



HEALTH FIRST COLORADO
 REGION 5 PROGRAM IMPROVEMENT ADVISORY COMMITTEE (PIAC)
 DECEMBER 6, 2021 MEETING MINUTES

Organization		COA Staff Attendees
	AJ Diamontopoulos, Denver Regional Council of Governments	x Anne Taylor
	Ana Visozo, Servicios de La Raza	x Bobby King
	Angi Wold, Addiction Research & Treatment Services	x Jo Glaviano
x	Anthony Moreno, Health First Colorado	x Julia Mecklenburg
x	Carolyn Hall, RM Crisis Centers, CHARG Drop-In Center	x Kellen Roth
	Chanell Reed, Families Forward Resource Center	x Kelly Marshall
x	Damian Rosenberg, Personal Assistance Services of Colorado	x Marty Janssen
x	Dede De Percin, Mile High Health Alliance, STATE PIAC R5	x Molly Markert
	Greg Tung, Colorado School of Public Health	x Nancy Viera
x	Jacquie Stanton, Denver Public Schools, Community Association of Black Social Workers	Rob Bremer
x	Jeremy Sax, Denver Health	x Stephanie Glover
	Jennifer Yeaw, Denver Human Services	x Travis Roth
x	Jim Garcia, Tepeyac	
x	Judy Shlay, Denver Public Health	
x	Katie Broeren, Health First Colorado	
x	Kraig Burleson, Inner City Health Center	
x	Laurie Gaynor, Health First Colorado	Guests/Members of the Public
	Matt Pfeifer, Dept of Health Care Policy and Finance	Ashleigh Phillips, Centura Health
	Mike Marsico, Mile High Behavioral Health Care	Kimberly McDevitt, Mile High Health Alliance
	Monica Buhlig	Vicente Cardona, Mile High Health Alliance
	Pamela Bynog, Health First Colorado	
	Paula Gallegos, Health First Colorado	
	Patricia Kennedy, Health First Colorado	
	Sable Alexander, Mile High Healthcare, Health First Colorado	
x	Sarony Young, DentaQuest	
	Scott Utash, Advocacy Denver	
x	Sherri Landrum, Children's Medical Center	
	Stacey Weisberg, Jewish Family Services	
x	Sue Williamson, Colorado Children's Healthcare Access Program	
	Thain Bell, Denver District Attorney Office	
x	Tria Phuong, Refugee Program Coordinator, International Rescue Committee	

Agenda Item	Meeting Minutes
<p>Welcome, Introductions & Committee Business</p>	<p><i>Approval of September Minutes:</i> September meeting minutes are presented for approval. The September meeting minutes were approved unanimously.</p> <p>Laurie Gaynor: Update of Member Advisory Committee (MAC)</p> <ul style="list-style-type: none"> - Internal Presentations included: legislative recap, monthly member email review, member satisfaction surveys, member recruitment card, FEMA funding, quality improvement reports, provider workgroups, 2022 editorial calendar for member newsletter - Chat Bot: COA has a Chat Bot now available on the website; MAC provided feedback on how to make it member friendly - Unique member outreach: creating messaging around crisis services in COA catchment areas, will be sent to specific pops; still deciding on a second outreach topic <p>Questions & Discussion</p> <p>Chat Q: Sarony: Are dental benefits in the running for possible outreach topics? Will coincide with roll out of dental home outreach for all members</p> <p>A: Kellen: Yes, we can include that in our next MAC meeting discussion</p>
<p>Network Adequacy (Slides 8-20)</p>	<p>Marty Janssen, Travis Roth, Anne Taylor</p> <ul style="list-style-type: none"> • COA has three provider networks: <ul style="list-style-type: none"> ○ Medicaid: Primary Care Providers in RAE Regions 3 & 5 only ○ Behavioral health providers statewide ○ CHP+: All provider types, both physical health and behavioral health specific in 44 counties • Managing the Network includes: <ul style="list-style-type: none"> ○ Recruitment and Maintenance Workgroup: staff across different departments, variety of reports, tools, and methods ○ Network Adequacy Report (NAR): HCPF deliverable, data driven report showing volume, type of RAE provider network ○ Zero Claims Report: Quarterly report on primary and BH contracted providers, lists volume of claims per provider ○ Gap Analysis Report: Shows which Medicaid-validated providers we are not contacted with • COA has on-line provider directory for members and providers: https://www.coaccess.com/providers/ <p>Questions & Discussion</p> <p>Chat Q: Didn't we speak with their specialist referral team? Remember - were you there? They don't do anything different than the PCPs do. Maybe the PIAC should look at providing input to the AMRP process in 2022. Important for us to be a stakeholder in the AMRP process</p> <p>A: Travis: Recredentialing process helps keep things updated; recently included collecting behavioral health sub specialties</p> <p>Chat Q: Thank you for the work done on this project. In the Provider Survey can you add ethnicity/race?</p> <p>A: Anne: Encourage providers to inform when a practice closes to new Medicaid members; helpful for providers to remind colleagues to let us know when this happens, helps decrease member and care manager frustration; creates more challenges in network adequacy</p>

	<p>Jacque: In both of RAEs when discussion number of providers, wen only one or two AA providers in the list, that’s an issue and a barrier; need to continue this work</p> <p>Judy: Beneficial for HCPF to have conversations with medical provider groups, i.e. Colorado Medical Society, Pediatrics Society, Academy of Family Practice, etc., around access to care issues</p> <p>Judy: The issue of gun violence in schools is a significant behavioral health issue that needs to be addressed; kids need resources and providers</p> <p>Sarony: We have the same issues with network adequacy, especially in the rural communities; administrative burden perpetuates inequity</p> <p>Chat: Dede: We made calls to 1500 specialists on HCPFs find-a-provider list; 1/3 were just plain wrong - a vet, and ED, no longer in practice - and among the remaining most of the capacity was contained in large systems where individual doctors don’t make decisions about whether to serve Medicaid members. In the end, of 1500 listed specialists only about 250 were actually accepting new adult Medicaid patients.</p> <p>Chat: Kim: I’ve personally had a BH provider just charge me the amount I would have paid as a co-pay with my old insurance rather than take Medicaid</p> <p>Bobby: There is work in process to address the BH resource pipeline. MARIADROSTE has an excellent framework to move this work forward in partnership. You can contact me directly for more information. Robert.king@coaccess.com</p>
<p>Committee Business (Slides 21-46)</p>	<p>2022 Topics Please complete the survey, link in chat and will be sent after meeting https://www.surveymonkey.com/r/HRFDQJT</p> <p>Ideas: Oral systemic issue; durable medical equipment (DME), passive enrollment issues, end of public health emergency and Medicaid redetermination</p> <p>Committee Membership What do we have? What do we need? What is required? Please help us identify folks for vacancies</p> <p>Complex Care Recommendation Follow-Up Combined October PIAC meeting discussion around new complex care definition, use HCPF or use COA definition which would go into effect July, 2022; a COA internal team meets weekly, plus using an outside consultant to provide input; finishing in February to submit to state for approval</p> <p>Behavioral Health Resources, Follow-Up Combined October PIAC meeting discussion around behavioral health resources is listed in the Minutes, we will pull those resources and create a living Google document for PIAC members’ referral and additions; we will email the Google doc link once it is set up</p>
<p>Additional Comments & Discussion</p>	<p>Next iteration of the Accountable Care Collaborative starts next year, what do we do with what we’ve learned; HCPF starting input process in Spring 2022, how can PIAC inform the new ACC</p> <p>Dede: State PIAC Performance Measure and Member Experience: HCPF response to recommendations: https://hcpf.colorado.gov/sites/hcpf/files/Accountable%20Care%20Collaborative%20Program%20Improvement%20Advisory%20Committee%20HCPF%20Response%20to%20PMME%20Recommendations%20October%202021.pdf</p>

	<p>State PIAC Behavioral Health Integration Strategies Crisis Response Recommendations: https://hcpf.colorado.gov/sites/hcpf/files/Accountable%20Care%20Collaborative%20Program%20Improvement%20Advisory%20Committee%20BHIS%20Crisis%20Services%20Recommendations%20HCPF%20Response%20November%202021.pdf</p>
	<p>Meeting adjourned at 6:00 pm.</p>