



Press conference for HB19-1174



Colorado Consumer Health Initiative

2019

ANNUAL REPORT

For CCHI, 2019 was the first full year of a new operational model that connects direct client services to consumer engagement and policy advocacy. Our Consumer Assistance Program (CAP) helps us better understand consumer experiences in health care, and identify issues in need of systems level changes and individuals who are activated by their experience to engage in advocacy. Our work on surprise billing is the perfect example: clients who came to us for help with surprise bills were also able to share their stories with legislators and the media and support the passage of legislation. Similarly, individuals we had engaged through outreach were able to access help through the CAP.



LEADERSHIP ON LEGISLATION

2019 was an important year for progress on key legislative priorities as we worked toward greater affordability for consumers and greater accountability from health care systems. CCHI led efforts at the Capitol to craft and pass legislation to protect consumers with state regulated health insurance from surprise out of network billing (HB19-1174). At the time of passage, Colorado's balance billing legislation was among the strongest in the nation. CCHI was also a leading partner in passing legislation that created a stakeholder process to develop a public option for health insurance in Colorado (HB19-1004). We prioritized a public option in recognition that affordable, high-value insurance products are increasingly elusive for Colorado consumers. We also continued coalition work and political will building in support of advancing legislation that improved affordability of insulin, emergency dispensing of drugs without a prescription, and directing the state to explore drug importation. This work solidifies an important foundation on which to continue building greater transparency and affordability to prescription drugs for Colorado consumers. Finally, we collaborated with key partners on the release of informative polling information outlining consumer perspectives on key health care issues, and on the release of a Hospital Value Report that contributes to the conversation on hospital pricing and quality, and the relationship between the two.

2020 BOARD OF DIRECTORS

Michael Booth, Chair
Sara Kraeski, Vice-chair
Kyla Hoskins, Secretary
Barry Danielsen, Treasurer
Christy Blakely
Phillip Chung
Sharon O'Hara
Joe Rogers
Monserrath Vera



Special thanks to outgoing board members Myung Oak Kim and Jean Scandlyn for their service and commitment.



We are moving Jan. 2021: 303 E. 17th Ave., 4th Floor
Phone: 303.839.1261
www.cohealthinitiative.org

General: inform@cohealthinitiative.org
Assistance: help@cohealthinitiative.org
Media: afox@cohealthinitiative.org



COMMITMENT TO CONSUMERS

The Consumer Assistance Program celebrated its first year anniversary in June 2019. Throughout the year, we built a strong volunteer program and served 369 clients, helping them save \$795,000 by negotiating medical bills, identifying financial assistance programs, and appealing claims denials. Through our work with clients, we continued to witness first-hand inequity and unfairness in the health care system as CAP clients faced seemingly insurmountable medical costs, bills in collections, inability to access care or necessary prescriptions, and the extreme stress that comes with balancing health care access and affordability needs with financial security. We are using these experiences to inform our advocacy work and to help activated clients use their voices to advocate for systems-level changes.



We found out about CAP through the Asian Pacific Development Center. One takeaway from my experience with the program is that everyone was there willing to help and I'm grateful for that. The fact that everyone was so helpful made me feel empowered all the time.

Without her [Stephanie], we won't be able to pay the medical bills. She gave us a new life and a new hope.

RASY HAI & FAMILY, CONSUMER ASSISTANCE PROGRAM CLIENT



Six weeks after my husband had emergency surgery, we received hospital bills totaling \$160k because the hospital admission was denied by our insurance.

As a result of our work with the Consumer Assistance Program, we've become more knowledgeable regarding our rights and the overall insurance process.

KRISTINA & NATE DRINKWINE, CONSUMER ASSISTANCE PROGRAM CLIENTS



"This process with Stephanie - the way she would ask questions, the times she would do something, and then next ask me to make some calls myself - was, all of it, completely empowering for me.

CCHI gave me back my hope. That's what I want others going through similar episodes in their lives to know. You will have your hope restored, and have help doing it, too.

-Dana Bennett,
Consumer Assistance
Program Client

DATA & REPORTS

CCHI collaborated on the release of the [Hospital Value Report](#) with Colorado Business Group on Health, and 7 Data Briefs with polling data on consumer opinions on health care with the Altarum Healthcare Value Hub.

cohealthinitiative.org/our-work/publications

DONATE

Contributions are essential to sustaining our work.

Please visit:

cohealthinitiative.org/donate-online

SUMMARY OF FINANCIAL DATA

While CCHI experienced a great deal of programmatic success in 2019, it was a difficult year financially. We were fortunate to have a healthy reserve upon which to draw, and the ability to reduce variable expenses until sustainable grant funding was awarded in 2020. Moving forward we are focusing on continuing to grow our individual donor fundraising and increasing our membership base.

Summary of Financial Data (\$1,000s)

Support, Revenue & Other Gains

	2019	2018
Foundation Grants	\$ 533	\$ 580
Individual Contributions	31	24
Corporate & In-kind Donations	2	2
Membership Dues	9	7
Program Services	34	24
Events & Other	19	23
Total Income	628	660

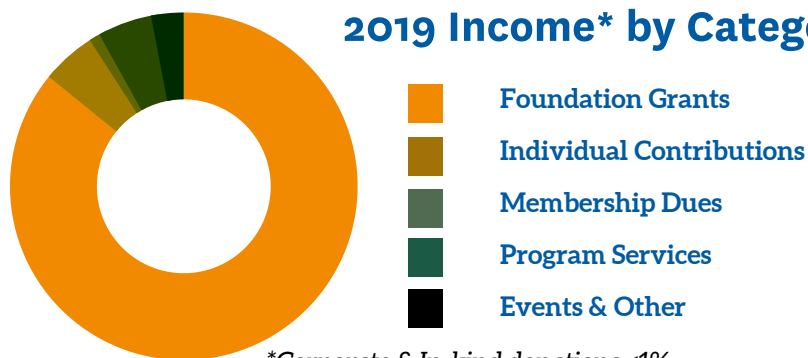
Expenses

Program	784	769
Management & General	117	119
Fundraising	2	5
Total Expenses	903	893

Changes in Net Assets

	(275)	(233)
Net Assets Beginning of year	602	835
Net Assets End of Year	\$ 327	\$ 602

2019 Income* by Category



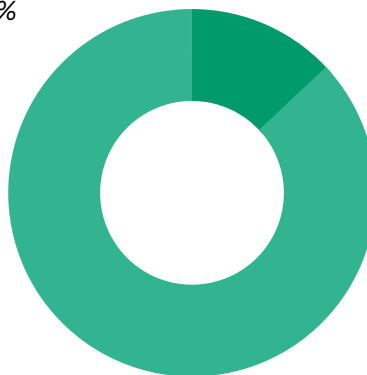
*Corporate & In-kind donations <1%

2019 Expenses* by Category

Management & General

Program

*Fundraising expenses <1%



1 year CAP Anniversary

FOUNDATION SUPPORT

Action Now Initiative, LLC
Caring for Colorado
Foundation
Community Catalyst
Community First Foundation
Families USA
The Hopewell Fund
Rose Community Foundation
The Colorado Health
Foundation

CAP SPONSORS

AARP
ANB Bank

EVENT SPONSORS

Anthem Blue Cross and Blue Shield
Colorado Academy of Family
Physicians
Delta Dental of Colorado
John Cutler & Associates
Kaiser Permanente
Strategies 360



HB19-1174 Bill Signing



We are moving Jan. 2021: 303 E. 17th Ave., 4th Floor
Phone: 303.839.1261
www.cohealthinitiative.org

General: inform@cohealthinitiative.org
Assistance: help@cohealthinitiative.org
Media: afox@cohealthinitiative.org