



March 20, 2024

# Health Neighborhood and Community Highlights



# Continuous Coverage Unwind

## Open Answer:

- Door knocking and tabling events at high traffic locations (grocery stores, food banks, transit hubs, schools during pickup, daycares during drop off, recreation centers post-work hours)
- Primarily focused in West and Central Denver neighborhoods as well as Globeville, Elyria, and Swansea, and some of Aurora.

## Metro Area Health Alliance (MAHA):

- COA funded \$500,000 to support extended contract with the Metro Area Health Alliance (MAHA) for Community Ambassador program
- Educate and ensure continuity of coverage for members enrolled in Medicaid or CHP.
- Over **120,000 touchpoints** with community members

# Public Awareness Campaign

Miembros de Health First Colorado y CHP+: se han reiniciado las renovaciones de Medicaid.

**EVITA PERDER TU SEGURO DE MEDICAID**

Llama al 720-744-6346

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# Virtual Care Collaborative and Integration (VCCI) Program



Integrates care coordination and works with member's PCMP team to share treatment notes and with COA care managers to connect eligible members with SDOH resources and higher levels of care as needed



COA internal DE&I team to identify community partners that will help to increase access to behavioral health care services among marginalized communities and practices, focused on supporting both youth and adult members



Made updates to the VCCI practice kit, provider training and online portal which have increased the efficiency of provider trainings, allowed for greater education and understanding of the program and improved how quickly COA can bring on new VCCI provider

# Specialty Care Providers

**Based on feedback gathered from a recent member satisfaction survey, COA has identified dermatology care as a current capacity gap.**

- Members noted often experiencing over six month wait times to see a dermatologist.
- With this information, COA has worked to identify and explore ways to address this gap, including working with telehealth dermatology providers.

**COA has also focused on increasing access to eating disorder facilities and care.**

- COA is utilizing innovative reimbursement models to increase access to eating disorder services.
- ED Care's adult and adolescent outpatient programs opened in Q1, and the residential treatment program is slated to open in Q4 of SFY23-24.
- COA has contracted with Well Equipped, a virtual eating disorder provider.

**COA is utilizing heat maps to look at the geographic overlay of members to providers, helping to assess network adequacy and identify geographic provider gaps.**



# Enhanced Care Provider Funding

COA awarded Enhanced Care Provider funding to select PCMPs that seek to reduce health disparities, improve clinical outcomes, enhance the member experience and reduce inappropriate utilization of healthcare services by increasing access to enhanced care.



Funding came from administrative rate increases from the previous year. A total of six PCMPs were awarded Enhance Care funding from COA that will support projects over the next year.

*These practices include: Denver Indian Health and Family Services, Evans Medical Center, Denver Health, STRIDE, Colorado Coalition for the Homeless, and Tepeyac Community Health Center. All awarded PCMPs serve both Region 3 and Region 5 members.*



These strategically invested funds will support COA members at increased risk for adverse health outcomes including, but not limited to, refugee, unhoused, medically fragile and/or non-English speaking populations.



Through this work and the required reporting from funded providers, COA hopes to capture the member experience and identify current and emerging needs for enhanced care.

# Questions

