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**COLORADO**  
Department of  
Regulatory Agencies  
Division of Insurance

# Division of Insurance

*Commissioner Michael Conway*

## Culturally Responsive Network Requirements: Stakeholder Meeting #2

Wednesday, October 13, 2021  
6:00 - 7:00 PM



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# Housekeeping Items

To support the American Sign Language interpretation

- When asking a question, use the **“raise hand”** functionality and **turn your video on** (if possible)
- When viewing the presentation and interpretation, utilize the **“side by side speaker”** view to support visibility

For Spanish interpretation, click **“Interpretation”** in the meeting controls and select **“Spanish”**



# Agenda for Today's Meeting

- Summary of Colorado Option network requirements
- Feedback from the First Stakeholder Meeting
- Discussion

# What is network adequacy?

- Health plans must maintain a provider network that is “sufficient in numbers and types of providers to assure that all covered benefits to covered persons will be accessible without unreasonable delay.”
- DOI regulations related to network adequacy

# The Colorado Option

The network for the Colorado Option must be:

- Culturally responsive
- To the greatest extent practicable, reflect the diversity of its enrollees in terms of race, ethnicity, gender identity, and sexual orientation in the area the network exists
- No more narrow than the most restrictive network the carrier is offering for individual market nonstandardized plans for the same rating area and same metal tier

# The Colorado Option (cont'd)

- In developing the network, each carrier shall include:
  - a description of the carrier's efforts to construct diverse, culturally responsive networks in its network access plan and
  - a majority of the ECPs in the service area in its network
- Carriers unable to achieve the Colorado Option culturally responsive network requirements must file an action plan with Division

# Feedback from First Stakeholder Meeting

- Provider training on the community and their lived experiences
- Language access, including ASL
- Accuracy of provider directories
- Telehealth access
- Nontraditional provider hours
- More diverse types of network providers







# Questions?



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# What can carriers do to ensure culturally-responsive networks?

Examples: Training, telehealth, improved data collection, etc.

# Public Comment



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# Next Steps

- Next Stakeholder Meeting: Wednesday, October 27 from 10 - 11 AM
- Ways to Engage:
  - Website
  - Email: [dora\\_ins\\_co\\_option@state.co.us](mailto:dora_ins_co_option@state.co.us)
  - Email: [debra.judy@state.co.us](mailto:debra.judy@state.co.us); [cara.cheevers@state.co.us](mailto:cara.cheevers@state.co.us)
  - Meetings (public comment period)