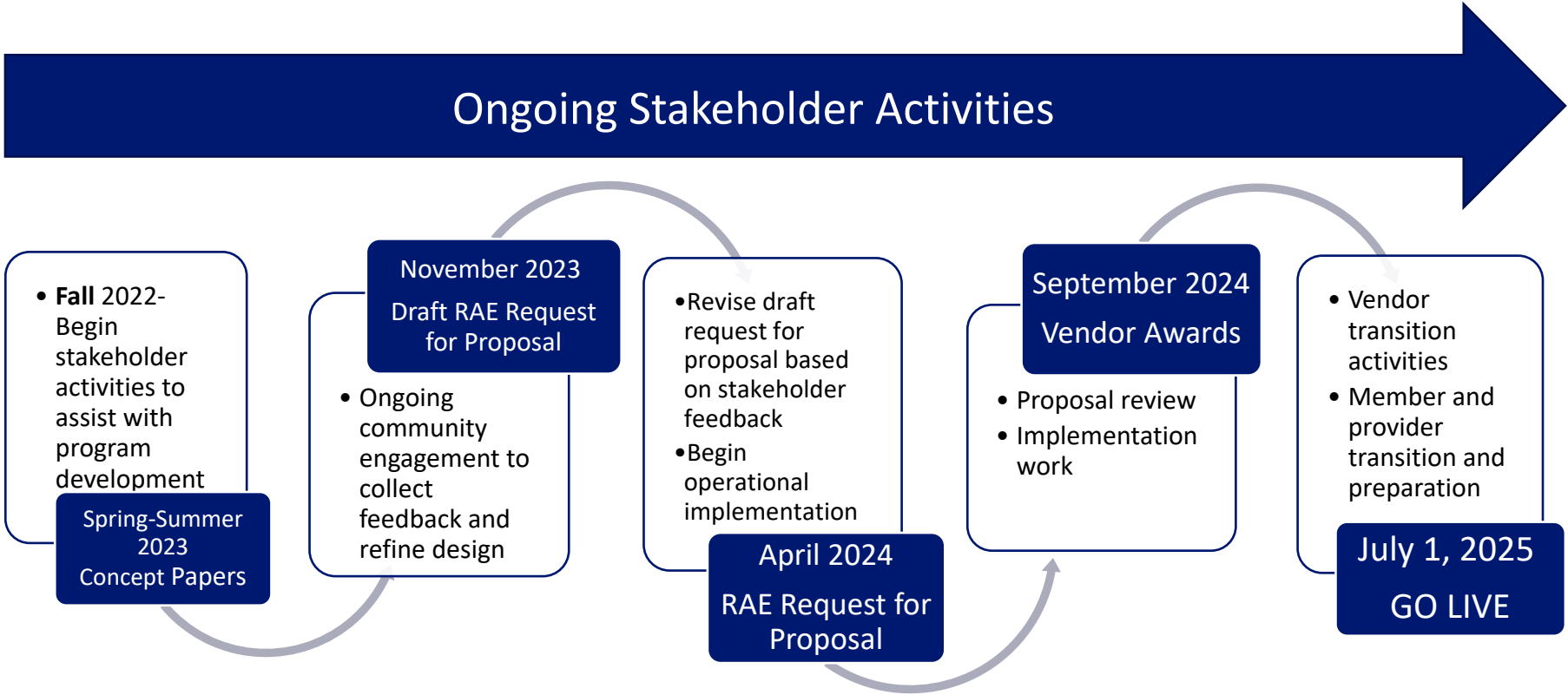# Accountable Care Collaborative Program Improvement Advisory Committee (PIAC)

Wednesday, May 17th 2023

Timeline

Ongoing Stakeholder Activities

- **Fall** 2022- Begin stakeholder activities to assist with program development

Spring-Summer 2023
Concept Papers

November 2023
Draft RAE Request for Proposal

- Ongoing community engagement to collect feedback and refine design

- Revise draft request for proposal based on stakeholder feedback
- Begin operational implementation

April 2024
RAE Request for Proposal

September 2024
Vendor Awards

- Proposal review
- Implementation work

- Vendor transition activities
- Member and provider transition and preparation

July 1, 2025
GO LIVE

COLORADO
Department of Health Care
Policy & Financing

ACC Phase III Vision for July 2025

Why: Goals

- ⭐ **Improve** quality care for members
- ⭐ **Close** health disparities and **promote** health equity for members
- ⭐ **Improve** care access for members
- ⭐ **Improve** the member and provider service experience
- ⭐ **Manage** costs to protect member coverage, benefits, and provider reimbursements

What: Priority Initiatives

- 👍 Improved Member Experience
- ✅ Accountability for Equity and Quality
- Referrals to Community Partners
- 💵 Alternative Payment
- ⚙️ Care Coordination
- 🧍 Children and Youth
- Behavioral Health Transformation
- Technology and Data Sharing

How: Pathways to Success

- Simplifying Systems
- Incentivizing Better Outcomes

Care Coordination & Case Management Collaboration

Welcome!

Introductions

Laura Gerard
She/Her
Consultant, JSI Research &
Training Institute

Amy Downs
She/Her
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Laurel Karabatsos
She/Her/Ella
Consultant, Parago
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Agenda

- Project background
- Discussion of current system of coordination and collaboration between regional accountable entities and case management agencies
- Discussion of opportunities to improve system
- Questions

Project Background

- JSI Research & Training Institute, Inc. (JSI) is under contract with HCPF to conduct a stakeholder-informed process improvement initiative (February 2023 - January 2024)

- Work includes developing recommendations to improve communication, collaboration, and cross-agency coordination between regional accountable entities (RAEs) and case management agencies (CMAs).

- Focus is on individuals enrolled in Colorado's home and community based services (HCBS) waivers.

- To gather information, we are conducting key stakeholder interviews, focus groups and large group discussions.

- We have three questions to discuss with you today. JSI will identify common themes that emerge from various discussions throughout project. Findings will be aggregated and no comments will be attributable to specific individuals.

We want your feedback

What is currently working well between RAEs and CMAs?

- **Collaboration**
- **Communication**
- **Coordination**

We want your feedback

What are the current challenges among RAEs and CMAs?

- ● **Collaboration**
- ● **Communication**
- ● **Coordination**

We want your feedback

What are opportunities to address these challenges?

Anything else?

Contacts

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Thank you!