



Colorado Consumer
Health Initiative

2023 ANNUAL REPORT



A LETTER FROM OUR EXECUTIVE DIRECTOR

This past year was a year of significant growth both in our staff capacity as well as our impact on health equity and access in Colorado and beyond. As such, I'm excited to present our 2023 annual report that highlights our work.

Notably, our Consumer Assistance Program celebrated its 5th Anniversary while simultaneously celebrating over \$8 million in savings in medical bills and prescription drug costs, and welcoming two new team members. The expansion of CAP will allow our team to reach more Coloradans in need, expand our caseload capacity, and focus on community education.

For our strategic engagement work, our policy team spent time balancing policy implementation with continued health care industry reform. The implementation of the Prescription Drug Affordability Board heated up in the fall as the Board began to review five of the most expensive drugs in Colorado. November marked the second open enrollment in which Colorado Option plans were available on the market, and ended up accounting for 34% of enrollments through Connect for Health Colorado, up from 13% in the previous year. Our implementation work, while perhaps not the most exciting aspect of our work, does make a significant impact on how our previous bills are executed.

At the Capitol, we took positions on 37 bills ranging across health care issues and social determinants. We supported bills that break down upstream barriers to health, specifically housing, drug policy, criminal justice reform, and economic insecurity. We supported 34 bills, of which 32 passed, and opposed and/or sought to amend three bills, of which, all three had the desired outcome. Our priority bill, HB23:1215 Limits on Hospital Facility Fees, was signed into law by Lt. Governor Primavera in April, increasing consumer protections, prohibiting facility fees on preventative services, and studying the proliferation of such fees in Colorado.

With our increased capacity, we are excited to continue to fight for health equity, develop relationships with and resources for consumers and community advocates, and protect, implement, and expand our work.

We could not do this work without our partners, members, and funders.
From all of us at CCHI, thank you.

In health,

Mannat Singh, MPA
Executive Director



2023 SNAPSHOT

AT THE CAPITOL



CCHI took positions on **37** bills



32 of the **34** bills CCHI supported passed



CCHI staff testified at the Capitol **20** times



CONSUMER ASSISTANCE PROGRAM



\$8.1 million in consumer savings since 2018



3082 Coloradans served since 2018



2 new full time staff members



STRATEGIC ENGAGEMENT



80 Media Clips



\$13k in Community Scholarships



1660+ Consumer emails sent to legislators



53 Advocates at our Community Voices Conference

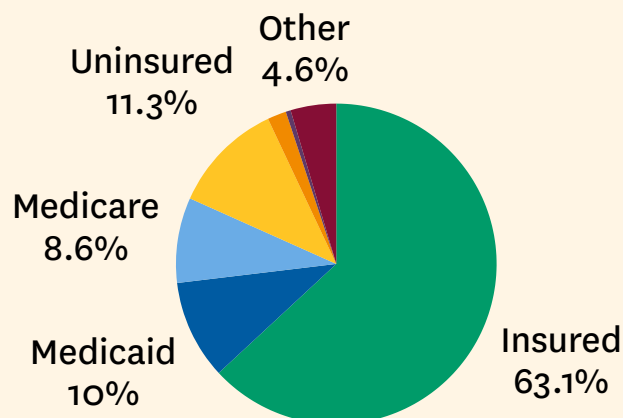
CONSUMER ASSISTANCE PROGRAM

In June, we celebrated 5 years of CCHI's Consumer Assistance Program. Since 2018 CAP has saved over 3,000 consumers more than \$8 million in unjust medical bills! However, as knowledge of CAP grows, so does the need for our services. This year, we secured additional funding through the Medical Financial Partnership, which allowed us to hire an additional CAP coordinator (Madi) and increase our support in Southwestern Colorado. Additionally, with increasing need for support to our Spanish speaking communities, we hired a Spanish bilingual CAP coordinator, Alejandra. With 4 full time staff members and 2 volunteers (Bill and Carol), we are so excited for CAP's continued growth, and will continue to support their work through capacity building, policy initiatives and education.

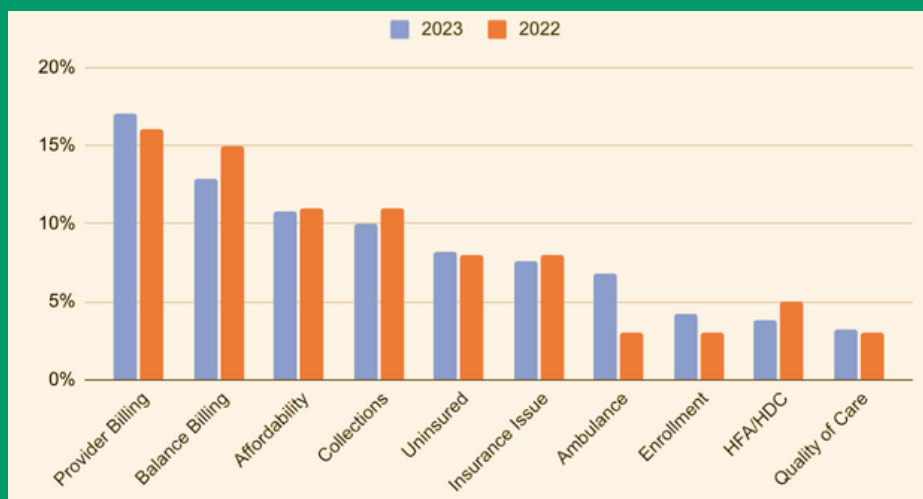
2023 BY THE NUMBERS

777 clients served
14% increase in caseload
\$2+ million saved this year
48/64 counties served
6% clients primarily speak Spanish
17% Hispanic/Latine clients

INSURANCE STATUS



TOP 10 ISSUES



CASE TRENDS



Bills ranged from \$30 to \$1.2 Million



Client age ranged from 0 to 88



Ambulance billing cases increased 4%



Hospital Discounted Care Cases Decreased

98% Client satisfaction

BOARD

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Advocacy Coordinator
Sophia Hennessey
Policy Intern
Priya Telang
Communications Manager
Phia Mitnick
Development & Events Coordinator
Melissa Duncan
CAP Manager
Alejandra Gonzalez
Bilingual CAP Coordinator
Madi Guthrie
MFP CAP Coordinator
Emily Hidalgo
CAP Fellow (Ended 7/2023)
Bill Robinson
Volunteer
Carol Ungar
Volunteer

FINANCIALS

2023 was a year of continued financial growth and capacity building for CCHI as we prioritized Investment in staff, collaborative grants, and improving our presence and support throughout Colorado. We are so grateful for our many supporters, granters and sponsors who make this work possible.

EVENT SPONSORS

Colorado Academy of Family Physicians
 Energy Outreach Colorado
 Healthier Colorado
 ARC Thrift Stores
 Centennial State Prosperity
 Connect for Health Colorado
 Barry Danielson
 Beth Dembroski
 Davis, Graham & Stubbs
 Arapahoe County Public Health
 United States of Care
 Colorado Coalition for the Homeless
 Sheridan Ross Foundation
 ANB Bank

FOUNDATION AND GRANT SUPPORT

Arnold Ventures
 CareQuest
 Caring for Colorado
 Colorado Health Foundation
 Colorado Center on Law and Policy
 Colorado Access
 Community Catalyst
 Delta Dental Foundation of Colorado
 Next50
 Robertwood Johnson Foundation
 Rose Community Foundation
 Hopewell Foundation
 New Venture Fund

2023 Income by Category



2023 Expenses

