

# COLORADO ACCESS

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## Regional Update

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December 15, 2021





## COVID-19 Vaccinations

1. Successes: COVID-19 Vaccination Efforts
2. Challenges: Expanding Vaccine Efforts to ages 5 – 11

## Behavioral Health

1. Successes: Partnering with CMHCs to increase Access
2. Challenges: Addressing Workforce Shortages

# COVID-19: Continued Progress Across the System

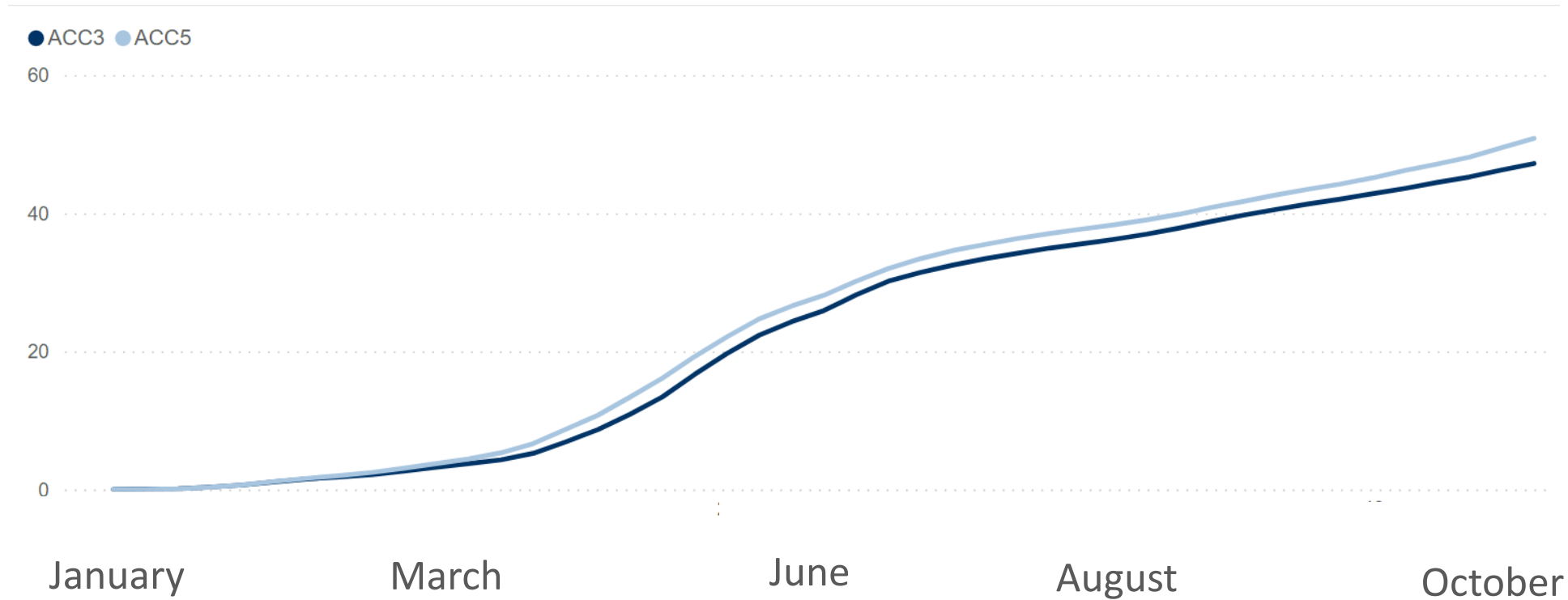
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## Headlines

- Vaccine rates are steadily improving
- PCMPs with high member engagement also show higher vaccination rates
- Best Practice – Partnerships with trusted community brokers
- Future – Continue what's working, multi-pronged approach, new focus on ages 5-11

# COVID-19: Steady Improvement in Vaccination Rates

## COA Region 3 and Region 5 Fully Vaccinated Members CY 2021 Trend Line: Ages 12+, Fully Vaccinated



# COVID-19: Community Partnerships

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## Supporting and funding community-driven events led by trusted partners continues to garner success.



With COA FEMA funding CCHAP has hired a **contractor to help pediatric practices** register for vaccine administration and develop workflows to prepare for changes in eligibility.



The University of Colorado's Behavioral Health and Wellness Program **vaccine hesitancy trainings** are being adapted for pediatric providers and those vaccinating the 5-11 population. COA will offer these trainings to CCHA providers.



COA and community partners launched a **walk-in testing and vaccination site** at Our Lady Mother of the Church in Commerce City. Testing is offered five days per week, and vaccinations are offered on Thursdays and Fridays.



COA has developed a partnership with Rocky Mountain Welcome Center to hire and utilize culturally diverse navigators to **increase vaccine access for immigrants and refugees.**

# COVID-19: Driving Funding into the System

## Support through FEMA funding for providers and special projects shows overwhelming success.

**\$3.1 million dollars awarded to 97 PCMPs (organization level). Funding strategy included:**



Vaccinating providers in hot spot area reporting vaccine volume monthly for COVID workplan.

Attribution based payments are being made to all PCMPs who exceed the average State vaccination rate for Medicaid members.

**\$769,000 dollars awarded for special projects. Funding strategy included:**



Vaccine clinics at school-based health centers for youth and families.

Pediatric Support including an FTE to provide on-site technical assistance for registration, workflow design, ordering assistance and/or equipment ordering.

Equipment, supplies and staff time.

# COVID-19: Continued Push Toward Further Education

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**COA care management staff continue to prioritize vaccination education with members. In particular, CM staff:**



Incorporate vaccine discussion into their work with members. With recent approval of vaccines for the 5-11 population, talking points and resources include mis-and-disinformation for parents.



Participate in weekly COVID-19 meetings with Tri-County Health Department.



Engage in department-wide motivational interviewing training to increase intrinsic motivation and assisting members with making informed/person-centered decisions.



Attend monthly COVID-19 meetings with Denver Health, Tri-County Health Department to maintain up-to-date information regarding community efforts and align CM strategies with community partners to ensure consistent and effective approaches.

# COVID-19: Vaccinating Youth

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## COA's ongoing efforts have expanded into vaccinating the 5-11 population.



**Vaccine hesitancy trainings supported by FEMA funds** and developed in partnership with the University of Colorado's Behavioral Health and Wellness program have been adapted adapted to target pediatric providers administered vaccines to the 5-11 population.



COA's new **resource group for pediatricians offering COVID-19 vaccines** focus on workflow development and peer-to-peer troubleshooting.



To **increase alignment in RAE and CHP HEDIS measures**, COA is developing pediatric immunization and well care visit programming to tie COVID-19 and flu vaccines to other priority immunization schedules.



Merging CIIS data and PEPR files **identifies unvaccinated attributed members**, enabling providers to focus efforts on this population.



# COVID-19: Vaccinating Youth

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**COA continues efforts to support community and school-based vaccine events for its members ages 5 and older.**



COA's contracted outreach coordinator continues to facilitate vaccination events in our regions. In November, nearly **200 community members ages 5 and older were vaccinated** were vaccinated at events held at KIPP and Montbello Middle Schools..

With the support of COA FEMA funding, **seven school-based health center vaccination clinics** are being held at local Denver Public Schools. First dose clinics took place in November and second dose clinics have been scheduled in December.

# Behavioral Health Expansion Successes: The Big 5

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## 1 Ensure support for discharge planning and follow up services

- Create the ability for CMHCs to provide improved coordination of care during a client's hospital stay, whether State or private, participate in discharge planning and provide necessary follow up services.
- Accountable Parties and Partners: Colorado Access BH Funding Task Force, COA Contracting, Mental Health Center of Denver, AllHealth Network, Community Reach Center.
- Progress: This is live and began 7-1-21. CMHC's have contractual agreements to provide services during psychiatric hospitalizations in the form of discharge planning, ongoing communication with hospitals, and ensuring follow up and outpatient services are available. Each Center cites current capacities and increased capacities due to funding and will submit monthly expansion reports for COA to monitor throughout the fiscal year.
- **Overall capacity to serve is increased by 1433 members with additional staff.**

# Behavioral Health Expansion Successes: The Big 5

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## 2 CMHCs accept and do not limit COA members on outpatient certifications

- CMHCs will serve as a true mental health safety net, accepting COA members on outpatient certifications and not limiting the number of individuals accepted.
- Accountable Parties and Partners: Colorado Access BH Funding Task Force, AllHealth Network, Community Reach Center, Mental Health Center Denver.
- Progress: This is live. All contracts for the CMHCs listed above include funding and agreements for each CMHC to be the safety net to serve the population in need of outpatient certifications.
- Working to complete development and training of monthly reporting

# Behavioral Health Expansion Successes: The Big 5

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## 3 CMHCs accept COA members without stipulation related to address or other arbitrary reasons

- Each CMHC agrees to accept and serve COA Medicaid members seeking services without arbitrary rejections, or lack of capacity reasons.
- Accountable Parties and Partners: Colorado Access BH Funding Task Force, Community Reach Center, AllHealth Network, and Mental Health Center of Denver.
- Progress: This is live and in CMHC contracts. If there are rejections, CMHC agrees to meet with Colorado Access leadership to resolve the issue or perceived barrier.
- Working to complete development and training of monthly reporting.

# Behavioral Health Expansion Successes: The Big 5

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## 4 Provide services for DOC members

- CMHCs will operate as a safety net and agree to accept and provide services to individuals referred from the DOC roster, whether referred by Colorado Access or the TCCM DOC teams.
- Accountable Parties and Partners: Colorado Access BH Funding Task Force, AllHealth Network, Community Reach Center, and Mental Health Center of Denver.
- Progress: This is live, and CMHC contract language reflects the agreement to serve this population.
- Working to complete development and training of monthly reporting.
- Continuing to monitor performance of the 14 day follow up measure for the DOC population.

# Behavioral Health Expansion Successes: The Big 5

## 5 Expand Service Capacity in intensive mental health services: ACT, IOP, Peer Services

- The CMHCs agree to increase capacity in need areas to ensure COA Health First Colorado members are served at appropriate levels of care across the system.
- AllHealth Network will **add capacity by up to 135 members** in their MH IOP programs, Outpatient, Clubhouse/Drop-In Center, and Case Management.
- Community Reach Center will increase capacity of specific programs as needed: Peer Support program by 54, IOP program by 147, mobile wrap around team by 312, In Home children's services by 18. **The total increased capacity is 531 members.** Funds also provided to sustain the Housing Team.
- The Mental Health Center of Denver agrees to meet the needs of COA members who need services without limitations. MHCD agrees to add capacity throughout the year to IOP programs, ACT, and Peer Support Services to meet the need of COA members. **Their capacity is cited as unlimited.**

# Behavioral Health Expansion: Managing Barriers

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The primary challenge ahead is the workforce shortage impacting providers and members.



COA maintains strong relationships with its provider network to problem solve whenever possible and welcomes innovative attempts to improve the current hiring landscape.



COA is aware and planning for the time and resources needed to develop data mechanisms to measure success.

COA practice facilitators have been instrumental in helping compile and manage the all of programs and initiatives we are implementing at once.



**Region 3 needs include** addressing alcohol related services, increased MAT availability, and increased children's behavioral health care.

**Region 5 needs include** addressing alcohol related services and increased children's behavioral health care.

# Addressing Workforce Shortages

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The Contract between COA and MHCD allows for expanded funding for staff salary increases with the goal of retaining current staff through this workforce shortage.



Community Reach Center has 77 open positions. COA is providing funding to allow CRC to offer sign on bonuses.



Aurora MHC has 79 open positions. COA is providing funding to allow Aurora MHC to provide some workforce incentives, bonuses and salary increases for current to help bolster the system and recruit and retain a BH workforce.



# THANK YOU!

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