



PIAC Members		Colorado Access Staff	
	Alisia Moreno, International Rescue Committee		Andrea Swan
	Angela Wilson, Adams County Government		Casey Thomas
x	Ashleigh Phillips, Common Spirit Health		Jaime Moreno
	Bipin Kumar, Himalaya Family Clinic		Joy Twesigye
	Bob Conkey, Health First Colorado		Julia Mecklenburg
	Carol Tumaylle, Refugee Health Advocate		Kellen Roth
x	Claudia Frey-Grant, Outreach & Patient Advocate, STRIDE		Lauren Ratliff
	Courtney Tassin, City of Aurora, Housing & Comm Services		Leah Pryor-Lease
	Daniel Darting, Signal Behavioral Health Network		Lindsay Cowee
x	Elizabeth Snow, Health First Colorado		Molly Markert
x	Erin Metz, Kids in Need of Dentistry		Sarah Thomas
x	Genene Duran, The Arc Arapahoe & Douglas		
	Harry Budisidharta, Asian Pacific Development Center		
x	Jamie Rodriguez, Adams County Health Department		
	Jennifer Fierberg, UCHealth Co-Responder Program		
	Jessica Jensen, DentaQuest		
	Jessica Prosser, City of Aurora, Housing & Comm Services		
	Juan Marcano, Aurora City Councilmember		
	Laura Ciancone, Douglas County Public Health		
	Laura Larson, Douglas County Public Health Department		
x	Marc Ogonosky, Health First Colorado		<b>Guests</b>
x	Maria Zubia, Adelante Community Development		
	Matthew Pfeifer, HCPF		
	Meredith Velasquez, Juvenile Assessment Center		
	Mike Marsico, Community Reach		
	Natalie Archuletta, DentaQuest		
	Patty Ann Fontenot, Elbert County Collaborative Management Program		
	Scott Adams, The Medical Center of Aurora		
x	Wendy Nading, Tri County Health Department		
	Whitney Gustin Connor, Kids First Health Care		

Agenda Items	
<b>Welcome, Introductions &amp; Committee Business</b>	<p><i>Approval of September Minutes:</i> The September meeting Minutes are approved.</p> <p>Member Advisory Committee (MAC) Update  <b>Marc Ogonosky</b></p> <ul style="list-style-type: none"> <li>Organizations and Departments that presented: Department of Health Care Policy and Financing, Colorado Cross Disability Coalition, Program Deliverable and Operations, Community Engagement, Provider Contracting, Marketing and Communication, and Member Experience.</li> <li>Topics discussed: Member experience at Colorado Access, new member booklet review, overview of COA provider contracting department, ACC 3.0, public health emergency unwind.</li> <li>A focus group was conducted by Colorado Cross Disability Coalition (CCDC) to better understand the member experience with the Health First Colorado system. Additionally, we spoke about what could make the experience better or changes we would like to see. A future report will be provided to Colorado Access summarizing this focus group</li> </ul>

	<p><b>State PIAC Update</b> Please review slide and links</p>
<p><b>Behavioral Health (slide 4)</b></p>	<p><b>Lindsay Cowee</b></p> <ul style="list-style-type: none"> <li>• Review of 6 Behavioral Health Incentive Measures</li> <li>• What specific conversations do you want to have when we present in March?</li> </ul> <p><b>Suggestions &amp; Discussion</b></p> <p>Discussion and data as to why COA isn't performing as strongly as other RAEs across the state, what does that mean as a community, where can community partners align efforts; we can look at some data, but understanding why COA is performing in this way regionally compared to state-wide Denver metro area has a high percentage of providers, but many are not Medicaid providers: how do we keep providers, incentivize new providers, especially around youth, behavioral health, and substance use</p> <p>There isn't a set way of triaging mental health behaviors in the way that we do with physical health; goes beyond just the data; concerned the data points are not showing what's truly happening with access to care</p> <p>What does the care and access look like for someone who falls into several of these bullet points, how and where do you capture that?</p> <p>The difficulty of finding a specialty care provider who is accepting Medicaid patients can result in members lying about their health insurance in order to see the provider they want; say you are uninsured to be seen by provider who is not taking Medicaid</p> <p>Knowing all the great work that COA is doing to address the challenges, why are the measures lagging, why isn't the work that COA does matching with the data, understand the root cause of what's going on and allow space the space to advise</p> <p>How is each measure impacted by barriers, challenges</p> <p>Can provide updated data since last State PIAC</p>
<p><b>ACC 3.0</b></p>	<p><b>Leah Pryor-Lease</b></p> <ul style="list-style-type: none"> <li>• COA is creating a work group to discuss priorities, data, format, with end goal of creating a robust feedback loop related to ACC 3.0</li> <li>• Important to distinguish what can be changed and what is beyond our control</li> <li>• Contact <a href="mailto:Leah.Pryor-Lease@coaccess.com">Leah.Pryor-Lease@coaccess.com</a> if you are interested in participating</li> </ul> <p><b>Questions &amp; Discussion</b></p> <p>Claudia, Jamie, Elizabeth, Marc interested</p>
<p><b>COA Teams &amp; Org Chart (slides 10-15)</b></p>	<p><b>Jaime Moreno</b></p> <ul style="list-style-type: none"> <li>• Review of organization chart and COA teams</li> </ul> <p><b>Questions &amp; Discussion</b></p> <p>Q: As a beneficiary, I reach the limits of the services that I'm trying to access, they don't know how to deal with anything advanced; any place to escalate with care coordinators when I need help beyond what customer service can do?</p> <p>A: Call Care Coordination line, can help connect with utilization management, provider network services, can escalate to a Care Manager, or whomever else is needed; we also work with HCPF to find someone outside of the space to get care</p> <p>Q: What does ADA Coordinator mean?</p> <p>A: Anything accommodation that a member needs at the provider level</p>

<p><b>Member Experience Survey (slides 17-33)</b></p>	<p><b>Lauren Ratliff, Sarah Thomas</b></p> <ul style="list-style-type: none"> <li>• Survey administered twice a year through customer service department; goal is to better understand member experience and take action from feedback; goal to obtain 500 responses</li> <li>• Improvements have been completed or ongoing: <ul style="list-style-type: none"> <li>○ Improvements to website and “Find a Provider” reporting tool</li> <li>○ Development and expansion no Provider Recruitment role &amp; program</li> <li>○ Creation of Member Experience department</li> <li>○ Creation of Social Det of Health Committee</li> </ul> </li> <li>• 46 unique categories identified when asked to define race, ethnic, and cultural identity</li> </ul> <p><b>Questions &amp; Discussion</b></p> <p>Q: Is there a way to capture youth perspectives using focus groups or other alternatives?</p> <p>A: Yes, we’re currently working on expansion methods and more opportunities to bring this into the community</p> <p>Important to remember that, for non-English speaking adults, many youth are the ones helping complete paperwork or translate for the adults</p> <p>Q: Does the survey include questions around forgoing care and for what reasons?</p> <p>A: Not on this most recent survey, but in previous survey we asked questions about challenges accessing a provider and why; we try to rotate the questions</p> <p>Q: Are you drafting the next survey?</p> <p>A: We are currently working on improvements from this current survey and in the development phase for the next survey which will be in February</p> <p>Suggestion: Bring survey questions to this group for review and feedback</p>
<p><b>Public &amp; Additional Comments</b></p>	<p>Colorado Health Access Survey  <a href="https://www.coloradohealthinstitute.org/research/sneak-peek-2023-colorado-health-access-survey">https://www.coloradohealthinstitute.org/research/sneak-peek-2023-colorado-health-access-survey</a></p>
	<p>Meeting adjourned at 5:30pm.</p>