



Colorado Consumer Health Initiative

2018 ANNUAL REPORT

Empowering and Engaging Consumers to Drive Health Care Change

We launched a Consumer Assistance Program in June 2018 to help consumers navigate and resolve complex and confusing medical billing and health care access problems. Our work with clients keeps us constantly in tune with how Coloradans are experiencing the health care system and informs the policy work we do to change and improve health care to make it more equitable, accessible, and affordable for everyone. We were honored to receive a 2018 Get Wise Consumer Protection Award from the Colorado Department of Regulatory Affairs for our collaborative work to help raise awareness and strengthen insurance protections for Colorado consumers.



139
clients served
\$523,980
in consumer savings

Empowering Colorado Consumers

In the first six months of our Consumer Assistance Program, we assisted 139 individuals primarily with surprise out of network bills, claims denials, and application assistance, saving consumers just over half a million dollars in medical bills. Our services included education and coaching, intervening with facilities and carriers, and assisting consumers in filing grievances and appeals. We recruited a team of five volunteers to expand our capacity and are bringing together a network of other nonprofit organizations whose clients experience these issues. We work collaboratively to share best practices in helping consumers navigate health care and financial systems.

Elevating the Voice of Colorado Consumers

Through our Consumer Assistance Program and our sustained statewide outreach efforts, we supported more than 30 individuals in sharing their stories in the media or with policymakers. As a result of our consumer outreach, more than 15 Colorado consumers spoke at a rally or testified at the State Capitol.

74
media hits
30+
consumer stories shared with media
or policy makers

Affordability and Consumer Protection Agenda



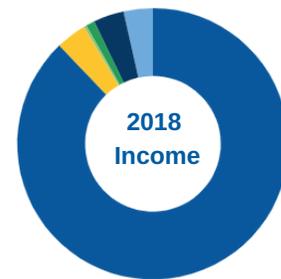
In 2018, we continued to prioritize consumer affordability and access in both our regulatory and legislative advocacy. We worked successfully with a broad coalition to pass legislation that will protect consumers from exorbitant free-standing emergency room bills. We also worked to strengthen consumer protections in health coverage and against efforts to undermine access to Medicaid. We advocated before the Division of Insurance for regulations to protect consumers against discrimination in drug formularies, to protect

LGBTQ+ Coloradans from discrimination in coverage, and to strengthen protections for consumers purchasing short term health plans. We continued to advocate for surprise out of network billing protections and for prescription drug price transparency. While neither legislative efforts succeeded, we continued to build public and political will to address these issues and laid the groundwork for further work in 2019.

Summary of Financial Data *

*All dollar amounts indicate values in \$1,000's

Support, Revenue & Other Gains	2018	2017
Foundation Grants	580	569
Individual Contributions	24	17
Corporate & In-kind Donations	2	-
Membership Dues	7	7
Program Services	24	38
Events & Other	23	10
Total Income	\$660	\$641
Expenses	2018	2017
Program	769	727
Management & General	119	117
Fundraising	5	4
Total Expenses	\$893	\$848
Changes in Net Assets	(233)	(207)
Net Assets Beginning of Year	835	1,042
Net Assets End of Year	\$602	\$835



● Foundation Grants
 ● Individual Contributions
 ● Corporate & In-kind Donations
 ● Membership Dues
 ● Program Services
 ● Events & Other



● Program
 ● Management & General
 ● Fundraising

Foundation support: Colorado Health Foundation, Rose Community Foundation, NextFifty Initiative, Community Catalyst, Caring for Colorado Foundation, Piton Foundation, Robert Wood Johnson Foundation, The Colorado Trust

Funding to launch the Consumer Assistance Program came from a generous grant from the NextFifty Initiative and sponsorship from ANB Bank.

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Can you help with a contribution?

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