

HCPF/County Directors & Leadership Monthly Support Call

July 18, 2023



COLORADO

Department of Health Care
Policy & Financing

Agenda

- Agenda Requests: County Topics - 15 minutes
- ACC Phase III - 25 minutes
- Federal Waivers - 2 minutes
- May Renewals, Initial Data Review - 10 minutes
- County Performance Data - 15 minutes
- Funding for Additional Outreach Efforts by Counties - 15 minutes

Agenda Requests: County Topics

Presented By: Lexie Kuznick

ACC Phase III

Simplifying the RAE Regions

Presented By: Matt Sundeen



Agenda

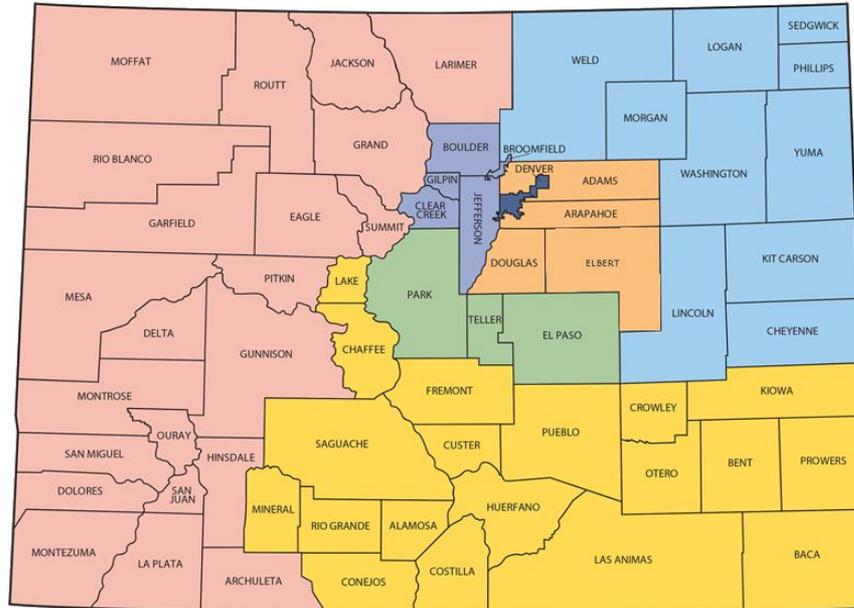
- Background, *Colorado Health Institute*
- Current Proposal, *Dept. of Health Care Policy & Financing*
- Discussion, *Colorado Health Institute*

Background

Accountable Care Collaborative

- 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.
- Currently made up of **7 Regional Accountable Entities (RAEs)**

Current RAE Map (Phase II)



- Region 1 ■ Rocky Mountain Health Plans
- Region 2 ■ Northeast Health Partners
- Region 3 ■ Colorado Access
- Region 4 ■ Health Colorado, Inc.
- Region 5 ■ Colorado Access
- Region 6 ■ Colorado Community Health Alliance
- Region 7 ■ Colorado Community Health Alliance



Regional Accountable Entities

- In current phase (Phase II):
 - 7 RAEs operated by 5 organizations
- RAE contracts expire June 30, 2025
- Phase III (new contracts) begins July 1, 2025
- Current stakeholder engagement:
 - What should be the function and responsibilities of the RAEs in Phase III?
 - What should the RAE map look like?



What should the RAE map look like?

- Based on feedback received to date:
 - Stakeholders would like to see the ACC system and structure simplified.
 - Stakeholders felt 3 total RAEs were too few.
 - Specific counties had strong preferences for regional placement.

Behavioral Health Administrative Services

Why BHASOs

- Behavioral health services
- Contracting efficiency
- Interface and align services with HCPF's Managed Care Entities (RAEs)

BHASO Role

- Connect people to care and ensure timely access to services
- Provide a continuum of safety net service
- Receive feedback from communities and make system / service adjustments

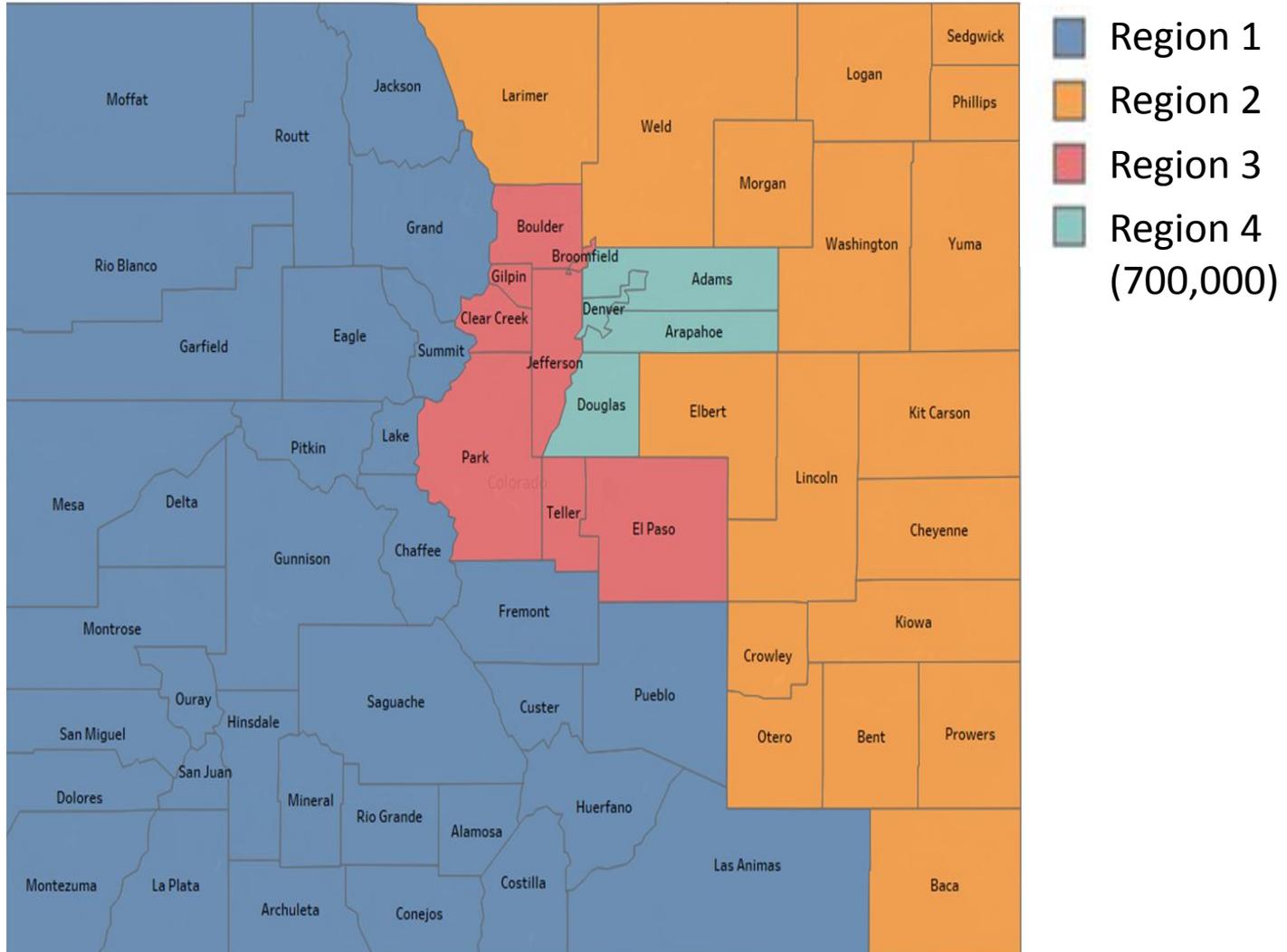
BHASO Timeline

RFI: July 2023 RFP: April 2024 Go-Live: July 1, 2025



Current Proposal

Four-Region Proposal for Regional Accountable Entities



Factors Considered

- Stakeholder feedback
- Geography/number of counties
- Population size & demographics
- Behavioral health needs
- Continuum of behavioral health services
- Medicaid utilization patterns
 - Utilization in member's home county vs adjacent counties
 - Continuity from Phase II to Phase III
- Provider networks
- County identity

What is NOT changing from Phase II?

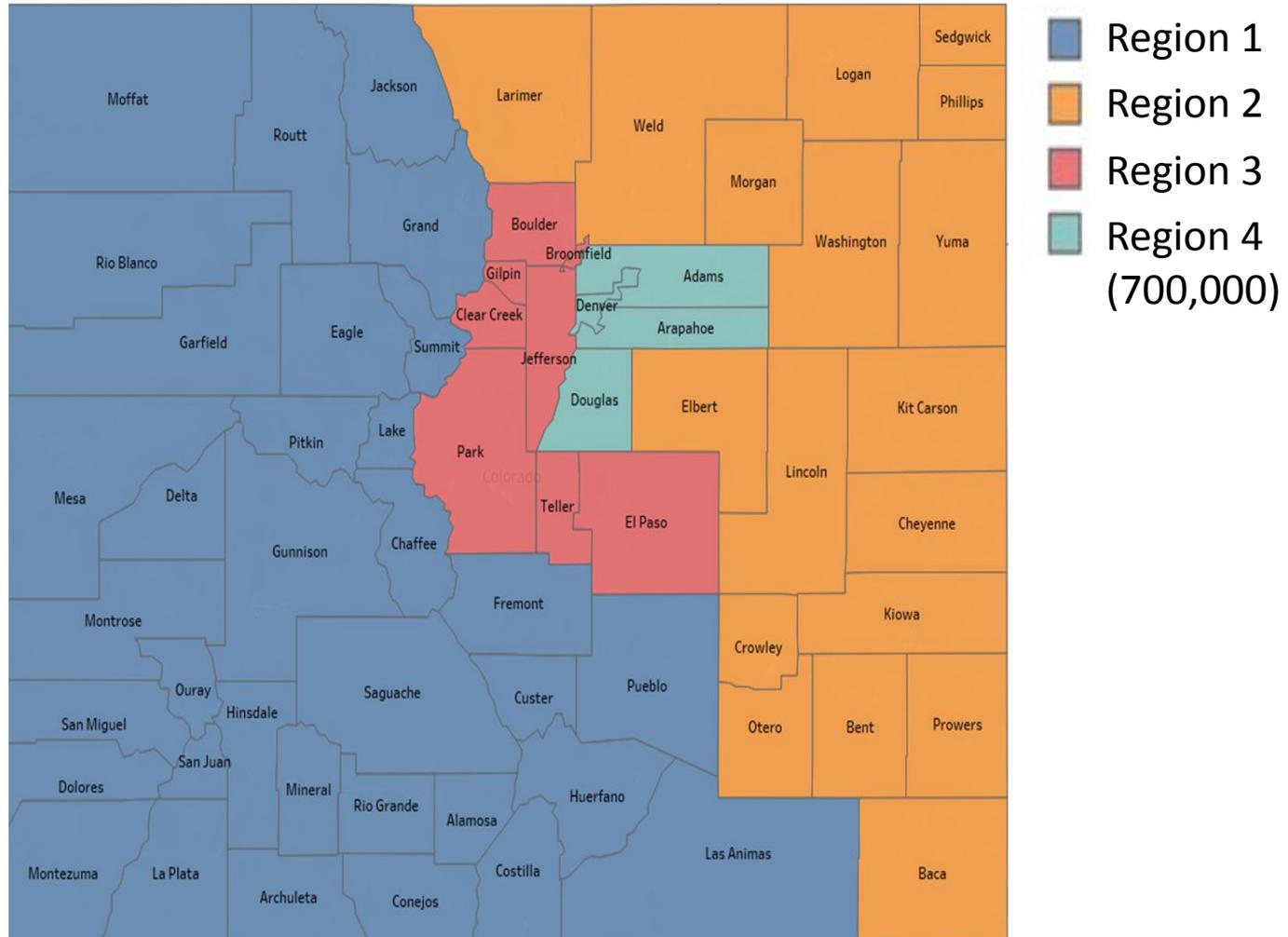
- **Members** can still see any Medicaid provider statewide for physical health.
- **Members** can still seek behavioral health services outside their region, as RAEs will be required to maintain a statewide BH network.
- **Members** can still seek emergency or crisis services with their nearest provider.
- **RAEs** will still be required to maintain a local focus.

What is changing from Phase II?

- **Providers** will contract with fewer entities.
- **Members** may be assigned to a different RAE.
 - Members receiving care coordination from a RAE may receive different referrals for health-related social needs services if the RAE region changes.

Discussion

What are your reactions to these proposed regions?



How to provide feedback:

- If you would like to share your thoughts on this map, please complete [this survey](#) by July 31, 2023.

□ www.surveymonkey.com/r/RAERegions_July23

Upcoming Stakeholder Meetings

- **Regional Meetings (Virtual):**
 - Pueblo Regional Discussion | Wednesday, July 19, 9-10 a.m.
 - San Luis Valley Regional Discussion | Thursday, July 20, 8-9 a.m.
 - Southeast CO Regional Discussion | Tuesday, July 25, 9-10 a.m.
- **Statewide Update (Virtual):**
 - Wednesday, July 26, 5-6 p.m.

Federal Waivers

Presented By: Lisa Pera

May Renewals, Initial Data Review

Presented By: Lisa Pera

May Data: A Snapshot from 6/26

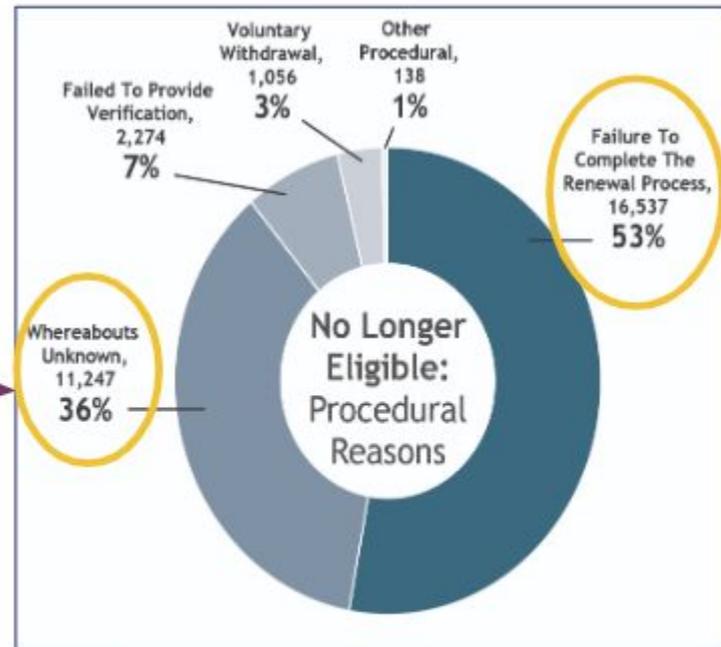
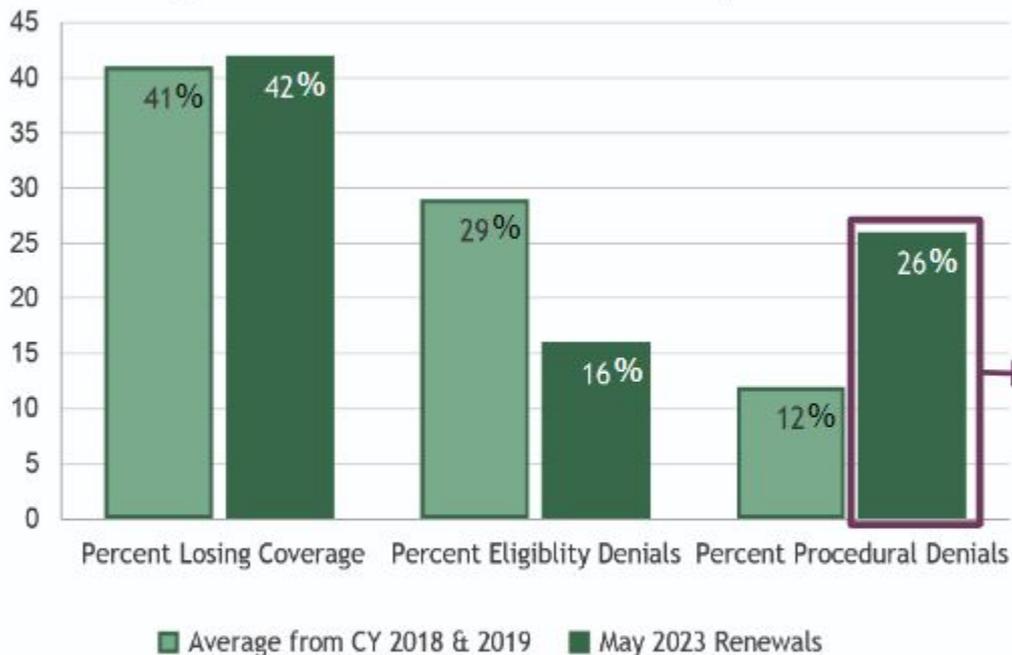
- First month of regular renewals - too early for trends
- Members have additional 90 days to return packets
- May data pulled on June 26 matches pre-pandemic rates:
 - 56% renewed - estimated 57% pre-pandemic
 - 42% disenrolled - 41% pre-pandemic
 - Of those disenrolled, procedural denials were 26% - 12% pre-pandemic

Only 3% voluntarily disenrolled - should be higher given our outstanding unemployment rate

- [Public Health Emergency Planning](#)
- [Data Reporting](#)

First month of data (snapshot)

Average from CY 2018 & 2019 and May 2023 Renewals



Outreach Opportunities

Continuous Coverage - County Performance

Presented By: Terri Alexander & Lisa Pera

Monitoring Performance through Continuous Coverage

- Through the MAP Dashboard data validation pause, HCPF continues to monitor performance on applications and redeterminations, as well as call center average speed to answer (ASA)
- HCPF will review state performance data and may outreach to counties to offer support
- If your county needs assistance, remember -
 - The Overflow Processing Center is available to assist
 - Additional funding and resources can be requested through the county's PHE Staffing Plan or the County Grant Program

Applications Performance Monitoring

What are we seeing in our review of state *applications* performance data from May?

Applications that are pending Exceeding Processing Guidelines (EPG) seem to be trending down from March to May - great work!

A few counties are struggling with timeliness; if your county is below 90%, we may reach out to see if you need help.

Renewal Performance Monitoring

What are we seeing in our review of state *renewals* performance data from May?

Renewals that are past their RRR due date (that have been initiated in CBMS) are trending higher, though not to an unmanageable level. HCPF is here to support counties on renewals so we mitigate losses in coverage for procedural reasons.

HCPF may outreach to counties where data demonstrates the county's past due renewals are approaching unmanageable levels.

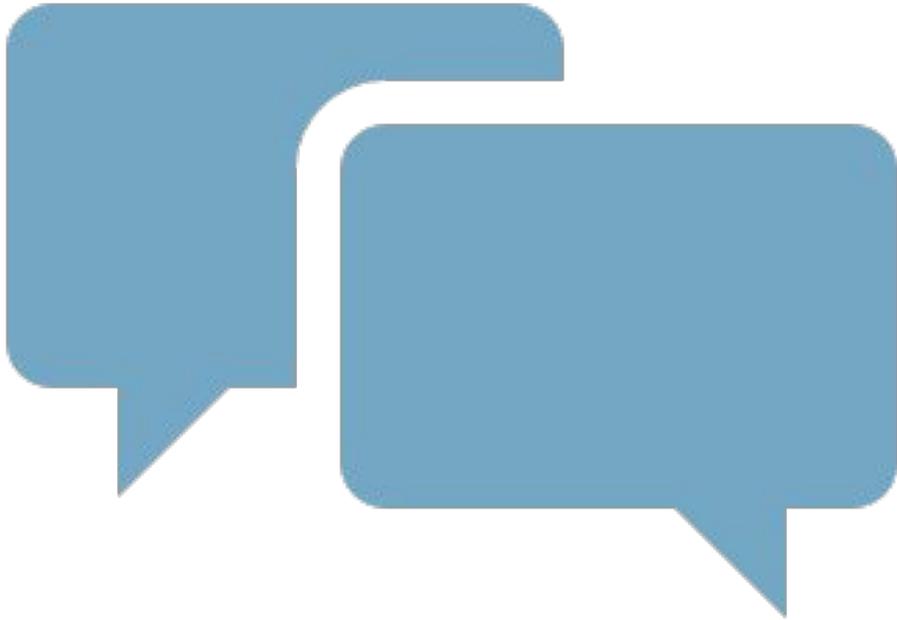
Discussion

Hearing from you:

- Are you seeing an increase in your data as well?
- What feedback are you hearing from your teams?
- What other resources do you need to ensure we're limiting procedural terminations?
- How can HCPF support counties, specifically on renewals that are past

Continuous Coverage Outreach Efforts by Counties

Presented By: Terri Alexander & Lisa Pera



Discussion: Current Outreach Efforts for Continuous Coverage

Continuous Coverage Outreach Funding

We'd like your feedback!

Based on our discussion, let's consider a few questions:

- For those actively engaged in outreach efforts, how can HCPF help you expand that work, so we are keeping as many members enrolled as possible?
- For those not conducting outreach, how can HCPF support you in making sure eligible members remain enrolled?

Reminder: PHE Funding for FY 2023-24

[HCPF OM 23-042](#) includes county allocations for PHE county administration funding; these funds must be spent by June 30, 2024

Targeted grant funding will be available throughout FY 2023-24 for:

- PHE Staff Retention: payments to term-limited staff to remain through June 2024
- Continuous Coverage Support: projects that support timely and accurate processing of renewals through the end of Continuous Coverage

Future Meetings Request

So we can include the most recent state performance data as we go through Continuous Coverage, HCPF proposes to move this monthly director call to the last week of each month. We welcome your feedback.

Feedback is also welcome on the day and time of the meeting as well.



Questions?



County Trending Topics

Contact Information

HCPF/County Directors & Leadership
Monthly Support Call - Agenda Items
& Meeting Set-Up:

Sarah Rogers

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For questions for County
Relations, please submit a County
Relations webform ticket:

[https://hcpfdev.secure.force.com/
HCPFCountyRelations](https://hcpfdev.secure.force.com/HCPFCountyRelations) , or email
HCPF_CountyRelations@state.co.us

Thank you!