



ACC Phase III

State Program Improvement Advisory Committee

April 16, 2025

Fast Facts

- Regional footprint does not change
- Care Coordination for members will align with Tiers
- PCMP contracting will align with HCPF guidance
- Health equity priorities continue, including the expansion of Culture Vision, an online platform that supports care providers with engaging with patients

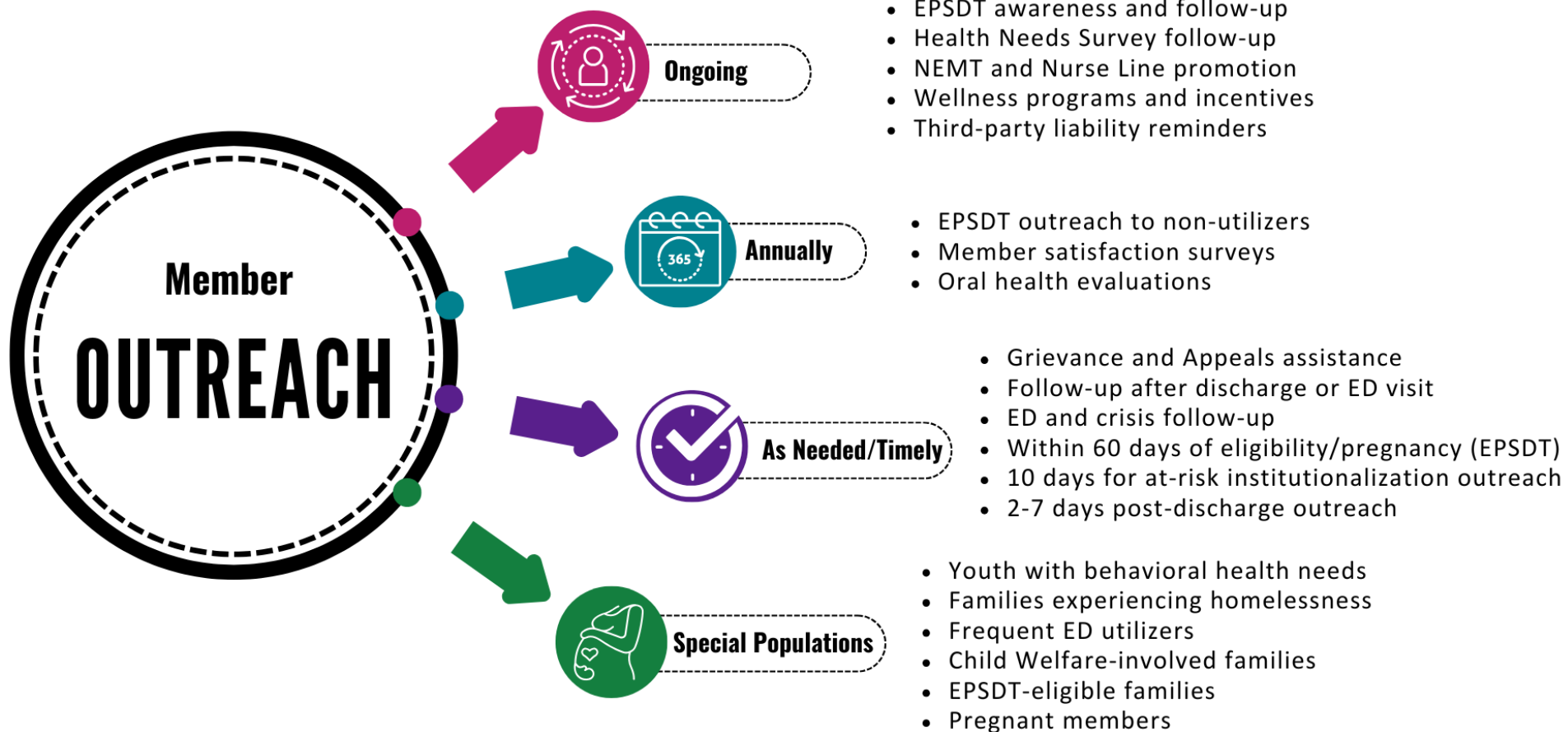
Advisory Committees

Continuing to elevate the voice and role of our Health Neighborhood and Community for collective impact through communication and partnership.

- **All meetings scheduled for SFY 2025-2026**
 - 18+ discreet engagement opportunities
 - Committee budgets are part of CCHA's ongoing operational budget
- **Formal Engagement Opportunities**
 - Two quarterly Program Improvement Advisory Committees (PIAC)
 - One semiannual Regional Health Equity Committee (RHEC) meetings
 - Two quarterly Member Experience Advisory Committees (MEACs)
 - One committee is fully in Spanish and in-person
 - Virtual participation continues in align with member preferences
 - Representatives of MEAC sit on CCHA Governing Board
 - Year-round recruitment of participants

Member Outreach

There are 90+ contractually required member outreach activities that drive how we will engage, support and connect with members throughout the year.



Strategies for Attribution

Members attributed to PCMP either by choice or claims history. Members will no longer be attributed based on home address or familial association.

- Identify panel openings
- Share PCMPs with availability; supporting member choice

PCMP

- Verify PCMP—every member, every time!
- Navigation support finding and aligning with PCMP

Care Coord.

- Support finding a PCMP
- Connect with the Enrollment Broker
- Part of MOUs/contracts

CBO

- Text, IVA, live call campaigns
- Verify PCMP—every member, every time!

Call Center