

**EL PASO**  **COUNTY**  
**Department of Human Services**

**COVID-19 updates**

**Supplemental Nutrition Assistance Program (SNAP),  
Colorado Child Care Assistance (CCCAP),  
Health First Colorado- Medicaid  
Connect for Health – Open Enrollment**

*Please remember this is a swiftly evolving situation related to the impact and response to COVID-19. This includes information that is current as of Friday, March 27, 2020*

Additional information about assistance programs including the most current information on El Paso County Department of Human Services operating changes is online at <https://humanservices.elpasoco.com/>

EPC DHS is operating Food Assistance with limited or no face-to-face contact in order to reduce disease transmission, including interviews by phone.

Applications for SNAP and other assistance programs may be submitted

- Online via Colorado.gov/PEAK
- MyCoBenefits mobile device app

EPC DHS Customer Service Line: (719) 636-0000

Colorado requested and was granted a Federal waiver from Food and Nutrition Services (FNS) to issue full food assistance allotments to eligible SNAP households during this declaration of public health crisis. This is a **temporary waiver** related to the COVID -19 public health crisis. The allotments will be based on the household size only regardless of income and expenses and has been approved for March and April 2020 benefits. The payments will be made in early April for March and April for those already on the program and will be approved for new applications

as being processed. Approval for May and June is still pending as of March 25, 2020. Again, this is a temporary waiver due to COVID -19 and benefit will be calculated based on the program rules using household income and expenses after the national public health crisis is resolved. SNAP program notices will be sent to all eligible households.

Households who had a six-month certification due in March, April, or May had their certification periods extended to September, October, and November.

EPC DHS has a mail out EBT Card Issuance procedure in place.

Disaster Food Assistance (D-SNAP): At this time, D-SNAP will not be implemented for COVID-19. USDA Food and Nutrition Service is allowing other waivers that will simplify the Food Assistance Program.

Care and Share is not distributing to individuals but is distributing food and food boxes to partner agencies. Click on FIND FOOD online at <https://careandshare.org/> to find a pantry near you. Please call to confirm before visiting a site. Care and Share has an online list of food pantry closures and is updating it as new information is received.

### **Colorado Child Care Assistance Program: COVID-19 updates**

El Paso County has approved the monthly absences to increase from one (1) absence/month to fourteen (14) absences/month per CCCAP child backdating to March 1, 2020.

Providers please note the following:

- Absences will automatically be paid if the child has an active CCCAP authorization and misses an approved day.
- If the childcare facility knows of children that weren't attending before the pandemic started, please contact the CCCAP team with names of these children /parent names also.
- Per CCCAP Fiscal Agreement page 2, #11 - Notify County within one (1) day of child no longer enrolled/absence; ten (10) days of unexplained frequent absences, or noticeable patterns of absences.
- If the childcare facility needs to submit a manual claim for the pay period that has already been processed, please submit the claim form to CCCAPClaims@elpasoco.com
- Request for manual claim forms: email [cynthiasuter@elpasoco.com](mailto:cynthiasuter@elpasoco.com)

To all the CCCAP providers we thank you very much for continuing to provide services during the COVID-19 pandemic. El Paso County DHS appreciates your services greatly on behalf our CCCAP participants!

## **Health First Colorado -Medicaid – COVID-19 Updates**

All Medicaid cases will remain active unless a voluntary request to close, no longer a resident of Colorado, or due to death. Medicaid cases closed beginning 3/18/2020 will be reopened and remain opened until the public health crisis has ended.

### **Connect for Health Information**

Connect for Health Colorado has opened a two-week Special Enrollment period for Coloradans who are currently uninsured or about to lose coverage due to COVID-19. That coverage will start April 1, 2020, and Coloradans must enroll by April 3rd to receive coverage under this COVID-19 rule. <https://connectforhealthco.com/get-started/covid-19-support/>

They can also call the connect for Health Colorado Customer Service Center at 855-752-6749, or get help enrolling with a certified enrollment expert including certified Brokers and Assistants. Our Customer Service Center is adding weekend hours during this period. The hours: Monday through Friday from 8 a.m. to 6 p.m. and from 9 a.m. to 5 p.m. Saturday and Sunday. Certified enrollment experts will offer virtual and/or phone appointments. To find a Broker or Assistant, visit <https://connectforhealthco.com/we-can-help/>

As always, Coloradans can sign up for a plan at any time of the year if they experience [other qualifying life change events](#), including loss of job-based coverage. Residents who qualify for Health First Colorado (Medicaid) or the Child Health Plan *Plus* program can also enroll online through the [PEAK application](#) any time during the year.