

A large, diverse crowd of people is gathered in front of the Colorado State Capitol building. The building is a neoclassical structure with a prominent white dome and multiple levels of columns. The sky is overcast, and the overall atmosphere is one of a public event or rally.

**Se puede escuchar en español
también**

Spanish interpretation is available:

Once your meeting has started, click Interpretation  in the meeting controls.



COLORADO
Department of
Regulatory Agencies
Division of Insurance

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Commissioner Michael Conway

Culturally Responsive Network Requirements: Stakeholder Meeting #3

Wednesday, October 27, 2021
11:00 AM - 12:00 PM



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Agenda for Today's Meeting

- Summary of Colorado Option network requirements
- Overview of the draft regulation
- Feedback received to date on draft regulation
- 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.”



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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 Stakeholder Meetings 1-2

- 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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2021 CHAS Data

- Respondents who sought health care and reported being treated with less respect or receiving lower quality care than others:
 - Over 50%: clinicians
 - Over 30%: insurer
 - Over 30%: front desk staff
- Reasons for being treated with less respect:
 - Over 50%: income or financial situation
 - Over 35%: ethnic background or race
 - Over 30%: disability
 - Over 10%: gender identity
 - Over 5%: sexual orientation



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Elements of Draft Regulation

- Voluntary demographic data collection on providers and enrollees
- Inclusion of certified nurse midwives
- Anti-bias, cultural competency, or similar training requirements for carrier customer service representatives, providers, and provider front office personnel
- Requirements to improve language access for non-English speaking populations
- Enhanced provider directory information including languages spoken, training, extended hours, accessibility of provider office



Elements of Draft Regulation (contd.)

- Enhanced Essential Community Provider Standards
- Enhanced Access Plan requirements
- Elements of an Action Plan if standards can not be met

Feedback on Draft Regulation

- Data Collection
 - Standardize and streamline process
 - Confidentiality
- Training
 - Training providers
 - Criteria
- Provider directories
 - Accuracy
 - Standardized data



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Public Comment



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Next Steps

- 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)

