

ACC Phase III: One-Month Updates

Program Improvement Advisory Committee

Aug. 20, 2025

Presented by:

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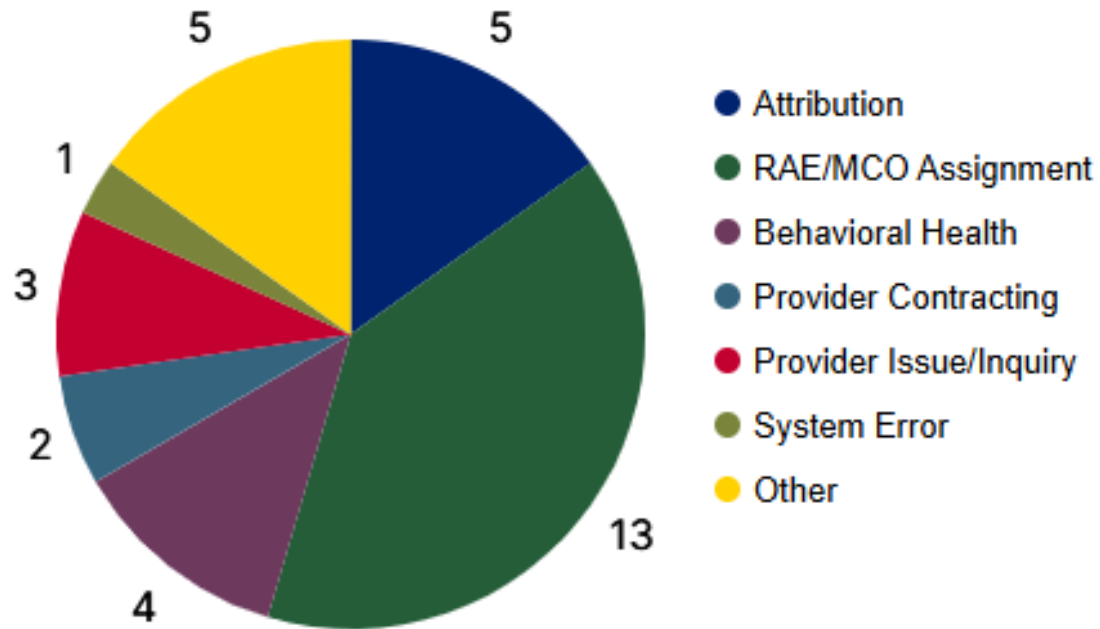
Agenda

1. Go-Live Updates
2. Upcoming Priorities

Go-Live Risks and Status Updates



Critical Issues Update



- As of Aug. 18:
 - 33 submissions
 - Average ~2 days to resolve
- Reminder: critical issues due to the transition can be reported [through this form](#).
- Since go-live, one issue has been identified on the [System-Wide Issues and Resolutions Log](#).

Limited/No Reported Issues



Risk Description

Other HCPF Transitions

Other system/vendor transitions (data warehouse, provider call center, etc.) and program/policy changes happening at the same time as Phase III could cause disruptions for providers or members.

BHASO Go-Live

Simultaneous go-live of BHASOs and Phase III RAEs could cause confusion for members and providers, including confusion around which entity is responsible for covering different services.



Go-Live Updates

Some initial systems access issues for RAEs on July 1; immediately resolved.

No reported issues.



Question

Have you experienced any issues related to these identified risks?

Impacts to Providers



Risk Description



Go-Live Updates

Region Re-Alignment

- RAEs with new regional boundaries may have challenges contracting with providers in new counties.
- HCI closing out as a RAE could cause issues with payment or confusion for providers.

Isolated issues reported with contracting or billing.

PCMP Payment

Changes to the primary care payment structure may impact PMPM payments and operational procedures for PCMPs during the transition.

HCPF has received limited comments from PCMPs that this is an issue.



Question

Are you hearing other concerns from providers?

Impacts to Members



Risk Description

Complex Member Transitions

Members at-risk for hospitalization, currently admitted to inpatient treatment, or recently discharged from inpatient treatment who change RAEs may be unaware of that change or may experience challenges in getting services covered by their new RAE.

Full Re-Attribution

Full re-attribution of all members to reflect the new regions and attribution methodology could have mistakes or may not update correctly in HCPF systems.

Member Communications

Members may have questions or concerns about their Medicaid coverage or ability to continue seeing certain providers with this transition.



Go-Live Updates

One member access issue escalated to HCPF and resolved.

Re-attribution itself ran correctly, but a significant number of members were pulled into Denver Health causing continuity of care issues for some.

New enrollment letters were delayed until July 18.



Question

Have you heard other questions or concerns from members about the transition to Phase III?

Upcoming Priorities



COLORADO
Department of Health Care
Policy & Financing

Phase III is live - now what?

- Continue our work towards the five ACC Phase III goals, including:
 - Implementing program updates/changes.
 - Stabilizing the program and maintaining ongoing operations.
 - Enhancing monitoring and oversight.
 - Supporting Medicaid sustainability efforts (as Kim shared earlier).



A photograph of two young women sitting at a desk in a modern office or library. They are both looking at a laptop screen. The woman on the left has her hair in a bun and is wearing a white t-shirt and denim overalls. The woman on the right has curly hair and is wearing a red and black plaid shirt. The background is a blurred office space with shelves and lights.

Thank You!

For your continued support to improve the ACC.