



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

	Organization		COA Staff Attendees
	AJ Diamontopoulos, Denver Regional Council of Governments	x	Andrea Swan
	Ana Visozo, Servicios de La Raza	x	Eileen Forlenza
	Angi Wold, Addiction Research & Treatment Services	x	George Roupas
x	Anthony Moreno, Health First Colorado	x	Jo Glaviano
x	Ashleigh Phillips, Centura Health	x	Joy Twesigye
	Candy Wolfe, Creative Treatment Options	x	Julia Mecklenburg
x	Carolyn Hall, RM Crisis Centers, CHARG Drop-In Center	x	Julia Mecklenburg
	Chanell Reed, Families Forward Resource Center	x	Kellen Roth
	Courtney Phillips, HCPF	x	Marty Janssen
	Damian Rosenberg, Personal Assistance Services of Colorado	x	Molly Markert
x	Dede De Percin, Mile High Health Alliance, STATE PIAC R5	x	Nancy Viera
	Greg Tung, Colorado School of Public Health	x	Nicki Howey
x	Jacque Stanton, State of Colorado Dept of Local Affairs		
x	Jeremy Sax, Denver Health		
	Jessica Courtney, Mile High Behavioral Health		
x	Jim Garcia, Tepeyac Health		
x	Judy Shlay, Public Health Institute at Denver Health		
	Katie Broeren, Health First Colorado		
x	Kraig Burleson, Inner City Health Center		
	Matthew Pfeifer, HCPF		
	Pamela Bynog, Health First Colorado		
x	Paula Gallegos, Health First Colorado		<b>Guests</b>
	Patricia Kennedy, Health First Colorado	x	Jessica Jensen, DentaQuest
	Sable Alexander, Mile High Healthcare, Health First Colorado	x	Julissa Soto, Consultant
x	Sarony Young, DentaQuest		
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	Tiffany Grays, Black Family Advisory Council, DPS		
x	Tria Phuong, International Rescue Committee		
x	Ty Smith, Health First Colorado		

Agenda Item	Meeting Minutes
<p><b>Welcome, Introductions &amp; Committee Business</b></p>	<p><i>Approval of August Minutes:</i> August meeting Minutes are presented for approval. The August meeting Minutes were approved unanimously.</p> <p>Member Advisory Committee (MAC) Update Kellen Roth</p> <ul style="list-style-type: none"> <li>- MAC welcomed 4 new members this quarter: 3 for Region 5, 1 for Region 3</li> <li>- Departments, Materials reviewed: Quality Department (Provider Network Adequacy, Member Satisfaction Survey), Marketing (Regions Newsletter, Health in holiday mailer).</li> <li>- Always looking for new MAC members</li> <li>- Colorado Access Caring Heart Award: Created to honor past MAC members and thank COA members for their work in the community <ul style="list-style-type: none"> <li>o Award recognizes a Health First Colorado member who embodies dedication to their community, and advocates for the health care system, Health First Colorado members at large, and their communities</li> <li>o Choosing 3 recipients this year, can be self-nominated</li> </ul> </li> <li>- Nomination forms due January 6, 2023</li> </ul> <p>Q: Sarony: Have specific focus of group, opportunity to partner with MAC on upcoming national children’s dental health month, coordinate together to get word out to members; please connect Chat: Paula: I would be interested in MAC Ty: Loved being on MAC, happy to go back and happy to refer people; would like to know qualifications Kellen: Health first member, family member or caregiver, CHP+ member, open to most. Q: How is MAC engaging with ACC 3.0 A: CHI is coming to December meeting Q: Is this an annual award? A: Yes Q: Will there be a announcement so community knows? A: Feel free to push this out through our marketing, care management, customer service, feel free to share this out Kellen: Change to January 6<sup>th</sup> deadline to allow more time after holiday</p>
<p><b>Telehealth</b></p>	<p>George Roupas</p> <ul style="list-style-type: none"> <li>• Telehealth is legislated and defined differently in each state</li> <li>• Telehealth: Using technology to improve health outcomes</li> <li>• Four modalities of telehealth: <ul style="list-style-type: none"> <li>o Live video, store &amp; forward, remote patient monitoring, mobile health</li> </ul> </li> <li>• State licensure: Licensed where patient is located, where services rendered to patient</li> <li>• Ryan Haight Act: Pre-COVID, in-person exam required before prescribing controlled substances, during COVID, in-person exam requirement waived</li> <li>• Prior to PHE, many limitations on billing for telehealth, all discontinued through PHE; once PHE ends, reversion to reimbursement prior to PHE</li> <li>• More lenient with HIPPA during PHE, but will change once PHE ends</li> <li>• CMS will extend coverage of temporary telehealth codes 151 days after PHE ends</li> <li>• AccessCare Services is a subsidiary of Colorado Access, the largest nonprofit health plan in the state of Colorado</li> </ul>

- Virtual Care Collaboration & Integration Program (VCCI): A virtual, integrated, team-based care model designed to support PCMPs with addressing and managing behavioral health in the medical home; offers rapid response to virtual psychiatrists and licensed mental health counselors; emphasis on collaborative and team-based care, available to all Primary Care Medical Providers in Regions 3 and 5.
- In response to the COVID-19 pandemic, COA and AccessCare Services created the VCCI DC Program that enables COA Care Managers to refer members in need of behavioral health or psychiatric services to be seen over telehealth by VCCI providers.

### Questions & Discussion

Chat: I have a family member using that "fall alert" device, and every time he digs in his pocket for a Kleenex, he sets off the alarm! Some refinements needed yet! :-)

Chat: We passed the 60 day notice - so will be renewed January 11 for up to 90 days.

Telehealth too off the cuff and not clinical enough with one experience, another experience was very helpful

Q: When people are doing telehealth, what is the time amount allotted for the visit? Is it same as going in person?

A: Should not be any difference of time allotment for in person versus telehealth, should be spending same amount of time with someone via teleh as in person

Haven't used it myself, but when we first were in pandemic, teleh was challenging for our clients who are the refugee population, difficult to comprehend due to digital and language barriers; these barriers remain consistent; helpful for folks who don't need to come into clinic, but challenges with barriers

We do many teleh appointments, same amount of time for every visit; I try to do the same thing I would do as in person, unless it's on the phone, but have diagnosed very complicated things over telehealth; it's been great and offers access to people who may not have had it; we use interpreter for three-way calls when needed

Chat: Denver Health has been great at working with refugees via telehealth! I think many other Medicaid providers outside of FQHC's do not understand the barriers and quite often ask us (resettlement agencies) to navigate that for them when that is not our role

We handle it as a normal visit, same amount of time

With all the benefits, still inaccessible for many people; ensure we don't lose people with the advancement of technology

Consider there is a lot of nuances in telehealth; phone-only has made it more accessible for people

Not everyone feels safe talking about things from home via a telehealth appointments; emphasizing psychological safety and confidentiality of patient

Chat: I like the variety of ways in getting seen and supported by a provider!!

Chat: It's been a wonderful thing on the pediatric side especially during the Pandemic

Q: Chat: How about for DD adults.... special needs counselors?

A: Case by case basis, from feedback from clinical team because teleh isn't the best modality for the care; harder to do that, we don't typically do that

Q: Chat: I'd like to know more about how SDOH screening happens with telehealth appointments.

A: No standardized format when in a record for asking SDOH questions; food housing transportation are the three key things when it comes to getting resources to our members; if, during a clinical session, a provider determines a need for food, housing, transp, they are connecting to a care manager to assist with resources

Q: At the beginning of covid, because processes weren't in place for telehealth, screenings for SDOH dropped off; how is that actually happening in telehealth setting?

	<p>A: It's up to the practices; do they have questions built into their screening; some practices send out electronic link for questions</p> <p>Important to create a standard process for this</p> <p>Chat: In decisions over the next year I'm seeing how bad housing is a problem throughout Colorado if COA helps in anyway with that I'd like to see it addressed</p> <p>Why not assume everyone needs support with SDOH (food, housing, transp) unless they don't then they can opt out</p> <p>I don't know if that allows people to center their own identified needs, rather than having it identified for them</p> <p>Dept of Local Affairs is invested in housing as a health equity issue</p> <p>With our new clinical facility next year, we do have affordable housing and fresh food component as part of this</p>
<p><b>Accountable Care Collaborative (ACC) 3.0</b></p>	<p>Suman Mathur, Colorado Health Institute</p> <ul style="list-style-type: none"> <li>• ACC: Delivers cost-effective, quality health care services to Colorado Medicaid members to improve the health of Coloradans; Coordinates regional physical and behavioral health care services to ensure member access to appropriate care</li> <li>• Creating ACC Phase III: Build on strengths from Phase II; align with advances made by other agencies, incorporate input received over past years, identify opportunities for improvement with focus on priority initiatives</li> <li>• ACC Phase III Goals: <ul style="list-style-type: none"> <li>○ Improve quality care for members</li> <li>○ Close health disparities and promote health equity</li> <li>○ Improve care access</li> <li>○ Improve member and provider service experience</li> <li>○ Manage costs to protect member coverage, benefits, provider reimbursements</li> </ul> </li> <li>• Priority Initiatives: Member Communication &amp; Support, Accountability for Equity &amp; Quality, Improving Referrals to Community Partners, Alternative Payment Methodologies, Care Coord, Children &amp; Youth, Behavioral Health Transformation, Technology &amp; Data</li> <li>• <a href="#">ACC III Priorities Link</a></li> <li>• Upcoming Stakeholder Activities: December 20, January 10</li> </ul> <p><b>Questions &amp; Discussion</b></p> <p>Q: Chat: How will the SHIE fit into this effort? Can it be built in so comm orgs and providers can be linked to each other, would be very powerful, COA could be tremendous vehicle for this, holistically take care of people</p> <p>Chat: And pay the Community Based Organizations for increased traffic</p> <p>Q: What do you mean by "close disparities and equity?" How are you planning to do this?</p> <p>A: The department will better define this through the engagement process; we want to hear about the best ways to do that</p>
<p><b>2023 Topic Survey</b></p>	<p>Jo Glaviano</p> <ul style="list-style-type: none"> <li>• 23 Respondents</li> <li>• Top 2: COA SDOH Member Data and Beh Health Workforce Development Progress</li> <li>• Next top ranked: Care Mgmt re: Chronic and Specialty Care, SDOH, Co-Occurring Disabilities, Black Birthing Health</li> </ul>

	<p>Suggestion for end of year to launch of state e-consult platform for Medicaid  Collaboration around accessible and affordable housing, path from transitional housing into one's own house</p>
<p><b>Public Comments,  Additional Discussion</b></p>	<p>State PIAC update: PIAC retreat in December not open to public; talking about priorities for coming year, equity, Erin Green from HCPF looking for members for statewide equity task force; vaccinations, maternal health, beh health, prevention; carefully monitoring renewal data, looking at revamped renewal process with new signature process</p> <p>Ty: December 3: Internal People with Disabilities Day; UN had a webinar on this and talked about reminded me of COA and the good work done getting community voice and living at all levels: <a href="https://www.un.org/development/desa/disabilities/international-day-of-persons-with-disabilities-3-december.html">https://www.un.org/development/desa/disabilities/international-day-of-persons-with-disabilities-3-december.html</a></p> <p>Dede: I want to flag for everyone that the Denver Emergency Rental Assistance Program (ERAP) is abruptly closing Friday 12/9. Denver is beginning a guaranteed income pilot. <a href="https://www.denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Department-of-Housing-Stability/Resident-Resources/Rent-and-Utility-Help#:~:text=Emergency%20Rental%20Assistance%20(ERAP),-Denver%20ERAP%20will&amp;text=Tenants%20who%20have%20been%20unable,for%20back%20as%20April%202020">https://www.denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Department-of-Housing-Stability/Resident-Resources/Rent-and-Utility-Help#:~:text=Emergency%20Rental%20Assistance%20(ERAP),-Denver%20ERAP%20will&amp;text=Tenants%20who%20have%20been%20unable,for%20back%20as%20April%202020</a>.</p> <p>Denver's New Affordable Apartments: <a href="https://www.denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Department-of-Housing-Stability/News/Denver-Celebrates-Construction-of-150-New-Affordable-Apartments">https://www.denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Department-of-Housing-Stability/News/Denver-Celebrates-Construction-of-150-New-Affordable-Apartments</a></p>
	<p>Meeting adjourned at 6:00pm.</p>