

ACC Phase III Provider Communications

P&CE

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Feedback We've Heard So Far

- Members need clarity on whether they need to take action, when, and how, including:
 - Assurances on continuity of care.
 - Clarity on what changes they can expect to see.
 - Focus on members experiencing a change.
- Messaging needs to be clear and accurate. There should also be baseline information about what a RAE is and how to find more information.
- HCPF should be working with trusted community organizations to share information with members.

Provider Communications Overview

Material	Audience	When
Primary Care Payment Structure Info: <ul style="list-style-type: none"> • Fact Sheets • Educational Webinars 	PCMPs	March- April 2025
Major Website Update: <ul style="list-style-type: none"> • What to Know About ACC Phase III • Updated FAQs - Attribution changes, contracting guidance, etc. • Member communication toolkit (e.g., talking points, communications materials) 	General public, Health First Colorado Members, PCMPs, Behavioral Health Providers	March - April 2025
Closeout notification from changing RAEs	All contracted providers	May - June 2025

Discussion Questions

- What questions do you still have about Phase III that should be addressed in **provider communications**?
 - Are there specific topics within Phase III we need to focus our communications on?
 - What questions are you hearing from other providers about Phase III right now?
- How do providers prefer to receive communications? From their RAE? HCPF? Others?
- What are the most useful resources that we can share with providers to address member questions about this transition?
 - Or even questions about their RAEs?

Bonus Slides

Member Communications Overview

Material	Audience	Materials Available
Member Communications Toolkit (talking points, FAQs, informational resources, etc.)	Health First Colorado Members, General public, Community Organizations, Counties, PCMPs, Behavioral Health Providers, RAEs	March - April 2025
Website updates: <ul style="list-style-type: none"> • What to Know About ACC Phase III • Updated FAQs 	General public, Community Organizations, Counties, Health First Colorado Members, PCMPs, Behavioral Health Providers, RAEs	March - April 2025
Resources for call centers (HCPF, RAE, EB, etc.)	Health First Colorado Members, HCPF staff, RAE staff, EB staff	March - April 2025
Letters to members <ul style="list-style-type: none"> • Closeout notification from changing RAEs • HCPF letter for new attribution/assignment • RAE welcome letter 	Health First Colorado Members	June - July 2025

Overall Key Messages for Members

- There is no change to a member's Medicaid coverage.
- Members do not need to take action to retain their Medicaid coverage, outside of the regular renewal process.
- RAEs are available to support members in finding and coordinating care.

Discussion Questions

- What questions do you still have about Phase III that should be addressed in **member communications**?
 - What questions are you hearing currently from members?
- We hear from members that they often don't know who their RAE is and how they can support members. What other information would be helpful to include?
- Where is the best place in your communities for people to get accurate information about upcoming changes?
 - What kind of resources would be helpful to you to share with friends, family, or other Medicaid members?