of the following two statements applies to its plan: (42CFR 457.480)
- 6.3.1** The state shall not permit the imposition of any pre-existing medical condition exclusion for covered services (Section 2102(b)(1)(B)(ii)); OR
- 6.3.2** The state contracts with a group health plan or group health insurance coverage, or contracts with a group health plan to provide family coverage under a waiver (see Section 6.4.2. of the template). Pre-existing medical conditions are permitted to the extent allowed by HIPAA/ERISA (Section 2103(f)). Please describe: *Previously 8.6*
- 6.4** Additional Purchase Options. If the state wishes to provide services under the plan through cost effective alternatives or the purchase of family coverage, it must request the appropriate option. To be approved, the state must address the following: (Section 2105(c)(2) and(3)) (42 CFR 457.1005 and 457.1010)
- 6.4.1** Cost Effective Coverage. Payment may be made to a state in excess of the 10% limitation on use of funds for payments for: 1) other child health assistance for targeted low-income children; 2) expenditures for health services initiatives under the plan for improving the health of children (including targeted low-income children and other low-income children); 3) expenditures for outreach activities as provided in section 2102(c)(1) under the plan; and 4) other reasonable costs incurred by the state to administer the plan, if it demonstrates the following (42CFR 457.1005(a)):
- 6.4.1.1** Coverage provided to targeted low-income children through such expenditures must meet the coverage requirements above; Describe the coverage provided by the alternative delivery system. The state may cross reference section 6.2.1 - 6.2.28. (Section 2105(c)(2)(B)(i)) (42CFR 457.1005(b))

and accuracy of screening for Medicaid eligibility, determining eligibility for CHP+ and enrolling children into the program.

Current employment income, self-employment income and cash income from other sources reported is used to qualify families with employment or retirement income. Verification of earned income must be provided if the applicant earned money during the previous month of the date of application. Earned income may be verified by current wage stubs, a note from an employer, a phone call to an employer (if permitted by applicant), or ledgers or receipts for self-employed applicants.

ELIGIBILITY DETERMINATION AND RENEWAL

Redetermination of Eligibility

Persons enrolled in CHP+ are enrolled for a period of twelve months. Renewal letters and packets are mailed to families at least 45 days before the day their CHP+ coverage terminates. Reminder letters are mailed to the family 30 days before the end-of-coverage date. Families are encouraged to return their completed renewal application at least 30 days prior to termination to allow continuity of care through their HMO. If the family does not resubmit a complete application by the ending date of coverage, the person's eligibility may still be renewed. The only penalty is interrupted coverage.

At redetermination, renewal requires the same financial documentation as was required at the time of the family's original application. A family will be fully processed for eligibility at each renewal period.

Enrollment in Health Plans

Applicants who live in areas served by HMOs must select a HMO to enroll in the CHP+. A family can select an HMO by indicating their HMO choice on the application form when they apply to the CHP+. When applications are received without an HMO selection, eligibility technicians attempt to contact the family to facilitate selection. If the technician cannot contact the family, the applicant is assigned an HMO and a letter is sent to the family. The family must either accept the assignment or make a different selection in order to be enrolled in CHP+. Families who live in areas of the state that are not served by an HMO will receive care through the CHP+ managed care network.

CHP+ applications include information on health plan service area. Applicants are instructed to select an HMO and are offered a 1-800 number to answer questions they may have. Enrolled persons receive services through the CHP+ managed care network until their HMO enrollment is effective. Enrollees can

receive care through the CHP+ managed care network for a period of 14 to 45 days until the effective date of HMO coverage.

4.3.1 Describe the state's policies governing enrollment caps and waiting lists (if any). (Section 2106(b)(7)) (42CFR 457.305(b))

Check here if this section does not apply to your state.

In the event the Department makes a determination to limit enrollment to ensure that the program maintains sufficient funds, enrollment in CHP+ shall be halted.

The Department accepts applications for enrollment at times when sufficient funding is available to justify enrolling more individuals. The Department may limit the number of children to be enrolled according to the funds available for the program. When the Department has established that all of the funds appropriated for this program are obligated, the Department, in accordance with 457.65(b), will notify CMS in writing that a freeze in enrollment has taken place, or will take place.

During an enrollment cap, applications will be screened for Medicaid in the same manner as currently described in the approved State Plan Amendment. If the applicant appears to be Medicaid eligible, the application will be referred to Medicaid. If the applicant does not appear to be Medicaid eligible, the application will be returned to the applicant with a letter explaining the cap. The letter will also encourage the applicant to apply again when the enrollment cap is lifted.

An enrollment cap will not affect current enrollees. Reenrollment applications will be screened for Medicaid and the CHP+ and enrolled in exactly the same way as prior to the cap. Siblings and newborns to existing enrollees will continue to be enrolled using currently approved procedures. Applicants will be enrolled in CHP+ if they are determined eligible after being screened for Medicaid.

As funds become available through the budget process, the cap will be lifted. Public notice will occur using the methods used as described for the implementation of the cap. Applicants will be screened and enrolled in the order of receipt. CMS will be notified any time the cap will be lifted based on the criteria listed above.

No waiting list will be maintained for CHP+.

The administration of an enrollment cap will be communicated prior to

implementation by providing in writing; a posting on the Internet, a letter to the legislature, and policymakers throughout the state. It will also be presented to the Medical Services Board, members of which are appointed according to political affiliation, geographic representation, and provider or recipient status. A news release will be provided to the media on how the new applications will be responded to. No waiting list will be maintained for interested CHP+ applicants. A notice of the removal of a cap will be provided to media, interested parties, and policy makers at the appropriate time.

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A cornerstone of the CHP+ outreach strategy is to maintain and build on community partnerships. To reach all eligible families through as many avenues as possible, CHP+ works with more than 2000 partners. These include: schools; Head Start programs; family resource centers; community health centers; United Way agencies; public health departments; county departments of social services; Women, Infants, and Children nutrition programs; faith-based organizations and a myriad of others. So far, the most effective efforts in actually enrolling families are through schools, doctors' offices, health departments, community health centers, and departments of social services.

2. Hispanic-Related Partnerships:

In order to reach the substantial Hispanic population in Colorado, CHP+ partnered specifically with LARASA and the Mexican Consulate to explore appropriate avenues to reach this subpopulation. LARASA staffs a CHP+ advisory council that represents Hispanic business, faith-based and community service leaders. These community leaders advise CHP+ regarding the special needs of the Hispanic population.

3. Managed Care Organizations

Managed care organizations have increased their CHP+ outreach. One method of partnering has been the implementation of joint media campaigns in which a majority of managed care partners have participated. These purchased

advertisements were structured so that each partner received air time when marketing would be most effective.

All of CHP+'s managed care partners have participated in various community events throughout the state.

4. Advertising and Earned Media

Television ranks as the highest source of referral for individual applications. CHP+ and managed care organizations team together to purchase targeted television advertisements.

5. County Departments of Social Services

County departments of social services provide support to low-income families in communities ranging from food stamps and Women, Infants, and Children programs to child-care and Colorado Works. Many CHP+ referrals come from these programs. About 20% of CHP+ applications are submitted through the Medicaid application process managed by county departments of social services. CHP+ continues to focus on ways to minimize delays in referrals so that eligible children can be enrolled in an expeditious manner.

6. Satellite Eligibility Determination Sites

CHP+ has a network of 73 satellite eligibility determination sites (SED sites) statewide, including multiple locations for some sites. These sites comprise community health centers, county nursing services, school-based health centers, Indian Health Centers and other community providers, and have been an essential component of the programs outreach and enrollment activities. As part of their contract with CHP+, they are required to provide outreach to their community for CHP+ and have access to an on-line eligibility program to accelerate program enrollment. SED sites account for more than 30% of submitted applications.

7. Schools

Schools are consistently one of the most frequently cited sources of referral by applicants. Increasing numbers of school districts are partnering with CHP+ to assure the children they serve know about CHP+. In 2001, more than 60% of all school districts in the state participated in CHP+ outreach activities including coordination with National School Lunch Program information, disseminating materials about CHP+ to families or allowing CHP+ partners and staff to present to family-related functions.

8. Community Health Centers

The Colorado Community Health Network has made involving its members in Medicaid and CHP+ outreach a priority. Community health centers are the largest group of primary care providers throughout the state serving low-income

children. Some serve as satellite eligibility determination sites. Others participate in community coalitions that enroll children in Medicaid and CHP+.

9. Covering Kids Colorado

A significant partner in developing community-based outreach has been Covering Kids Colorado, which is a Robert Wood Johnson Foundation funded grant program administered by the Department of Public Health and Environment. Colorado will be received a Covering Kids and Families Grant from the Robert Wood Johnson Foundation in 2002. This grant is administered by a coalition of community groups including the Colorado Community Health Network, the Colorado Children's Campaign and Catholic Charities. The program focuses on three distinct communities, Denver City and County, the Mountain ski area counties of Eagle, Pitkin and Garfield, and Pueblo City and County.

10. Community Voices

This is a joint Kellogg Foundation and Colorado Trust funded program, which has among its goals to improve the health of Denver's medically underserved through innovations in community outreach, enrollment in publicly funded health insurance programs like CHP+, as well as small employment health plans, and clinical case management. Community Voices efforts are designed to demonstrate that culturally sensitive community outreach to underserved populations improves enrollment of eligible individuals into plans, while engaging and empowering communities to assume greater responsibility for health. Staff at the Department met regularly with the Denver Health and Hospital Corporations Community Voices team to explore program successes, as well as, identify and resolve issues that might impede enrollment and access to care.

11. Toll Free Number and Website

CHP+ maintains a toll free telephone number so that community partners, members and potential members can obtain information about the program. In addition, CHP+ maintains a website (www.cchp.org) that can be used as a reference tool for community partners, members and potential members. CHP+ has observed a steady increase in web-based traffic regarding the program over the past two years. Both the toll free telephone number and website have Spanish options. For other languages, CHP+ relies on AT&T's language line. This is publicized on program materials.

Section 6. Coverage Requirements for Children's Health Insurance (Section 2103)

Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan, and continue on to Section 7.

6.1 The state elects to provide the following forms of coverage to children: (Check all that apply.) (42CFR 457.410(a))

6.1.1 Benchmark coverage; (Section 2103(a)(1) and 42 CFR 457.420)

6.1.1.1 FEHBP-equivalent coverage; (Section 2103(b)(1))
(If checked, attach copy of the plan.)

6.1.1.2 State employee coverage; (Section 2103(b)(2)) (If checked, identify the plan and attach a copy of the benefits description.)

6.1.1.3 HMO with largest insured commercial enrollment (Section 2103(b)(3)) (If checked, identify the plan and attach a copy of the benefits description.)

6.1.2 Benchmark-equivalent coverage; (Section 2103(a)(2) and 42 CFR 457.430) Specify the coverage, including the amount, scope and duration of each service, as well as any exclusions or limitations. Please attach a signed actuarial report that meets the requirements specified in 42 CFR 457.431. See instructions.

6.1.3 Existing Comprehensive State-Based Coverage; (Section 2103(a)(3) and 42 CFR 457.440) [Only applicable to New York; Florida; Pennsylvania] Please attach a description of the benefits package, administration, date of enactment. If existing comprehensive state-based coverage is modified, please provide an actuarial opinion documenting that the actuarial value of the modification is greater than the value as of 8/5/97 or one of the benchmark plans. Describe the fiscal year 1996 state expenditures for existing comprehensive state-based coverage.

6.1.4 Secretary-Approved Coverage. (Section 2103(a)(4)) (42 CFR 457.450)

6.1.4.1 Coverage the same as Medicaid State plan

6.1.4.2 Comprehensive coverage for children under a Medicaid Section 1115 demonstration project

6.1.4.3 Coverage that either includes the full EPSDT benefit or that the state has extended to the entire

- 6.1.4.4 Medicaid population
- 6.1.4.5 Coverage that includes benchmark coverage plus additional coverage
- 6.1.4.6 Coverage that is the same as defined by existing comprehensive state-based coverage
- 6.1.4.7 Coverage under a group health plan that is substantially equivalent to or greater than benchmark coverage through a benefit by benefit comparison (Please provide a sample of how the comparison will be done)
- 6.1.4.8 Other (Describe)

6.2 The state elects to provide the following forms of coverage to children:
(Check all that apply. If an item is checked, describe the coverage with respect to the amount, duration and scope of services covered, as well as any exclusions or limitations) (Section 2110(a)) (42CFR 457.490)

See Attachment 3 Benefits

- 6.2.1 Inpatient services (Section 2110(a)(1))
- 6.2.2 Outpatient services (Section 2110(a)(2))
- 6.2.3 Physician services (Section 2110(a)(3))
- 6.2.4 Surgical services (Section 2110(a)(4))
- 6.2.5 Clinic services (including health center services) and other ambulatory health care services. (Section 2110(a)(5))
- 6.2.6 Prescription drugs (Section 2110(a)(6))
- 6.2.7 Over-the-counter medications (Section 2110(a)(7))
- 6.2.8 Laboratory and radiological services (Section 2110(a)(8))
- 6.2.9 Prenatal care and pre-pregnancy family services and supplies (Section 2110(a)(9))
- 6.2.10 Inpatient mental health services, other than services described in 6.2.18., but including services furnished in a state-operated mental hospital and including residential or other 24-hour therapeutically planned structural services (Section 2110(a)(10))

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- 6.2.11 Outpatient mental health services, other than services described in 6.2.19, but including services furnished in a state-operated mental hospital and including community-based services (Section 2110(a)(11))
- 6.2.12 Durable medical equipment and other medically-related or remedial devices (such as prosthetic devices, implants, eyeglasses, hearing aids, dental devices, and adaptive devices) (Section 2110(a)(12))
- 6.2.13 Disposable medical supplies (Section 2110(a)(13))
- 6.2.14 Home and community-based health care services (See instructions) (Section 2110(a)(14))
- 6.2.15 Nursing care services (See instructions) (Section 2110(a)(15))
- 6.2.16 Abortion only if necessary to save the life of the mother or if the pregnancy is the result of an act of rape or incest (Section 2110(a)(16))
- 6.2.17 Dental services (Section 2110(a)(17))
*Dental benefits were effective 2/1/02. Please see Attachment 3.
- 6.2.18 Inpatient substance abuse treatment services and residential substance abuse treatment services (Section 2110(a)(18))
- 6.2.19 Outpatient substance abuse treatment services (Section 2110(a)(19))
- 6.2.20 Case management services (Section 2110(a)(20))
- 6.2.21 Care coordination services (Section 2110(a)(21))
- 6.2.22 Physical therapy, occupational therapy, and services for individuals with speech, hearing, and language disorders (Section 2110(a)(22))
- 6.2.23 Hospice care (Section 2110(a)(23))
- 6.2.24 Any other medical, diagnostic, screening, preventive, restorative, remedial, therapeutic, or rehabilitative services. (See instructions) (Section 2110(a)(24))
- 6.2.25 Premiums for private health care insurance coverage (Section 2110(a)(25))
- 6.2.26 Medical transportation (Section 2110(a)(26))

Effective Date:

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Approval Date:

- 6.2.27** Enabling services (such as transportation, translation, and outreach services) (See instructions) (Section 2110(a)(27))
- 6.2.28** Any other health care services or items specified by the Secretary and not included under this section (Section 2110(a)(28))
- 6.3** The state assures that, with respect to pre-existing medical conditions, one of the following two statements applies to its plan: (42CFR 457.480)
- 6.3.1** The state shall not permit the imposition of any pre-existing medical condition exclusion for covered services (Section 2102(b)(1)(B)(ii)); OR
- 6.3.2** The state contracts with a group health plan or group health insurance coverage, or contracts with a group health plan to provide family coverage under a waiver (see Section 6.4.2. of the template). Pre-existing medical conditions are permitted to the extent allowed by HIPAA/ERISA (Section 2103(f)). Please describe: *Previously 8.6*
- 6.4** Additional Purchase Options. If the state wishes to provide services under the plan through cost effective alternatives or the purchase of family coverage, it must request the appropriate option. To be approved, the state must address the following: (Section 2105(c)(2) and(3)) (42 CFR 457.1005 and 457.1010)
- 6.4.1** Cost Effective Coverage. Payment may be made to a state in excess of the 10% limitation on use of funds for payments for: 1) other child health assistance for targeted low-income children; 2) expenditures for health services initiatives under the plan for improving the health of children (including targeted low-income children and other low-income children); 3) expenditures for outreach activities as provided in section 2102(c)(1) under the plan; and 4) other reasonable costs incurred by the state to administer the plan, if it demonstrates the following (42CFR 457.1005(a)):
- 6.4.1.1** Coverage provided to targeted low-income children through such expenditures must meet the coverage requirements above; Describe the coverage provided by the alternative delivery system. The state may cross reference section 6.2.1 - 6.2.28. (Section 2105(c)(2)(B)(i)) (42CFR 457.1005(b))

6.4.1.2 The cost of such coverage must not be greater, on an average per child basis, than the cost of coverage that would otherwise be provided for the coverage described above.; **Describe the cost of such coverage on an average per child basis.** (Section 2105(c)(2)(B)(ii)) (42CFR 457.1005(b))

6.4.1.3 The coverage must be provided through the use of a community-based health delivery system, such as through contracts with health centers receiving funds under section 330 of the Public Health Service Act or with hospitals such as those that receive disproportionate share payment adjustments under section 1886(c)(5)(F) or 1923 of the Social Security Act. **Describe the community based delivery system.** (Section 2105(c)(2)(B)(iii)) (42CFR 457.1005(a))

6.4.2 **Purchase of Family Coverage.** Describe the plan to purchase family coverage. Payment may be made to a state for the purpose of family coverage under a group health plan or health insurance coverage that includes coverage of targeted low-income children, if it demonstrates the following: (Section 2105(c)(3)) (42CFR 457.1010)

6.4.2.1 Purchase of family coverage is cost-effective relative to the amounts that the state would have paid to obtain comparable coverage only of the targeted low-income children involved; and **(Describe the associated costs for purchasing the family coverage relative to the coverage for the low income children.)** (Section 2105(c)(3)(A)) (42CFR 457.1010(a))

6.4.2.2 The state assures that the family coverage would not otherwise substitute for health insurance coverage that would be provided to such children but for the purchase of family coverage. (Section 2105(c)(3)(B)) (42CFR 457.1010(b))

6.4.2.3 The state assures that the coverage for the family otherwise meets title XXI requirements. (42CFR 457.1010(c))

Section 7. Quality and Appropriateness of Care

- Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan, and continue on to Section 8.

7.1 Describe the methods (including external and internal monitoring) used to assure the quality and appropriateness of care, particularly with respect to well-baby care, well-child care, and immunizations provided under the plan. (2102(a)(7)(A)) (42CFR 457.495(a))

Will the state utilize any of the following tools to assure quality?
(Check all that apply and describe the activities for any categories utilized.)

- 7.1.1 Quality standards
7.1.2 Performance measurement
7.1.3 Information strategies
7.1.4 Quality improvement strategies

CHP+ will use quality standards, performance measures, information strategies, and quality improvement studies to assure high-quality care for CHP+ enrollees. The CHP+ program will use quality assurance methods and tools such as NCQA accreditation standards, National Association of Insurance Commissioners (NAIC) standards, Quality Improvement System for Managed Care (QISMC), Healthplan Employer Data and Information Set (HEDIS), Consumer Assessment of Health Plans Survey (CAHPS) data, standard Division of Insurance reports and quality improvement study data. The CHP+ will use standards, performance measures, consumer information, and quality improvement methods for HMOs and for the CHP+ provider network.

The Department is in the process of negotiating a contract with a vendor to perform Quality Assurance activities. The Contractor will provide consulting services that incorporate Federal and State requirements that address ongoing quality assessment and improvement strategy for the CHP+ Program contracting program. The strategy, among other things, will include:

- Physician credentialing in the self-insured managed care network
- Performance based contracting standards
- Self-insured managed care network HEDIS calculation audit
- HEDIS analysis for all plans

7.2 Describe the methods used, including monitoring, to assure: (2102(a)(7)(B)) (42CFR 457.495)

7.2.1 Access to well-baby care, well-child care, well-adolescent care and childhood and adolescent immunizations. (Section 2102(a)(7)) (42CFR 457.495(a))

The Department will contract with a quality assurance vendor to measure HEDIS indicators such as the following:

- Childhood Immunizations
- Adolescent Immunizations
- Children's access to primary care practitioners
- Appropriate medications for children with asthma
- Well child visits

7.2.2 Access to covered services, including emergency services as defined in 42 CFR §457.10. (Section 2102(a)(7)) 42CFR 457.495(b))

Adequate access to emergency services is assured for all Colorado managed care enrollees by a Division of Insurance regulation that took effect on July 1, 1997. This regulation (4-2-17) specifies that a managed care organization cannot deny an emergency claim if a "prudent lay person would have believed that an emergency medical condition or life or limb threatening emergency existed." The regulation also restricts the use of prior authorizations for emergency care and the denial of emergency care provided by non-network providers.

7.2.3 Appropriate and timely procedures to monitor and treat enrollees with chronic, complex, or serious medical conditions, including access to an adequate number of visits to specialists experienced in treating the specific medical condition and access to out-of-network providers when the network is not adequate for the enrollees medical condition. (Section 2102(a)(7)) (42CFR 457.495(c))

Benefit procedures exist for members with chronic, complex, or serious medical conditions. All of the managed care organizations must comply with the Department of Insurance regulations regarding access to and adequacy of specialists.

The following are the benefits for persons with chronic conditions:

- Any combination of 30 treatment days for inpatient physical, occupational, and/or speech therapy per injury or illness. The services must be received within six months from the date on which the illness or injury occurred.
- Any combination of 30 treatments for outpatient physical, occupational, and/or speech therapy per illness or injury or diagnosed neurological, muscular, or structural abnormality per

year.

- 7.2.4** Decisions related to the prior authorization of health services are completed in accordance with state law or, in accordance with the medical needs of the patient, within 14 days after the receipt of a request for services. (Section 2102(a)(7)) (42CFR 457.495(d))

The CHP+ prior authorizations are consistent with commercial packages. The contracted managed care organizations and the self-insured network are required to comply with the State regulations set forth by the Division of Insurance.

Section 8. Cost Sharing and Payment (Section 2103(e))

Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan, and continue on to Section 9.

8.1 Is cost-sharing imposed on any of the children covered under the plan? (42CFR 457.505)

8.1.1 YES

8.1.2 NO, skip to question 8.8.

8.2 Describe the amount of cost-sharing, any sliding scale based on income, the group or groups of enrollees that may be subject to the charge and the service for which the charge is imposed or time period for the charge, as appropriate. (Section 2103(e)(1)(A)) (42CFR 457.505(a), 457.510(b) &(c), 457.515(a)&(c))

8.2.1 Annual Enrollment Fee:

For families above 151% of the Federal Poverty level it is: \$25 for 1 child and \$35 for two or more.

8.2.2 Deductibles: None

8.2.3 Coinsurance or copayments:

American Indian/Alaska Natives are exempt from co-payment and annual enrollment requirements.

8.2.4 Other:

8.3 Describe how the public will be notified, including the public schedule, of this cost-sharing (including the cumulative maximum) and changes to these amounts and any differences based on income. (Section 2103(e)((1)(B)) (42CFR 457.505(b))

The Medical Services Board, a rule making body appointed by the Governor and confirmed by the Senate, was created by the Legislature effective July 1, 1994 with rule making authority for the Medicaid program. During the 2001 session, rule making authority was moved from the former Children's Basic Health Plan Policy Board (which was disbanded) to the Medical Services Board. This new structure puts rule making authority in the same body for both the Medicaid and CHP+, which increases the opportunity for streamlining

and consolidation between programs. The Medical Services Board is subject to the regulations of the Administrative Services Act which provides direction to rule making boards throughout the state on public input around the rule making process.

Rules governing the CHP+ program are drafted and placed on the WEB and the public is noticed regarding the hearing of the rules at the Medical Services Board meeting. The Medical Services Board hears testimony prior to passing rules. After rule adoption, the rules are published in the Colorado Registry and are placed on the WEB.

A chart describes coverage options, the cost sharing requirements for annual enrollment fees and specific services (copayments) based on income and family size, and the plans they can choose. A booklet designed specifically for a lower income audience describes how managed care plans work, and how to make a good choice for ones children.

8.4 The state assures that it has made the following findings with respect to the cost sharing in its plan: (Section 2103(e))

8.4.1 Cost-sharing does not favor children from higher income families over lower income families. (Section 2103(e)(1)(B)) (42CFR 457.530)

8.4.2 No cost-sharing applies to well-baby and well-child care, including age-appropriate immunizations. (Section 2103(e)(2)) (42CFR 457.520)

The following procedures will be considered well-baby and well-child care:

CPT-4 codes: Preventive medicine codes: 99381-New patient under one year; 99382-New Patient age 1-4 years; 99383-New patient ages 5-11 years; 99384- New patient ages 12 through 17 years; 99391-Established patient under one year; 99392-Established patient ages 1-4 years; 99393-Established patient ages 5 through 11 years; 99394 – Established patient aged 12-17; 99431- Newborn care (history and examination); 99432-Normal newborn care.

Evaluation and Management Codes: 99201-99205-New patient; 99211-99215-Established patient.

ICD-9-CM codes: V20-V20.2-Health supervision of infant and child; V70.0-General medical examination (routine); V70.3-V70.9-General

medical examination.

All infants and children should be seen by a Primary Care Provider regularly for immunizations (shots) and check-ups. The CHP+ follows the well-child visits schedule recommended by the American Academy of Pediatrics. The American Academy of Pediatric recommends that children receive well-child visits at the following ages: 1 week, 1 month, 2 months, 4 months, 6 months, 9 months, 1 year, 15 months 18 months, 2 years, 3 years, 4 years, 5 years 6 years, 8 years, 10 years, 11 years, 12 years, and 13 years.

- 8.4.3** No additional cost-sharing applies to the costs of emergency medical services delivered outside the network. (Section 2103(e)(1)(A)) (42CFR 457.515(f))

- 8.5** Describe how the state will ensure that the annual aggregate cost-sharing for a family does not exceed 5 percent of such family's income for the length of the child's eligibility period in the State. Include a description of the procedures that do not primarily rely on a refund given by the state for overpayment by an enrollee: (Section 2103(e)(3)(B)) (42CFR 457.560(b) and 457.505(e))

Annual enrollment fees for families through 151% FPL will be waived. For families between 151% and 200%, the annual enrollment fee shall be \$25 for one eligible child and \$35 for two or more eligible children.

The 5% maximum allowable cost-sharing limit is calculated for each individual family. The annual amount is then recorded on the family's enrollment card with instructions in the member packet of the "shoe box" method and the process to be followed when the limit is reached.

State planners feel that few families will reach their 5% limit. An analysis of the States fee schedule suggests that cumulative cost sharing will rarely exceed 1% of the family's adjusted gross income. However, CHP+ administrative personnel make families aware of the aggregate limit on cost sharing through a number of information and educational sources.

Through direct communication with families, the CHP+ marketing and outreach efforts often discuss the aggregate limit on cost sharing. The first direct written communication with CHP+ families instructs parents that the expenditures on their child(ren)s health care through CHP+ should not exceed 5% of family income. Through contracts with Managed Care Organizations, the CHP+ administration ensure that the plans make their enrollees aware of the aggregate limit on cost sharing by including information regarding the cost-sharing limit in their member handbooks.

The State has adopted the "shoe box" approach to reimburse families who exceed the 5% limit. Families are required to track expenditures based on the calculation of family income provided by the state and to submit receipts for all expenditures in excess of the 5% limit. Since the eligibility process will determine an "eligibility income" for each family, that family will receive notification of the exact dollar figure that will represent 5% of the family's adjusted gross income.

Once they submit evidence that they have exceeded the 5% cap, the state will issue them a "co-pay exempt" sticker to be placed on their membership card. Providers and plans will be informed that enrollees with this sticker are not being charged co-payment for any service. The 5% limit is calculated on the family's income at the time of eligibility determination. This cap is cited on the enrollment card. The cap will be recalculated if a family applies for a redetermination before the year is complete.

- 8.6** Describe the procedures the state will use to ensure American Indian (as defined by the Indian Health Care Improvement Act of 1976) and Alaska Native children will be excluded from cost-sharing. (Section 2103(b)(3)(D)) (42CFR 457.535)

The joint application includes a question asking the applicant to indicate their ethnicity. Alaskan Native and American Indian are two of the choices. When this information is entered into the computerized eligibility and tracking system, the rules engine recognizes ethnicity and determines a \$0 co-payment. This \$0 is printed out on the enrollees' card. The provider uses this card to determine the co-payment to be charged to the patient.

- 8.7** Please provide a description of the consequences for an enrollee or applicant who does not pay a charge. (42CFR 457.570 and 457.505(c)) If an enrollee does not pay the annual enrollment fee within the 30 days after the notice, they are denied for the program.

- 8.7.1** Please provide an assurance that the following disenrollment protections are being applied:

- State has established a process that gives enrollees reasonable notice of and an opportunity to pay past due premiums, co-payments, coinsurance, deductibles or similar fees prior to disenrollment. (42CFR 457.570(a))
- The disenrollment process affords the enrollee an opportunity to show that the enrollees' family income has declined prior to disenrollment for non payment of cost-sharing charges. (42CFR 457.570(b))
- In the instance mentioned above, that the state will facilitate

- enrolling the child in Medicaid or adjust the child's cost-sharing category as appropriate. (42CFR 457.570(b))
 - The state provides the enrollee with an opportunity for an impartial review to address disenrollment from the program. (42CFR 457.570(c))
- 8.8** The state assures that it has made the following findings with respect to the payment aspects of its plan: (Section 2103(e))
- 8.8.1** No Federal funds will be used toward state matching requirements. (Section 2105(c)(4)) (42CFR 457.220)
 - 8.8.2** No cost-sharing (including premiums, deductibles, copays, coinsurance and all other types) will be used toward state matching requirements. (Section 2105(c)(5)) (42CFR 457.224) (Previously 8.4.5)
 - 8.8.3** No funds under this title will be used for coverage if a private insurer would have been obligated to provide such assistance except for a provision limiting this obligation because the child is eligible under the this title. (Section 2105(c)(6)(A)) (42CFR 457.626(a)(1))
 - 8.8.4** Income and resource standards and methodologies for determining Medicaid eligibility are not more restrictive than those applied as of June 1, 1997. (Section 2105(d)(1)) (42CFR 457.622(b)(5))
 - 8.8.5** No funds provided under this title or coverage funded by this title will include coverage of abortion except if necessary to save the life of the mother or if the pregnancy is the result of an act of rape or incest. (Section 2105(c)(7)(B)) (42CFR 457.475)
 - 8.8.6** No funds provided under this title will be used to pay for any abortion or to assist in the purchase, in whole or in part, for coverage that includes abortion (except as described above). (Section 2105(c)(7)(A)) (42CFR 457.475)

Section 9. Strategic Objectives and Performance Goals and Plan Administration
(Section 2107)

- 9.1** Describe strategic objectives for increasing the extent of creditable health coverage among targeted low-income children and other low-income children:
(Section 2107(a)(2)) (42CFR 457.710(b))

Strategic objectives are to:

1. Improve health status of children in Colorado with a focus on preventive, and early primary treatment.
2. Decrease the proportion of children in Colorado who are uninsured.
3. Encourage employer based coverage.
4. Coordinate and consolidate with other health care programs providing services to children to create a seamless health care delivery system for low-income children.
5. Improve access to dental care for children.

- 9.2** Specify one or more performance goals for each strategic objective identified:
(Section 2107(a)(3)) (42CFR 457.710(c))

1. Improve health status of children in Colorado with a focus on preventive, and early primary treatment.

Performance Goals:

- Develop measurable performance goals with the Quality Improvement committee by January 2003.
- Contract with a Quality Assurance vendor by September 2002.

2. Decrease the proportion of children in Colorado who are uninsured.

Performance Goals:

- By FY 04-05 the Department is to have an enrollment rate of 85% of the estimated eligible population every year.

3. Encourage employer based coverage.

Performance Goals:

- Maintain the three month lock out period for those applicants having had employer paid health insurance (employer paying at least 50%) within three months of application.
- Continue to ask if the applicant has other insurance on the joint application.

4. Coordinate and consolidate with other health care programs providing services to children to create a seamless health care delivery system for low-income children.

Performance Goals:

- Evaluate the transfer process of cases to State Medicaid Technicians at the administrative offices in FY 03-04.

5. Improve access to dental care for children.

Performance Goals:

- Conduct a quality assurance dental survey by June 2003.
- Develop a plan for improved care based on the results of the Dental Survey.
- Assure network adequacy.

9.3 Describe how performance under the plan will be measured through objective, independently verifiable means and compared against performance goals in order to determine the state's performance, taking into account suggested performance indicators as specified below or other indicators the state develops: (Section 2107(a)(4)(A),(B)) (42CFR 457.710(d))

Check the applicable suggested performance measurements listed below that the state plans to use: (Section 2107(a)(4))

9.3.1 The increase in the percentage of Medicaid-eligible children enrolled in Medicaid.

9.3.2 The reduction in the percentage of uninsured children.

9.3.3 The increase in the percentage of children with a usual source of care.

9.3.4 The extent to which outcome measures show progress on one or more of the health problems identified by the state.

- 9.3.5** HEDIS Measurement Set relevant to children and adolescents younger than 19.
- 9.3.6** Other child appropriate measurement set. List or describe the set used.
- 9.3.7** If not utilizing the entire HEDIS Measurement Set, specify which measures will be collected, such as:
- 9.3.7.1** Immunizations
 - 9.3.7.2** Well child care
 - 9.3.7.3** Adolescent well visits
 - 9.3.7.4** Satisfaction with care
 - 9.3.7.5** Mental health
 - 9.3.7.6** Dental care
 - 9.3.7.7** Other, please list:
 - 9.3.7.8** Performance measures for special targeted populations.
- 9.4** The state assures it will collect all data, maintain records and furnish reports to the Secretary at the times and in the standardized format that the Secretary requires. (Section 2107(b)(1)) (42CFR 457.720)
- 9.5** The state assures it will comply with the annual assessment and evaluation required under Section 10. Briefly describe the state's plan for these annual assessments and reports. (Section 2107(b)(2)) (42CFR 457.750)

Colorado's S-CHIP estimated baseline of uncovered, low-income children is 172,457, with a CHP+ eligibles baseline estimate of 69,157. This is a revision since the estimate submitted to HCFA in the 1998 annual report. The Department felt the availability of more recent data, specific to Colorado, provided opportunity to derive an estimate that would more closely reflect the current status of children in the state.

Colorado's S-CHIP began with year 2000 population projections for children under age 19 for each county in the state. The source of these projections was the Colorado Demography Information Service within the Colorado Division of Local Government. Then, using individual county uninsured rates (published in the 1997 Colorado Health Source Book: Insurance, Access, and Expenditures, April 1998, and funded by the Rose Community Foundation and The Colorado Trust), each county's population projection was multiplied by its uninsured rate to get the number of uninsured under age 19 in that county. The Colorado Health Source Book derived the method for determining its uninsured rates from "Estimating County Percentages of Uninsured People," Inquiry, 28:413-419 (1991), and used a three-year average of 1995-1996-1997 CPS data from the March Supplements. County uninsured rates ranged from 9.0% to 40.9% among the 63 counties in Colorado, varying widely from the overall state estimate of

15.2%. The computed county estimates of uninsured under age 19 were summed to get a total for the state. The following tables summarize this methodology:

Number of Children Who Are Uninsured

	Colorado 1997 County Uninsured rates (Colorado Demography Information Service)	2000 Colorado Population under Age 19	# of Uninsured under Age 19 (Sum of County Estimates)
Uninsured under 19	Range = 9.0% - 40.9%	1,145,447	172,457

This represents all uninsured children in the state, at all income levels. To determine the number of children who would be S-CHIP-eligible, or at or below 185% of the federal poverty level (FPL), The Department used an estimate from the American Academy of Pediatrics (AAP) which says that S-CHIP-eligibles under 200% FPL in the state comprise 40.1% of the uninsured under age 19. The source for this estimate was AAP's analysis of 1994-1997 March Current Population Survey Supplements and a 1998 Census Bureau child population projection. Each county's under-19 uninsured estimate was multiplied by this percentage to get S-CHIP eligibles by county, which were then summed to get a state total. (If 40.1% is applied to the state total number of uninsured under age 19, instead of each county's total, a slightly different estimate is obtained, but the difference is negligible, attributable to the rounding of county estimates.)

Number of Uninsured Children Who Are S-CHIP-Eligible:

	AAP CHIP-Eligible Percentage (Using 1994-1997 CPS and Census 1998 projection)	Number of Uninsured under Age 19	2000 Colorado Population under Age 19, Uninsured, and under 200% FPL
Uninsured under age 19	40.1%	172,457	69,157

It is this final estimate -- 69,157 -- against which Colorado's S-CHIP measures its performance in reducing the proportion of uncovered, low-income children in the state, for FFY 1998 and FFY 1999.

- 9.6 The state assures it will provide the Secretary with access to any records or information relating to the plan for purposes of review of audit. (Section 2107(b)(3)) (42CFR 457.720)

9.7 The state assures that, in developing performance measures, it will modify those measures to meet national requirements when such requirements are developed. (42CFR 457.710(e))

9.8. The state assures, to the extent they apply, that the following provisions of the Social Security Act will apply under Title XXI, to the same extent they apply to a state under Title XIX: (Section 2107(e)) (42CFR 457.135)

Provide a budget for this program. Include details on the planned use of funds and sources of the non-Federal share of plan expenditures. (Section 2107(d))

Attachment 4

9.8.1 Section 1902(a)(4)(C) (relating to conflict of interest standards)

9.8.2 Paragraphs (2), (16) and (17) of Section 1903(i) (relating to limitations on payment)

9.8.3 Section 1903(w) (relating to limitations on provider donations and taxes)

9.8.4 Section 1132 (relating to periods within which claims must be filed)

9.9. Describe the process used by the state to accomplish involvement of the public in the design and implementation of the plan and the method for insuring ongoing public involvement. (Section 2107(c)) (42CFR 457.120(a) and (b))

Six working teams were created to design the core elements of the CHP+ and to promote ongoing public input into the plan. The CHP+ teams recommended benefits and cost sharing were applied to the CHP+ proposed in this Title XXI State Plan. The six teams were: 1) benefits design and pricing; 2) eligibility, enrollment, and management information system design; 3) financing; 4) marketing and outreach; 5) employer advisory group; and 6) contracting and quality assurance. A Policy Board reviewed team recommendations and gave strategic direction to the Department of Health Care Policy and Financing. The individuals who were members of these working teams had the opportunity to provide input into the development of CHP+, from the early stages of the decision-making process up to and beyond implementation. These working teams were staffed and led by individuals representing the Department, the business community, the insurance industry, providers, children's advocates, schools, employers, and other public and private programs providing services to children.

Benefits Design and Pricing. This team was responsible for designing the benefit package and developing cost-sharing and subsidy structures. This team developed price estimates for the benefit package under different cost sharing and subsidy structures scenarios. Members of this team represented advocates for low-income families, the Colorado Division of Insurance, mental health providers, EPSDT outreach workers, providers of care to handicapped children, pediatricians, community health centers, and managed care organizations.

Marketing and Outreach. This team was responsible for developing a marketing plan and outreach strategy for partnering with schools, doctors offices, employers, social service providers, and public health entities throughout the state. This team recommended to the Department the most effective outreach plan, materials design, and marketing strategy to ensure that eligible families are notified that this product was available and how they could apply. The team developed a long term, phased plan for outreach and marketing CHP+. Not only school systems were tapped, but team members, through their varied work in the community were natural advocates and enlisted volunteers who could advocate for CHP+, throughout the state. Members of this team represented schools, day care centers, managed care organizations, providers, children's advocacy groups, and CHP+.

Eligibility, Enrollment, and Management Information Systems Design. This team was responsible for developing an eligibility and enrollment system that would be flexible, simple to administer, and meet the long-term needs of CHP+. This team was also responsible for developing recommendations for the rules by which a child would be deemed eligible for the program. Members of this team included representatives from managed care organizations, the Medicaid program in the Department of Health Care Policy and Financing, the Program for Children with Special Health Care Needs, Indian tribes, community health centers, CHP+ philanthropic provider clinics, and other providers.

Financing. This team was responsible for identifying funding streams available to finance the program, preparing budget projections, developing estimates of the number of children that would be enrolled, and creating mechanisms to ensure that CHP+ would be fiscally sound. Members of this team included representatives from community health centers, the Colorado Indigent Care Program, the Office of State Planning and Budgeting, the CHP+, and the Department of Health Care Policy and Financings budget and accounting offices.

Employer Advisory Group. This team presented recommendations to the Department regarding mechanisms to ensure that CHP+ did not become a substitute for employer-based coverage. This group established a means for the Department and employers to coordinate coverage for children eligible for the program, create incentives for employers to assist the Department with outreach and eligibility determination, and presented recommendations as to how the

subsidy can be structured to ensure that employees did not drop employer-based coverage. Membership of this team represented a broad base of employers and business organizations such as US West, Kodak, and Mile Hi Child Care Centers.

Contracting and Quality Assurance: This team was responsible for developing purchasing strategies and contract standards for the CHP+ program. The team reviewed options for purchasing, pricing and quality assurance from Medicaid and commercial models.

Policy Board: The initial Department-appointed Policy Board reviewed key team recommendations and gave strategic guidance to the Department of Health Care Policy and Financing in the design and implementation of CHP+. This group was comprised of high-level private sector business managers, hospitals, providers, children's advocates, the insurance industry, the General Assembly, the Colorado Department of Public Health and Environment, and the Colorado Division of Insurance.

The Department-appointed Policy Board disbanded after the passage of House Bill 98-1325, which became law on April 21, 1998. A provision of that legislation created an 11-member Policy Board charged with promulgating rules for the as CHP+.

Upon dissolution of the Policy Board in August 2001, public input is received through a variety of methods:

- Rule Making: At the time of any presentation of a rule to be approved by the Board, interested advocates are notified of the rule and public testimony is encouraged at the Board meeting;
- Department staff meet regularly with patient advocacy groups;
- Drafts of items requesting public input are placed on the CHP+ Website;
- Any member of the public has the right to correspond directly with Board members.

9.9.1 Describe the process used by the state to ensure interaction with Indian Tribes and organizations in the state on the development and implementation of the procedures required in 42 CFR 457.125. (Section 2107(c)) (42CFR 457.120(c))

CHP+ contracts with Indian Health Services providers as SED sites. We receive valuable information from local tribes from the organizations that serve the local American Indian tribes around the barriers to providing health insurance to this population. Because the Indian Health Services provides routine health care services to this population, it is difficult to demonstrate the need for health insurance. We are

constantly looking for ways to market to this population.

- 9.9.2** For an amendment relating to eligibility or benefits (including cost sharing and enrollment procedures), please describe how and when prior public notice was provided as required in §457.65(b) through (d).

A special committee was created as a part of the Policy Board to study dental provider adequacy. This committee represented advocacy groups, dental providers, State Health Department staff and Board members. The rules were presented to the State Medical Assistance Advisory Council and staff brought their recommendation to add language requiring the inclusion of Essential Community Providers to the Policy Board in the dental network was accepted.

A dental benefit was added effective February 1, 2002. Prior to the effective date, the former Children's Basic Health Plan Policy Board and the State Medical Assistance and Services Advisory Council forums were used as mechanisms for public notice and input. The State Medical Assistance and Services Advisory Council is a group with specialized knowledge and experience to be added to that available in the Department of Health Care Policy & Financing, and provides a two-way channel of communication with the individuals, organizations, and institutions in the community that, with the administrating Agency, provide and/or pay for medical care and services.

Once the rules were adopted, they were published on the CHP+ Web site. All adopted rules are also sent to the Secretary of State and published in the Colorado Code of Regulations.

The administration of an enrollment cap will be communicated prior to implementation by providing in writing: posting on the Internet, a letter to the legislature, and policymakers throughout the state. It will also be presented to the Medical Services Board, the rule making body for the CHP+, members of which are appointed according to political affiliation, geographic representation, and provider or recipient status. A news release will be provided to the media on the procedures related to the cap. No waiting list will be maintained for interested CHP+ applicants. A notice of the removal of a cap will be provided to media, interested parties, and policy makers at the appropriate time.

- 9.10.** Provide a one year projected budget. A suggested financial form for the budget is attached. The budget must describe: (Section 2107(d)) (42CFR 457.140)

Model Application Template for the State Children's Health Insurance Program

Planned use of funds, including:

- Projected amount to be spent on health services;
- Projected amount to be spent on administrative costs, such as outreach, child health initiatives, and evaluation; and
- Assumptions on which the budget is based, including cost per child and expected enrollment.

Projected sources of non-Federal plan expenditures, including any requirements for cost-sharing by enrollees.

Attachment 4

Section 10. Annual Reports and Evaluations (Section 2108)

10.1 Annual Reports. The state assures that it will assess the operation of the state plan under this Title in each fiscal year, including: **(Section 2108(a)(1),(2)) (42CFR 457.750)**

10.1.1 The progress made in reducing the number of uncovered low-income children and report to the Secretary by January 1 following the end of the fiscal year on the result of the assessment, and

10.2 The state assures it will comply with future reporting requirements as they are developed. **(42CFR 457.710(e))**

10.3 The state assures that it will comply with all applicable Federal laws and regulations, including but not limited to Federal grant requirements and Federal reporting requirements.

Section 11. Program Integrity (Section 2101(a))

Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan, and continue to Section 12.

11.1 The state assures that services are provided in an effective and efficient manner through free and open competition or through basing rates on other public and private rates that are actuarially sound. (Section 2101(a)) (42CFR 457.940(b))

11.2. The state assures, to the extent they apply, that the following provisions of the Social Security Act will apply under Title XXI, to the same extent they apply to a state under Title XIX: (Section 2107(e)) (42CFR 457.935(b)) *The items below were moved from section 9.8. (Previously items 9.8.6. - 9.8.9)*

11.2.1 42 CFR Part 455 Subpart B (relating to disclosure of information by providers and fiscal agents)

11.2.2 Section 1124 (relating to disclosure of ownership and related information)

11.2.3 Section 1126 (relating to disclosure of information about certain convicted individuals)

11.2.4 Section 1128A (relating to civil monetary penalties)

11.2.5 Section 1128B (relating to criminal penalties for certain additional charges)

11.2.6 Section 1128E (relating to the National health care fraud and abuse data collection program)

Section 12. Applicant and enrollee protections (Sections 2101(a))

- Check here if the state elects to use funds provided under Title XXI only to provide expanded eligibility under the state's Medicaid plan.

Eligibility and Enrollment Matters

- 12.1** Please describe the review process for eligibility and enrollment matters that complies with 42 CFR §457.1120.

If an applicant does not agree with the eligibility determination assessed by the contractor, the applicant may appeal the decision. This appeal must be in writing and within 30 days of the eligibility determination letter. If the appeal cannot be favorably resolved with the contractor, the appeal is taken to the Grievance Committee. The Grievance Committee consists of the appeal staff person from the contractor, an eligibility technician, and three staff persons from the Department of Health Care Policy and Financing. The three staff persons have never seen the case before and are well versed in the rules of the program. Applicants may attend the committee meeting by telephone, in person, or may send a representative and may have access to all documents that were used to determine their eligibility. All communication needs are taken care of for the applicant during a committee meeting; i.e. translation. A final decision is made during the Grievance Committee meeting and the applicant is notified of the decision within 10 days. All decisions made in the Grievance Committee are final.

Health Services Matters

- 12.2** Please describe the review process for health services matters that complies with 42 CFR §457.1120.

Within the MCO contracts are provisions regarding health services matters. The Contractor is to agree to adequately staff and maintain a Member services and Complaint response function to explain operations, assist in the selection of a PCP, assist in how to make appointments and recording and responding to member complaints, or oral expressions of dissatisfaction with the Contractors plan.

The Contractor shall process prospective, concurrent and retrospective reviews, and have in place procedures for complaints and appeals of Adverse Determinations that comply with the requirements concerning these activities contained in Title 10, C.R.S., and Colorado Division of Insurance regulations. All determinations of Medical Necessity of Covered Services are subject to these appeal processes.

Premium Assistance Programs

- 12.3** If providing coverage through a group health plan that does not meet the requirements of 42 CFR §457.1120, please describe how the state will assure that applicants and enrollees have the option to obtain health benefits coverage other than through the group health plan at initial enrollment and at each redetermination of eligibility.