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COLORADO
Department of
Regulatory Agencies
Division of Insurance

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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”



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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



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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



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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



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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
 - Email: debra.judy@state.co.us; cara.cheevers@state.co.us
 - Meetings (public comment period)

