



**Accountable Care Collaborative
Program Improvement Advisory Committee**

Meeting Minutes

April 21, 2021 // 9:30 A.M. to 12:15 P.M.

1. Welcome and Introductions

Maria Zubia welcomed members to the Program Improvement Advisory Committee (PIAC) meeting and called the meeting to order at 9:33AM.

The following people were in attendance: Catania Jones, Christina Suh, Dan Casey, Daniel Darting, Dede de Percin, Donald Moore, Ian Engle, Joanna Martinson, Joseph Prezioso, Kelly Phillips-Henry, Kiara Kuenzler, Lila Cummings, Maria Zubia, Maribel Sandoval, Steve Johnson, Tom Keller, and Dale Buterbaugh.

A quorum of voting members was present.

2. Open Comment

Maria reviewed the agenda for meeting attendees. Ben Harris opened the floor for public comment on the meeting's agenda. The public had no comments. Ben closed the floor for public comment.

Action Items:

- None

Parking Lot Items

- None

3. Minutes Approval

Kiara Kuenzler moved to approve March meeting minutes and members voted to approve.

Action Items:

- None

Parking Lot Items

- None

4. PIAC Operations and Housekeeping

Ben presented the updated PIAC workplan with the five PIAC focus areas. To build on the strategic areas and focus areas, Ben presented the planned meeting cadence. This will provide the informational foundation that will lead to meaningful conversations about PIAC's recently identified strategic priorities.

Members had questions about where equity fits into the focus areas. Ben mentioned that although the topic of equity isn't explicitly stated in the framework, some PIAC members have mentioned the desire to weave equity into the strategic framework. Members expressed the desire to communicate the equitable outcomes priority to regional PIACs and Member Engagement Advisory Committees (MEACs)/Member Advisory Committees (MACs), so PIAC can receive meaningful information from the community. Members also expressed the desire for internal and external accountability to ensure progress is being made towards equitable outcomes.

Lila Cummings volunteered to coordinate the conversation that will generate questions that ensure PIAC is doing equitable work. Lila will present questions in May and members will discuss.

Ben mentioned that there is still space in the calendar for meaningful ad hoc items. If members have ad hoc items to discuss, please send those items to Kiara, Maria, Ben, and Milena.

Action Items:

- PIAC members will send equity resources to Ben and Milena Guajardo.
- Department will aggregate resources for generating equity questions.
- Lila Cummings and the Department will coordinate/facilitate conversation to generate equity questions to guide PIAC work and keep PIAC accountable.
- PIAC members will send ad hoc agenda items to Kiara, Maria, Ben, and Milena

Parking Lot Items

- MAC & MEAC links

5. PIAC Core Competencies 101

Kiara discussed PIAC strategic framework and how the core competencies of ACC Operational Excellence, Policy & Financing, and Regional Innovation are needed to determine the ACC's success. Within those core competencies, operational data aids in the Department's commitment to public transparency. Operational data covers three areas: Operations, Performance, and Finances. Members were broken up into two groups to discuss Operations and Performance with subject matter experts (SME). Members were asked to consider key questions regarding the areas of Operations and Performance. Dave Ducharme presented the Operational Dashboard and discussed key components to focus on while reviewing the spreadsheet. Liana Major presented the Performance Dashboard and discussed Key Performance Indicators (KPI), Performance Pool (PP), and Behavioral Health Incentive Pool (BHIP).

Members asked about the decline in women's health providers and whether members who were ineligible but not enrolled were captured in the operational data. Members also asked



about breaking performance measures by race and gender to understand and identify any emerging equity challenges.

Dave said he would follow up with his staff about on the women's health providers questions. Ben mentioned that the enrollment only captured those enrolled in the ACC, but he offered to connect with Eligibility staff to understand broader eligibility trends. Liana mentioned that the Performance Measurement and Member Engagement (PMME) subcommittee was conducting a deeper analysis of a performance metric by race and ethnicity. PMME would report their assessment and findings when they returned to PIAC later on in the summer.

Action Items:

- The Department will follow up on the decrease in woman-only providers.
- PMME will review performance data to see where inequitable outcomes lie.

Parking Lot Items

- Insight into individuals who are eligible, but not enrolled in Medicaid during COVID-19.

6. Regional PIACs and MACs Update

Maria introduced presenters from Regional PIAC RAEs 1 and 4. John Mahalik, Director of Quality Management for at Beacon Health Options in Region 4, provided an overview of the Regional PIAC presentation. John shared the purpose of RAE 4 Regional PIAC, discussed work being done in the MEAC and challenges and successes for RAE 4 Regional PIAC.

Nicole Konkoly, Network Relations Manager for Rocky Mountain Health Plans in Region 1, gave an overview of RAE 1 Regional PIAC and discussed work done in the MAC. Ian Engle and Tom Keller presented the challenges and successes for RAE 1 Regional PIAC, along with engaging with RAE 1 communities that are hard to reach.

Attendees were split into the two breakout rooms to discuss questions posed by the Regional PIAC representatives.

Kiara discussed that continuing to do Regional PIAC/MAC/MEAC updates will lead to information on best practices for the RAEs. It will also serve as a way to ensure that issues can be brought to the state level.

If members want to dive deeper into core competencies, get in touch with Milena or attend Performance Measure and Member Engagement (PMME) subcommittee meetings for more information.

Action Items:

- None

Parking Lot Items



- None

7. PIAC Discussion and Next steps

Kiara asked members to think about follow up steps and action items for the issues discussed during PIAC meetings and reviewed action items of today's meeting.

Action Items:

- PIAC members will send equity resources to Ben and Milena.
- Department will aggregate resources for generating equity questions.
- Lila Cummings and the Department will coordinate/facilitate conversation to generate equity questions to guide PIAC work and keep PIAC accountable.
- PIAC members will send ad hoc agenda items to Kiara, Maria, Ben, and Milena.
- Break out room representatives will send Ben and Milena break out room notes.
- The Department will follow up on the decrease in woman-only providers.
- PMME will review performance data to see where inequitable outcomes lie.
- Dave Ducharme will send PIAC additional information on telehealth vs in person services and churn by RAEs.
- PIAC members will send additional action items to Maria, Kiara, Ben, and Milena.

Parking Lot Items

- MAC & MEAC links.
- Insight into individuals who are eligible, but not enrolled in Medicaid during COVID-19.

8. Open Comment

Ben opened the meeting up for public comment. A member of the public mentioned the toll vaccinations is taking on clinics. Ben stated that vaccination effort and an update on the public health emergency will be a topic for an upcoming meeting. Ben closed the meeting for public comment.

Action Items:

- Department to provide an update on the public health emergency and continued impact of the COVID-19 pandemic.

Parking Lot Items

- None

9. Wrap Up

Kiara adjourned the meeting at 12:15pm.

