



HEALTH FIRST COLORADO  
 REGION 5 PROGRAM IMPROVEMENT ADVISORY COMMITTEE (PIAC)  
 MARCH 7, 2022 MEETING MINUTES

	Organization		COA Staff Attendees
	AJ Diamontopoulos, Denver Regional Council of Governments	x	Bobby King
	Ana Visozo, Servicios de La Raza	x	Colette Rector
	Angi Wold, Addiction Research & Treatment Services	x	David Aragon
x	Anthony Moreno, Health First Colorado	x	Eileen Forlenza
x	Ashleigh Phillips, Centura Health	x	Jo Glaviano
x	Carolyn Hall, RM Crisis Centers, CHARG Drop-In Center	x	Kellen Roth
x	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	x	Phuong Dinh
	Jeremy Sax, Denver Health	x	Rob Bremer
	Jennifer Yeaw, Denver Human Services		
	Jessica Courtney, Mile High Behavioral Health		
x	Jim Garcia, Tepeyac Health		
x	Judy Shlay, Denver Public Health		
	Katie Broeren, Health First Colorado		
x	Kraig Burleson, Inner City Health Center		
	Monica Buhlig		
	Pamela Bynog, Health First Colorado		
	Paula Gallegos, Health First Colorado		
	Patricia Kennedy, Health First Colorado	x	Kim, Mile High Health Alliance
	Sable Alexander, Mile High Healthcare, Health First Colorado	x	Vicente Cardona, Mile High Health Alliance
x	Sarony Young, DentaQuest	x	Jessica Jensen, DentaQuest
x	Sherri Landrum, Children's Medical Center		
	Stacey Weisberg, Jewish Family Services		
	Sue Williamson, Colorado Children's Healthcare Access Program		
	Thain Bell, Denver District Attorney Office		
x	Tiffany Grays, Black Family Advisory Council, DPS		
x	Tria Phuong, International Rescue Committee		

Agenda Item	Meeting Minutes
<b>Welcome, Introductions &amp; Committee Business</b>	<p><i>Approval of December Minutes:</i> December meeting Minutes are presented for approval. The December meeting Minutes were approved unanimously.</p> <p>Anthony Moreno: Update of Member Advisory Committee (MAC)</p> <ul style="list-style-type: none"> <li>- Internal Reviews: Early and Periodic Screening, Diagnostic, and Treatment (EPSDT), CHAPS, Immunizations, COUP Lock In, Member Survey, Department of Insurance Mailing, Member Engagement Report</li> <li>- External Reviews/Overviews: DentaQuest</li> <li>- The MAC is creating two-member driven communications <ul style="list-style-type: none"> <li>o We will be working on a documentation outlining how to access your RAE and the supports that are provided when a member utilizes a crisis center.</li> <li>o Getting out information about the dental benefit and how members can access this part of their health care plan.</li> </ul> </li> <li>- A MAC member has been interviewed for a national journal publication around her experience getting the Covid19 vaccination. We are extremely excited to get our members involved in these amazing opportunities.</li> <li>- We are recruiting for new MAC members!</li> </ul>
<b>Regional PIAC Leadership &amp; 2022 Agenda (Slides 6-10)</b>	<p>Nancy Viera</p> <ul style="list-style-type: none"> <li>• Review of Recommended Stakeholder Representation</li> <li>• Review of PIAC vacancies, including someone from criminal justice system</li> <li>• R5 PIAC Leadership <ul style="list-style-type: none"> <li>o Chair: Judy Shlay; Vice Chair: Jacquie Stanton</li> <li>o Member Adv Council Liaison: Anthony Moreno</li> <li>o State PIAC: Dede de Percin</li> <li>o Option to elect a representative for the Governing Council</li> </ul> </li> <li>• Recommendations for PIAC, connect with Molly <a href="mailto:molly.markert@coaccess.com">molly.markert@coaccess.com</a> or <a href="https://www.coaccess.com/partnering/getinvolved/">https://www.coaccess.com/partnering/getinvolved/</a></li> <li>• 2022 PIAC Topics: <ul style="list-style-type: none"> <li>o May (combined): CEO Intro, ACC 3.0, Black Birthing Health, Hospital Transformation Program</li> <li>o June: Public Health Emergency, Behavioral/Mental Health Topics</li> <li>o Aug: Behavioral Health Topics</li> <li>o Oct (combined): ACC 3.0, Chronic Care Conditions</li> <li>o Dec: Technology to the Rescue (telehealth)</li> </ul> </li> </ul>
<b>Office of Diversity, Equity &amp; Inclusion (DE&amp;I) Updates</b>	<p>Dave Aragon</p> <ul style="list-style-type: none"> <li>• DE&amp;I work re: Behavioral Health, Workforce Diversity, Equity in Higher Education</li> <li>• DE&amp;I added to COA's Core Values, addition of DE&amp;I Champions Group, DE&amp;I team: Eileen Forlenza, Phuong Dinh, David Aragon, Bobby King</li> <li>• Beh Health Talent Pipeline <ul style="list-style-type: none"> <li>o Goal: Create a Pre-Behavioral Health talent pipeline program to meet the demand for all members and for culturally and linguistically diverse communities</li> <li>o Partnership program with higher education, community organizations, to create pipeline for students, structured support systems, paid trainee opportunities, ensure successful production, build elements to secure these pathways, partner with provider organizations</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Partnership with Maria Droste Counseling Center <ul style="list-style-type: none"> <li>○ Hosts the Behavioral Health Workforce Diversity Program, CO-based providers collaborate on behavioral health, focus on strategically growing and nourishing the talent pipeline, serve members who identify as BIPOC, LGBTQ+, other marginalized communities</li> <li>○ Focus Group Emerging Themes: access to careers in beh health, ease of navigating through the education process (credentialing, licensing), support to enter profession including inclusive mentorship models and professional development</li> </ul> </li> </ul> <p><b>Questions &amp; Discussion</b></p> <p>Chat: Tiffany: This could start in DPS too. Would love to discuss.</p> <p>Sarony: Include information about recruiting into the dental profession; there is a tremendous exodus from dental offices; contact me for more information about getting students enrolled in dental profession</p> <p>Judy: Denver Health has pipeline program for high school and college students; feel free to connect with me to follow up</p> <p>Chat: Kim: Would love to see this happening earlier than the college level, as well since I think some people would potentially decide not to move on to college unless they have a specific program like this in mind. Maybe even catching people that are already working in public health or health-adjacent backgrounds would be a good way forward</p> <p>Chat: Dede: We can't solve for EDI in one domain – to address workforce we need to address housing, childcare, transportation</p> <p>Chat: Eileen: Totally agree. Working on DE&amp;I clearly intersects with Social Determinant of Health and other inequities related to access. Thanks so much for your comment!</p> <p>Kelly: Workforce pipeline, retention, shortages have come up in numerous conversations; consider with connecting with Office of Primary Care at CDPHE</p>
<p><b>Population Management Strategy Plan (Slides 13-19)</b></p>	<p>Kelly Marshall</p> <ul style="list-style-type: none"> <li>• Section 1: Complex Members: Change in definition</li> <li>• <b>Today: Section 2: Chronic Condition Management</b></li> <li>• <b>Today: Section 3: Wellness Promotion/Prevention Support</b></li> <li>• Section 4: Network Adequacy</li> <li>• Section 5: Practice Support and Engagement</li> <li>• Section 6: Health Neighborhood Engagement</li> <li>• Section 7: Payments &amp; Incentives</li> <li>• <i>What programs/interventions do you know of that is a success in Region 5? What can we do better to improve health outcomes in these areas? How can we improve partnerships?</i> <a href="https://noteapp.com/R5PIACpmsr">https://noteapp.com/R5PIACpmsr</a></li> </ul> <p><b>Questions &amp; Discussion</b></p> <p>Jacquie: For communities of color, the opportunity to receive the vaccine was culturally specific, as well as the variety of ways that vaccines were available to them</p> <p>Chat: Sherri: We need more grief counseling resources</p> <p>Sarony: Emphasize the oral systemic connection; regarding chronic conditions, we need better connections and communication with primary care doctors and dentists to underscore oral health's impact on the rest of the body</p> <p>Chat: Kim: I help run a food bank in Aurora (on the border of Denver) and people come to the food bank to ask about any number of health related issues: housing, COVID testing and vaccination, interpersonal violence, depression, anxiety, trouble finding work, legal issues.</p>

	<p>Small community organizations are mighty partnerships; the food bank is called Swing-By Street Supply <a href="https://swingbystreetsupply.org/">https://swingbystreetsupply.org/</a></p> <p>Chat: Dede: Kim’s other work is with MHHA as managing community engagement and Regional Health Connector work</p> <p>Kraig: Our partnership with COA is a successful one and has been a tremendous access point to the communities that we serve; I commend how COA engages in these conversations</p> <p>Judy: Project called the Health Equity Anti-Racist Transformation created to address folks identified as “high burden” for covid, now broadening to other areas; program connects to many community based organizations, the work addresses the social and economic barriers that impact health; also community engagement work related to substance misuse</p> <p>Judy: Medical Legal Partnerships; legal issues can impact health tremendously; should be included in this work</p>
<p><b>Dental Home</b></p>	<p>Sarony Young, DentaQuest</p> <ul style="list-style-type: none"> <li>• DentaQuest contracts with HCPF to administer the Health First Colorado and CHP+ dental plans; manages the provider network across the state</li> <li>• Dental Home: <ul style="list-style-type: none"> <li>○ The ongoing relationship between the dentist and the patient, inclusive of all aspects of oral health care delivered in a comprehensive, continuously accessible way</li> <li>○ March 2022: Go live date; all members are assigned to an office location, not an individual provider; members may see any participating provider</li> </ul> </li> <li>• Factors considered for Dental Home Assignment: <ul style="list-style-type: none"> <li>○ Member has history at identified dental home</li> <li>○ Member has sibling assigned at dental home</li> <li>○ Distance from member’s home to dental home</li> <li>○ Member’s age in relation to ages the dental office treats</li> <li>○ Available capacity of the dental home location</li> </ul> </li> <li>• To Change Dental Homes: Call Customer Service 855-225-1725, access the DentaQuest Member Portal at <a href="https://dentaquest.com/Colorado">dentaquest.com/Colorado</a>, OR visit a different provider</li> </ul> <p><b>Questions &amp; Discussion</b></p> <p>Chat: Sherri: Personal opinion on this has proven to be a disaster already with passive enrollment and Denver Health on the healthcare side so I have a big concern with them doing it this way</p> <p>Sarony: This is different because members have the flexibility to see any dental provider, they are not restricted and can see any provider that accepts Health First; assigning to a practice rather than specific provider also provides more flexibility</p> <p>Q: Molly: How will member experience dental care differently with a dental home?</p> <p>A: Sarony: If a member has an established relationship with a dental provider, they will see no different; for those who don’t have a dentist, we’re hoping that outreach and education with providers will encourage them to initiate contact with members</p> <p>Q: Molly: What about clinics with on-site dental services?</p> <p>A: Sarony: It depends on the individual site; some require that you are a patient in order to receive dental services there</p> <p>Q: Chat: Carolyn: If a person calls their care coordinator would they be the person to help them with this?</p>

	<p>A: Sarony: If member contacts their RAE Case Coordinator, the coordinator would have to contact DentaQuest</p>
<p><b>Additional Comments &amp; Discussion</b></p>	<p>Dede: State PIAC updates:</p> <ul style="list-style-type: none"> <li>• The Provider and Community Experience Subcommittee did a self-survey to understand workforce, HCPFs and RAEs roles, challenges</li> <li>• Vaccination strategies for Medicaid members,</li> <li>• The PHE, which is unlikely to end before July; big topic is the Medicaid renewal revamp, including the new signature requirement for redetermination; an ex parte review process involves pulling income information to certify and validate member income</li> <li>• ACC 3.0 including stakeholder process</li> <li>• Care coordination process, which seems siloed, single approach in understanding the metric around care coordination</li> <li>• Discussion of significant drop in women only providers</li> <li>• Conversation about Dept of Corrections and HCPF data sharing strategies</li> </ul> <p>Please complete the Satisfaction Survey: <a href="https://www.surveymonkey.com/r/K6MQKPL">https://www.surveymonkey.com/r/K6MQKPL</a></p> <p>Next meetings:  May 18, 2022 Combined  June 6, 2022</p> <p>Meeting adjourned at 5:46pm.</p>