Accountable Care Collaborative (ACC)

Performance and Deliverables

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Agenda

- Level set about ACC program

- Mechanisms for RAE/MCO assessment and accountability

- Questions for PIAC

HCPF: WHO WE SERVE VIA MEDICAID

41%
54%
5%

CHILDREN & ADOLESCENTS
ages 18 & younger and qualifying former foster care youth

ADULTS
ages 19 – 64

ADULTS
ages 65 & older

4.6%
of members use long term services and supports programs.
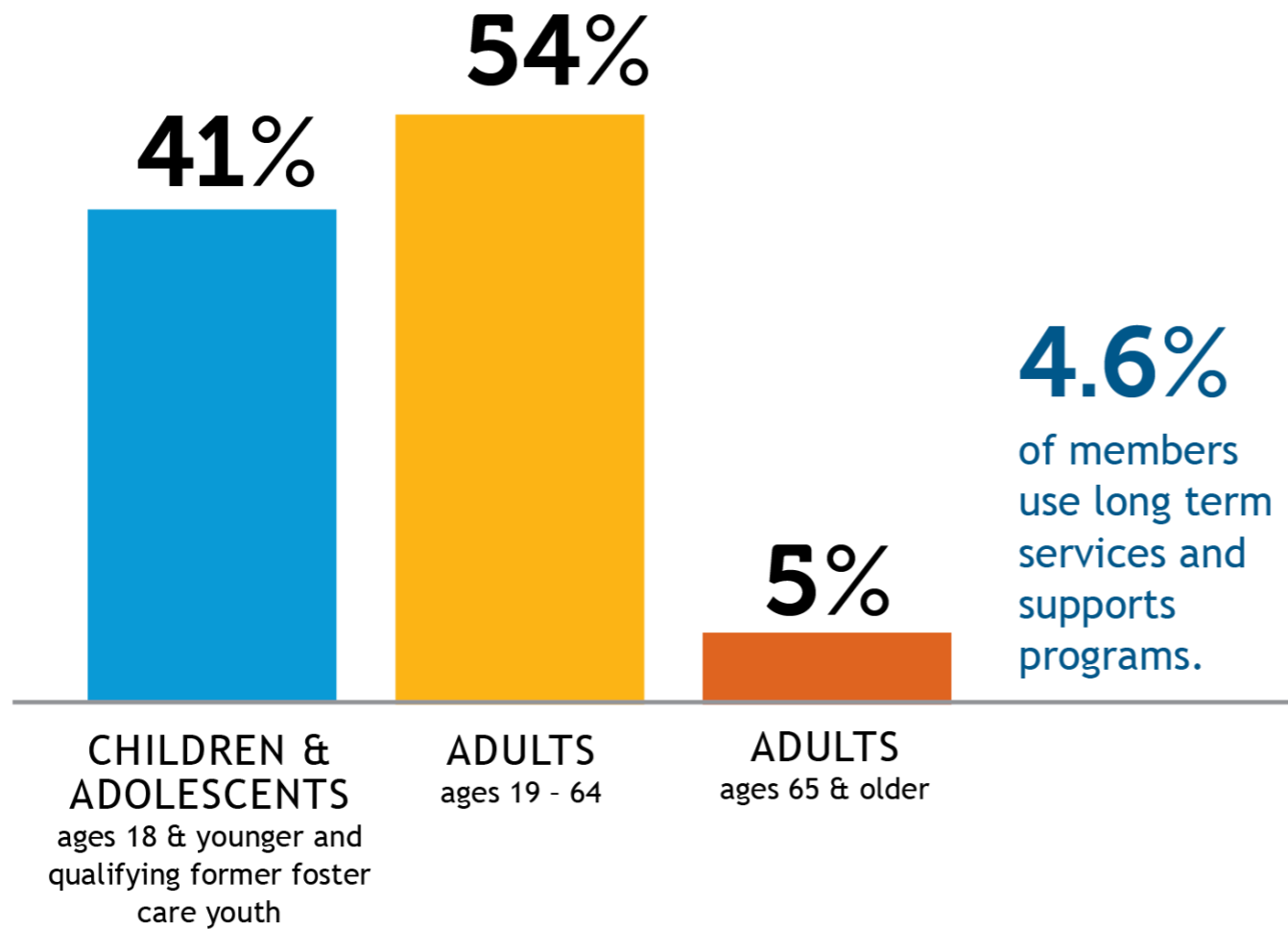
2019
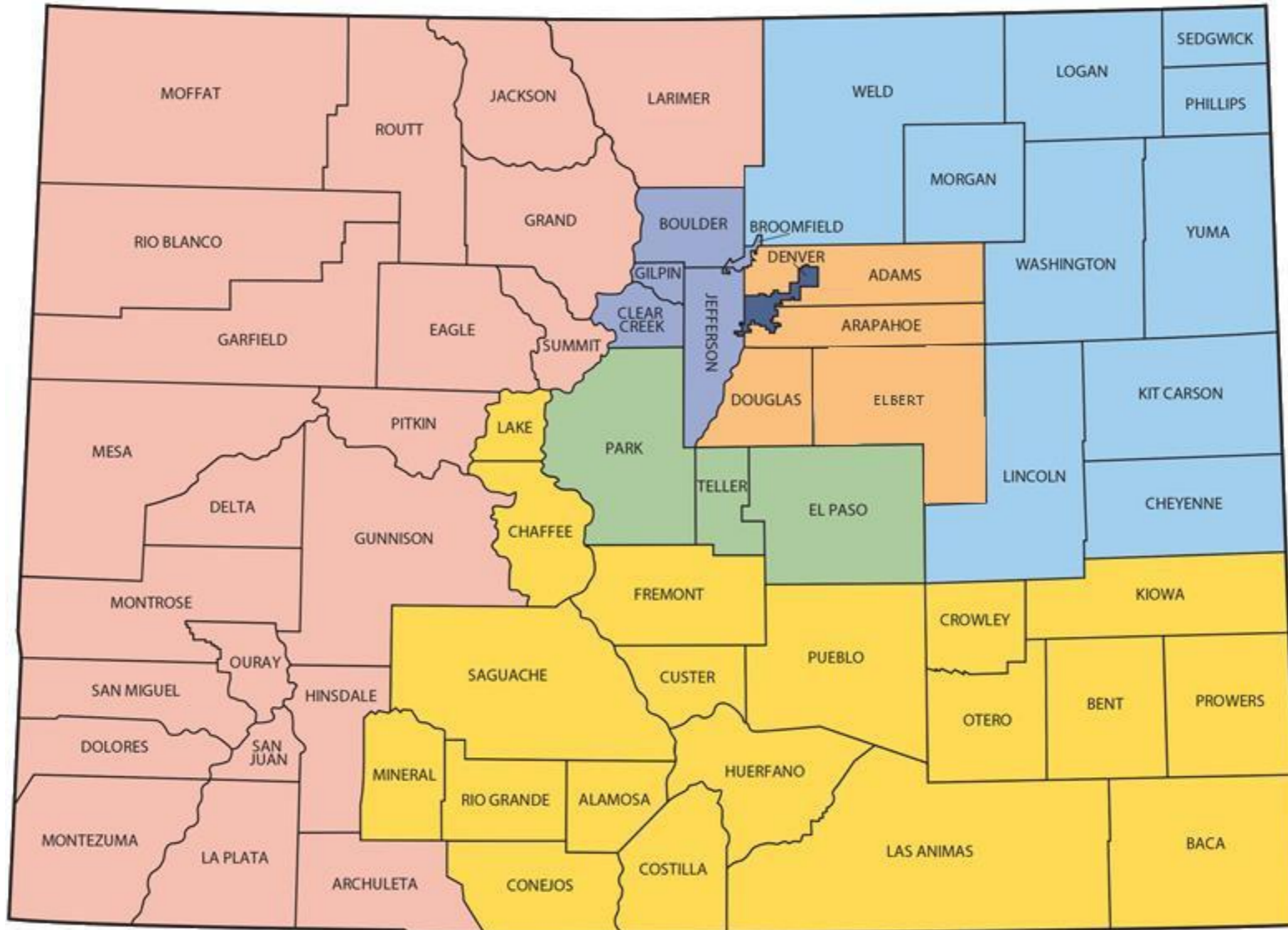**Federal Poverty Levels by Family Size***

FAMILY OF 1	FAMILY OF 4
$16,620	$34, 248

*Some earning more may still qualify

Nearly 1.6 million Coloradans
(about 25% of the population)

18% live in Denver County

14% live in rural counties

86% live in urban counties

Regions

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

Accountable Care Collaborative

Regional Accountable Entity

Physical health care	Behavioral health care
Per member/ per month	Behavioral health capitation

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Role of RAEs: Primary Care

- Contract with a network of Primary Care Medical Providers (PCMPs) to serve as medical home
  - PCMPs expected to meet certain requirements

- Pay administrative payments to PCMPs to serve as medical home (e.g. care coordination)

- Support providers in coordinating care across disparate providers

- Provide administrative, financial, data and technology, and practice transformation assistance

Role of RAEs: Behavioral Health

- Contract with statewide network of behavioral health providers

    - Credential providers to ensure quality

    - Negotiate reimbursement rates

- Utilization management of covered behavioral health services

- Reimburse behavioral health providers for all services covered under the capitated behavioral health benefit

Management Governed by RAE/MCO Contracts

- Contract formation and amendment
  - Phase II – July 1, 2018 - June 30, 2025
  - Federal approval required
  - Bi-annual amendments (rates/annual renewal/policy)
  - Department policy guidance

- Contract content
  - SOW/contract requirements
  - Deliverables
  - Performance metrics
  - https://hcpf.colorado.gov/health-first-colorado-managed-care-contracts

Accountability through Contract SOW

- Detailed operational and performance standards and requirements

- Deliverables
    - ~120 deliverables in contract
    - Ad hoc deliverables
    - Federal requirements
    - CO specific requirements
    - Financial, programmatic, governance, delivery, data, quality, etc.

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Key Deliverables

- Population Management Strategic Plan and reports
  - Prevention, Wellness and Member Engagement Report
  - Complex Care Coordination Report
- Network Management Strategic Plan and reports
  - Health Neighborhood and Community Report
  - Network Adequacy Report
- Flat file submissions
- Financial reports

Remedies for Contract Performance

- Informal corrective actions
  - Conversation
  - Informal action monitoring plan
- Formal corrective actions
  - Deliverable amendment or rejection
  - Corrective action plans
  - Breach of contract
- Considerations for use
  - Disruption to providers and members
  - Severity
  - Correctability

Accountability through Performance Metrics

- Administrative PMPM withhold incentives (RAEs)
  - $16.27 PMPM ($4.21 withhold)($0.06 EPSDT)
  - Key Performance Indicators (KPI)
  - Flexible spending pool
- Behavioral Health Incentive Pool (BHIP)(RAEs)
- MLR metrics (MCOs)
  - 89% MLR can drop as low as 85%
- ~20 incentive metrics
- National/standardized metrics
- Longer term metrics

Other Accountability Mechanisms

- Audits and performance monitoring
    - Financial, networks, quality
    - Site reviews
    - Independent 3rd party monitoring
- Rate setting and recoupment processes
- Member, provider and stakeholder feedback
    - Grievance and appeals processes
    - Provider complaint form
        - https://hcpf.colorado.gov/behavioral-health-independent-provider-network-forum
    - Multiple stakeholder forums
    - Annual and ad hoc legislative reports

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Additional Resources

Stakeholder Information

https://hcpf.colorado.gov/accountable-care-collaborative-phase-ii-provider-and-stakeholder-resource-center

https://hcpf.colorado.gov/accphase2

Deliverables

https://hcpf.colorado.gov/accountable-care-collaborative-deliverables

Questions for PIAC

1. What type of information would be useful to present to the PIAC?

   - Performance metric
   - Deliverable data

2. How do we best engage PIAC for timely and meaningful input?

3. Main PIAC or subcommittees?