



2021 Event Schedule

All sessions will be recorded and available on-demand for 72 hours in the AirMeet platform following the conclusion of the conference.

TUESDAY – OCTOBER 5

9:00am - 9:10am

Opening Remarks

Speakers: Kevin Patterson, CEO: Connect for Health Colorado, Jessalyn Hampton

9:10am - 10:15am

Policy Panel

Join moderator Adam Fox to hear critical state and federal health policy updates from our distinguished panel: Monica VanBuskirk, Chief Policy and Relationships Officer from Connect for Health Colorado; Caitlin Westerson, Senior Health Policy Advisor from the Office of Saving People Money on Health Care; Debra Judy, Deputy Commissioner of Legislative & Regulatory Affairs from the Division of Insurance; and Lisa Pera, Deputy Eligibility Division Director for the Department of Health Care Policy and Financing.

Panelists: Monica VanBuskirk, Lisa Pera, Caitlin Westerson, Deb Judy

Moderator: Adam Fox

10:15am - 10:30am

Yoga and Email Break

Use this time to check email, step away from the computer, top off your coffee, or join yoga instructor Maddy Murphy for some centering breathwork and meditation.

Speaker: Maddy Murphy

10:30am - 11:15am

Health First Colorado & Child Health Plan *Plus* (CHP+) Overview

For an overview of Medical Assistance programs available in Colorado, attend this session.

Health First Colorado (Colorado's Medicaid program) Medicaid provides health coverage to millions of Americans, including eligible low-income adults, children, pregnant women, elderly adults, and people with disabilities. Child Health Plan Plus (CHP+) is public low-cost health insurance for children and pregnant women who earn too much to qualify for Health First Colorado but not enough to pay for private health insurance.

Speaker: Becky McKinney

10:30am - 11:15am

PEAK Updates

The PEAK System is continually being updated to improve the user experience. This session looks at changes that have been made to PEAK since the conclusion of last year's open enrollment on January 15th, 2021, and that impact the Medical Assistance application. We will also highlight PEAK updates coming in December. Across the past year, PEAK Outreach has delivered webinars highlighting PEAK updates. To view these individual presentations, you may access the posted resources on PEAKOutreach.com. This session will be repeated Wednesday and Thursday.

Speaker: Dale Whyte

10:30am - 11:15am

Mixed Eligibility Households

Attend this session to learn best practices for eligibility and enrollment for Mixed Eligibility Households. Attendees will gain an understanding of correct application entry and where to access additional resources for supporting complex enrollment situations. This session will be repeated Thursday.

Speaker: Tyshika Imran

10:30am - 11:15am

Connect for Health Colorado Technology Updates

With a new Open Enrollment Period, there are updates from Connect for Health Colorado. This session will cover the technology updates for book of business, renewals, and the shopping platform and what screens you can expect to see for OE 9. Questions cannot be taken live during this session- please visit the Connect for Health sponsor booth during office hours to ask questions or submit questions to coverco@c4hco.com. This session will be repeated Wednesday and Thursday.

Facilitator: Bailey Dvorak

10:30am – 11:15am

Immigrant Health Coverage and Resources

Learn about recent and upcoming changes to health coverage programs in Colorado for immigrants. This session will cover landscape items such as updates to public charge and Emergency Medicaid, as well as new health care billing requirements under HB 1198, and upcoming coverage expansions including expanded tax credits from the Health Insurance Affordability Enterprise and expanded family planning benefits. This session will be repeated in the afternoon.

Speakers: Shoshi Preuss and Allison Neswood

11:20am - 11:50am

Office Hours at Sponsor Booths

Visit the virtual sponsor booths to ask our subject matter experts questions.

- **PEAK Booth**
 - *Subject Matter Expert: Dale Whyte*
- **Connect for Health Booth**
 - *Subject Matter Experts: Reema Sisodia (Broker Portal), Damien Pham (application and renewals), Brenna Bandell (My Documents)*
- **Department of Healthcare Policy and Financing Booth**
 - *Subject Matter Experts: Karli Altman (waivers), Lindsay Westlund (waivers), Jennifer VanCleave (non-MAGI programs), Beverly Hirsekorn (buy-in), Ana Bordallo (MAGI), Melissa Edelman (behavioral health), Yvonne Castillo (dental- this day only!)*
- **Policy Booth**
 - *Subject Matter Expert: Bailey Dvorak (Easy Enrollment)*

11:55am - 12:25pm

Issuer Presentations: Anthem, Oscar, and Rocky Mountain Health plans

Join this session to hear an overview of available health plans for 2022 coverage, marketing materials, and contact information for further questions from Anthem, Oscar, and Rocky Mountain Health plans.

Facilitator: Rosa Ray

Speakers: AnnMarie Manders (Anthem), Jesse Hendon (Oscar), and Michelle Walker (RMHP)

12:25pm – 1:00pm

Lunch Break

1:00pm - 1:45pm

Regional Data and Community Specific Outreach: Front Range & Central Denver

During this session, members of Connect for Health Colorado's Policy Team will provide a brief overview of 2021 enrollments and review data from 2020 relating to the eligible but not enrolled (EBNE) populations by county. Then, hear from Allison Summerton from the Aurora Comprehensive Community Mental Health Center about tried and true outreach tactics for regional-specific populations. Join the conversation and share your own best practices with your fellow attendees. Attend this session if you primarily work in:

Adams, Arapahoe, Broomfield, Clear Creek, Denver, Douglas, El Paso, Elbert, Gilpin, Jefferson, Park, or Teller counties.

Speakers: Hannah Sieben, Allison Summerton

1:00pm - 1:45pm

Regional Data and Community Specific Outreach: Front Range North

During this session, members of Connect for Health Colorado's Policy Team will provide a brief overview of 2021 enrollments and review data from 2020 relating to the eligible but not enrolled (EBNE) populations by county. Then, hear from Tanya Trujillo from the North Colorado Health Alliance and Rosie Duran from the Health District of Northern Larimer County about tried and true outreach tactics for regional-specific populations. Join the conversation and share your own best practices with your fellow attendees. Attend this session if you primarily work in Boulder, Larimer, or Weld counties.

Speakers: Emma Oppenheim, Tanya Trujillo, Rosie Duran

1:00pm - 1:45pm

Regional Data and Community Specific Outreach: Eastern Plains & Southern Mountains

During this session, members of Connect for Health Colorado's Policy Team will provide a brief overview of 2021 enrollments and review data from 2020 relating to the eligible but not enrolled (EBNE) populations by county. Then, hear from Greg Fischer from Tri-County Health Network and Silvia Santana from Mountain Family Health Centers about tried-and-true outreach tactics for regional-specific populations. Join the conversation and share your own best practices with your fellow attendees. Attend this session if you primarily work in: Archuleta, Delta, Dolores, Eagle, Garfield, Grand, Gunnison, Hinsdale, Jackson, La Plata, lake, mesa, Moffat, Montezuma, Montrose, Ouray, Pitkin, Rio Blanco, Routt, San Miguel, or Summit counties.

Speakers: Bailey Dvorak, Greg Fischer, Silvia Santana

1:00pm - 1:45pm

Regional Data and Community Specific Outreach: Western Slope and Central Mountains

During this session, members of Connect for Health Colorado's Policy Team will provide a brief overview of 2021 enrollments and review data from 2020 relating to the eligible but not enrolled (EBNE) populations by county. Then, hear from Emma Tomlinson from San Juan Basin Public Health about tried-and-true outreach tactics for regional-specific populations. Join the conversation and share your own best practices with your fellow attendees. Attend this session if you primarily work in: Alamosa, Baca, Bent, Chaffee, Cheyenne, Conejos, Costilla, Crowley, Custer, Fremont, Huerfano, Kiowa, Kit Carson, Las Animas, Lincoln, Logan, Mineral, Morgan, Otero, Phillips, Prowers, Pueblo, Rio Grande, Saguache, Sedgwick, Washington, or Yuma counties.

Speakers: Daniel O'Neill, Emma Tomlinson

1:45pm - 2:00pm

Yoga and Email Break

Use this time to check email, step away from the computer, top off your coffee, or join yoga instructor Maddy Murphy for some lower back focused stretches.

Speaker: Maddy Murphy

2:00pm - 2:45pm

Health First Colorado Waivers

What is a Home and Community Based (HCBS) waiver? Who qualifies for a waiver and what type of services will they receive? Who determines eligibility for waivers? Learn to identify when and how to refer Health First Colorado members for these additional services and supports. Have questions about Waivers? Attend this session.

Speaker: Becky McKinney

2:00pm - 2:45pm

End of the Public Health Emergency: What to Expect

Staff from Connect for Health Colorado and the Department of Health Care Policy & Financing will share what we know so far about the public health emergency ending and how residents' Health First Colorado and Child Health Plan Plus coverage may be affected. Presenters will discuss policy guidance, customer messaging, and resources to help Coloradans find the health coverage they qualify for at the end of the public health emergency. This session will be repeated Wednesday.

Speakers: Nina Schwartz, Monica Caballeros, Lisa Pera

Health Insurance Affordability Enterprise Overview

2:00pm - 2:45pm

Join this session to learn about the implementation of SB20-215, the Health Insurance Affordability Enterprise. The law is designed to address the affordability of health insurance for Coloradans purchasing coverage on the individual market and expand subsidies for those not eligible under the ACA. You will learn about the long-term goals of the law as well as the enhanced cost sharing reductions for individual market customers between 150-200% FPL in plan year 2022.

Speaker: Emma Oppenheim

Immigrant Health Coverage and Resources

2:00pm - 2:45pm

Learn about recent and upcoming changes to health coverage programs in Colorado for immigrants. This session will cover landscape items such as updates to public charge and Emergency Medicaid, as well as new health care billing requirements under HB 1198, and upcoming coverage expansions including expanded tax credits from the Health Insurance Affordability Enterprise and expanded family planning benefits.

Speakers: Shoshi Preuss and Allison Neswood

Plan Distinction

2:00pm - 2:45pm

During this session, attendees will gain access to Connect for Health Colorado's tools and resources related to Plan Distinction. Educating customers on their plan options is a monumental task – attend this session to better understand how to simplify the process and empower your customers to make the best plan choice possible. This session will be repeated Wednesday.

Speaker: Alicia Plantz

WEDNESDAY – OCTOBER 6

9:15am - 9:25am

Welcome and Housekeeping

Speaker: Jessalyn Hampton

9:30am - 10:15am

PEAK Updates

The PEAK System is continually being updated to improve the user experience. This session looks at changes that have been made to PEAK since the conclusion of last year's open enrollment on January, 15th, 2021, and that impact the Medical Assistance application. We will also highlight PEAK updates coming in December. Across the past year, PEAK Outreach has delivered webinars highlighting PEAK updates. To view these individual presentations, you may access the posted resources on PEAKOutreach.com. This session will be repeated Thursday.

Speaker: Dale Whyte

9:30am - 10:15am

Health First Colorado: Non-MAGI Programs

The session is designed to give high level information about the non-MAGI programs and more information on referring clients to non-MAGI assisters. Attendees will learn about non-MAGI eligibility including financial and functional criteria, the application and enrollment process, and the benefits available.

Speaker: Becky McKinney

9:30am - 10:15am

Connect for Health Technology Updates

With a new Open Enrollment Period, there are updates from Connect for Health Colorado. This session will cover the technology updates for book of business, renewals, and the shopping platform and what screens you can expect to see for OE 9. With a new Open Enrollment Period, there are updates from Connect for Health Colorado. This session will cover the technology updates for book of business, renewals, and the shopping platform and what screens you can expect to see for OE 9. Questions cannot be taken live during this session- please visit the Connect for Health sponsor booth during office hours to ask questions or submit questions to coverco@c4hco.com. This session will be repeated Thursday.

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Speakers: Nina Schwartz, Monica Caballeros, Lisa Pera

9:30am - 10:15am

Small Business Outreach

New product offerings and growing employee expectations continue to shift the landscape around employer-offered benefits. Through these changes, Connect for Health Colorado is focusing on how we can help small businesses meet these needs. This session will provide an overview of planned initiatives for 2022.

Speakers: Ezra Watland and Jessica Smith

10:15am - 10:30am

Stretch Break

Use this time to check email, step away from the computer, top off your coffee, or join yoga instructor Maddy Murphy for some stretches focused on a healthy spine.

Speaker: Maddy Murphy

10:30am - 11:30am

Keynote: Prioritizing Equity, Even During a Pandemic

The pandemic has caused many to feel burned out and over-capacitated. Yet, the need to approach our work with empathy and grace has never been so necessary. When so many of us are depleted, how can we practice inclusivity and approach our responsibilities in an equitable way? Join Dr. Dwinita Mosby Tyler for an engaging discussion on how to prioritize creating and fostering inclusivity and cultural competency at work.

Speaker: Dr. Dwinita Mosby Tyler

11:30am - 11:50am

Stretch Break

Use this time to check email, step away from the computer, or top off your coffee.

11:50am - 12:20pm

Office Hours at Sponsor Booths

Visit the virtual sponsor booths to ask our subject matter experts questions.

- **PEAK Booth**
 - *Subject Matter Expert: Dale Whyte*
- **Connect for Health Booth**
 - *Subject Matter Experts: Reema Sisodia (Broker Portal), Damien Pham (application and renewals), Brenna Bandell (My Documents)*
- **Department of Healthcare Policy and Financing Booth**

- **Subject Matter Experts:** Karli Altman (waivers), Lindsay Westlund (waivers), Jennifer VanCleave (non-MAGI programs), Beverly Hirsekorn (buy-in), Ana Bordallo (MAGI), Melissa Edelman (behavioral health)
- **Policy Booth**
 - **Subject Matter Expert:** Bailey Dvorak (Federal Policy Updates, including the American Rescue Plan)

11:55am - 12:25pm	<p>Issuer Presentations: Denver Health, Cigna, and Kaiser Permanente</p> <p>Join this session to hear an overview of available health plans for 2022 coverage, marketing materials, and contact information for further questions from Denver Health, Cigna, and Kaiser Permanente.</p> <p><i>Facilitator: Rosa Ray</i></p> <p><i>Speakers: Susan Budd (Denver Health), Carina Gonzales (Cigna), and Claudia Jimenez (Kaiser)</i></p>
12:25pm - 1:00pm	<p>Lunch Break</p>
1:00pm - 1:45pm	<p>Consumer Protections, Appeals, and Resources</p> <p>This session will provide an overview of the appeals processes and consumer protections available through Connect for Health Colorado, the Division of Insurance, and Health First Colorado (Medicaid). This session will also discuss relevant resources that assisters and consumers may be able to access.</p> <p><i>Speakers: Joelle Morrison, Molly McClurg, Matt Mortier, Beth Deines</i></p>
1:00pm - 1:45pm	<p>Behavioral Health Access</p> <p>Join this session to hear from Doyle Forrestal, CEO of the Colorado Behavioral Healthcare Council, for information about Community Mental Health Centers throughout the state and how Coloradans can access their critical services. Then, hear from Kelly McGann from the Family and Intercultural Resource Center for information about their innovative behavioral health navigation program.</p> <p><i>Speakers: Doyle Forrestal, Kelly McGann</i></p>
1:00pm - 1:45pm	<p>Plan Distinction</p> <p>During this session, attendees will gain access to Connect for Health Colorado's tools and resources related to Plan Distinction. Educating customers on their plan options is a monumental task – attend this session to better understand how to simplify the process and empower your customers to make the best plan choice possible.</p> <p><i>Speaker: Alicia Plantz</i></p>
1:45pm - 2:00pm	<p>Stretch Break</p> <p>Use this time to check email, step away from the computer, or top off your coffee.</p>
2:00pm - 2:45pm	<p>Assistance Network Updates</p> <p>This is a REQUIRED session for Assisters that will include high-level technology and policy updates for OE9. Agenda will also include summaries of Connect for Health Colorado's resources and supports for Assisters, including what the Assistance Network Team offers, online customer tools and information on accessing free collateral materials.</p> <p><i>Speakers: Elizabeth Horng, Heather Taber</i></p>
2:00pm - 2:45pm	<p>Broker Updates</p>

This session will provide brokers an update on renewals, an overview of this year's Book of Business report, highlight updates to the Broker Portal, and provide an overview of the benefits of working with Assistants.

Speakers: Ann Eisenhart and Rebecca Hernandez

2:00pm - 2:45pm

CAAS, PE, EAP, MA Site Staff

Join Georgann Garcia and Monica Owens from the Department of Healthcare Policy and Financing site administrators for updates and a Q & A session on CAAS, PE, EAP, and MA sites.

Speakers: Georgann Garcia & Monica Owens

THURSDAY-OCTOBER 7

9:00am - 9:10am

Welcome and Housekeeping

Speaker: Jessalyn Hampton

9:15am - 10:15am

Regional Networking Session at Networking Tables

Head to the networking tables, take a seat at one of your regions' tables, and connect with your colleagues. A list of suggested questions and topics will be provided to help keep the conversation going.

10:15am - 10:30am

Yoga and Email Break

Use this time to check email, step away from the computer, top off your coffee, or join yoga instructor Maddy Murphy for some neck and wrist focused stretches.

Speaker: Maddy Murphy

10:30am - 11:15am

PEAK Updates

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Speaker: Dale Whyte

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Mixed Eligibility Households

Attend this session to learn best practices for eligibility and enrollment for Mixed Eligibility Households. Attendees will gain an understanding of correct application entry and where to access additional resources for supporting complex enrollment situations.

Speaker: Tyshika Imran

10:30am - 11:15am

Medicaid Buy-In 101

Health First Colorado Medicaid Buy-in programs help Coloradans with disabilities who may otherwise have too much income or resources to qualify for Health First Colorado to manage their health and improve health outcomes. This session will teach attendees about the Health First Colorado Medicaid Buy-in programs. Attendees will learn what makes someone eligible for Buy-in programs, the application and enrollment process, and the benefits available.

Speaker: Becky McKinney

10:30am - 11:15am

Connect for Health Technology Updates

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cover the technology updates for book of business, renewals, and the shopping platform and what screens you can expect to see for OE 9. Questions cannot be taken live during this session- please visit the Connect for Health sponsor booth during office hours to ask questions or submit questions to coverco@c4hco.com.
Speaker: Bailey Dvorak

11:20am -11:50am

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- **Department of Healthcare Policy and Financing Booth**
 - **Subject Matter Experts: Karli Altman (waivers), Jennifer VanCleave (non-MAGI programs), Beverly Hirsekorn (buy-in), Ana Bordallo (MAGI)**
- **Policy Booth**
 - **Subject Matter Expert: Bailey Dvorak (Standardized Plans)**

11:55am – 12:25pm

Issuer Presentations: Bright Health, Friday Health, and Peak Health Alliance

Join this session to hear an overview of available health plans for 2022 coverage, marketing materials, and contact information for further questions from Bright Health, Friday Health, and Peak Health Alliance.

Speaker: Rosa Ray

12:25pm – 1:00pm

Lunch Break

1:00pm – 2:15pm

Keynote: A FABULOUS Framework to Manage Burnout and Compassion Fatigue

This interactive program will focus on a FABULOUS Framework, 8 pillars of career resilience. Participants will explore the relationship between burnout, compassion fatigue, and vicarious trauma in insurance brokers and assisters. Being that working with individuals who are struggling with financial issues and health care decisions while purchasing health insurance, is stressful, participants will identify ways to manage their empathy fatigue. Participants will be given a downloadable workbook with tip sheets, self-assessments, and a wellbeing, work-life balance self-care action plan.

Speaker: Barbara Rubel

2:15pm -2:30pm

Yoga and Email Break

Use this time to check email, step away from the computer, top off your coffee, or join yoga instructor Maddy Murphy for some centering breathwork and meditation.

Speaker: Maddy Murphy

2:30pm - 3:15pm

Broker Roundtable

This session will not be recorded. Connect for Health staff will only join for the first few minutes to ensure the technology is running smoothly. Lead and facilitated by brokers, this session provides brokers an opportunity to discuss strategies and challenges that face the broker community.

Speakers: Rebecca Hernandez

2:30pm - 3:15pm

Rural Healthcare Delivery Panel

Join this session to hear from a distinguished group of panelists to hear about health care access and delivery in rural Colorado. You will learn about the unique challenges and opportunities that exist to improve the health of rural Coloradans.

Moderator: Bailey Dvorak

Speakers: Senator Cleave Simpson, Kelly Erb, Jayden Miracle, and Jessica Eckhardt

2:30pm - 3:15pm

Anti-Poverty Programs: Non-Health Coverage

Details coming soon.

Speakers: Coming Soon

3:20pm - 3:35pm

Closing Remarks

Speaker: Jessalyn Hampton