



**Accountable Care Collaborative  
Program Improvement Advisory Committee  
Meeting Minutes**

**November 18, 2020 // 9:30 A.M. to 12:15 P.M.**

**1. Introductions**

Kiara Kuenzler welcomed participants and called the meeting to order at 9:31am. The following people were in attendance:

**Voting Members:**

Catania Jones, Christina Suh, Dale Buterbaugh, Daniel Darting, Dede de Percin, Ian Engle, Joanna Martinson, Joseph Prezioso, Kelly Phillips-Henry, Kiara Kuenzler, Lila Cummings, Maria Zubia, Maribel Sandoval, Michael Aragon, Steve Johnson, Tom Keller, and Wendy Nading.

*A quorum of voting members was present.*

**Non-Voting Members (webinar attendees only):**

Alana Ketchel, Alyssa Rose, Amy Yutzy, Anne Jordan, Arnold Salazar, Ash Phi, Ben Harris, Bethany Pray, Brooke Powers, Byron Burton, Cara Hebert, Carolyn Green, Cathy Michopoulos, Chris McCluer, David Keller, Dawn Claycomb, Elizabeth Baskett, Elizabeth Freudenthal, Erika Pike, Gretchen McGinnis, Hanna Thomas, Jennie Munthali, Jeremiah Fluke, Jessica Chislett, John Carlson, John Mahalik, Julia Duffer, Julie Reiskin, Kari Snelson, Kellie Jackson, Kelly Erb, Kevin Wilson, Lauren Staley, Liana Major, Marjorie Champenoy, Matthew Jacobs, Matthew Pfeifer, Matthew Sundeen, Meg Taylor, Mindy Klowden, Melissa Schuchman, Molly Markert, Moses Gur, Nancy Viera, Natasha Brockhaus, Nicole Konkoly, Phyllis Albritton, Shera Matthers, Spencer Budd, Stephanie Brinks, Tina McCrory, and Vincente Cardona.

**2. Open Comment**

Ben Harris opened the floor for public comments.

David Keller expressed gratitude for the new voting members and thanked them for the contribution the Program Improvement Advisory Committee (PIAC) and the Accountable Care Collaborative (ACC).

Dr. Dawn Fetzko, Colorado Primary Care Clinic, expressed concern with the Department's attribution methodologies, indicating it has been problematic for providers which has impacted future funding and impacted provider contracting. Ben asked Dr. Fetzko to provide her contact information so the Department could be sure to follow up with her concerns offline.

**3. Minutes Approval**

Kiara solicited a motion to approve the [October Meeting Minutes](#). Michael Aragon motioned to approve. Joanna Martinson seconded the motion. The quorum voted to approve the minutes and no one abstained.

#### 4. PIAC Operations and Housekeeping

Ben Harris reviewed the [ACC Work Plan](#) and [ACC Operational Dashboard](#) with the committee and solicited questions and feedback about upcoming agenda topics and the operational data.

The group asked the Department for more information about the PIAC retreats in January and February. Ben explained that the retreats would serve as a strategic planning session to discuss selecting an additional PIAC Co-Chair to serve alongside Kiara, outlining the cadence and structure of the PIAC subcommittees and regional PIAC updates, aligning the Department's direction with the outcomes of the Joint Budget Committee (JBC) and the needs of providers and community members, and to deliberate and prioritize future meeting topics.

Ben asked voting members for input regarding the upcoming retreats. The group recommended the Department consider the following future topics: refining PIAC's feedback loop, examining the Department's attribution policies and caseloads, exploring various payment structures and their impact on children vs. adults, a presentation on the types of care coordination and outreach conducted regionally, changes and updates to regional programs and innovation models, updates from the Racial and Equity Task Force, evolving telemedicine policies, and methods for rural community support. Members also suggested revising and redefining PIAC's charter, mission statement, and purpose.

#### 5. Access Monitoring and Review Plan (AMRP) Update

Kiara introduced Jessica Chislett, Access Stakeholder Relations Specialist with the Department, to discuss the [2019 Colorado Access Monitoring Review Plan](#) presentation.

Ben opened the floor for questions about the presentation. Participants asked if drive time access included public transportation and/or the use of personal transportation and suggested that including public transportation in the statistic would be more beneficial and specific to Medicaid members. Jessica explained that the 2019 ARMP did not report on public transportation but that it intended to include a better measurement of drive time access based on realized access (where members selected to travel), public transportation, and Non-Emergent Medical Transportation (NEMT) services in the next iteration report.

The group also inquired about the Department's stakeholder feedback process, timely submission of the AMRP to the Centers for Medicaid and Medicare Services (CMS), and the accuracy of the Department's publicly posted provider contact information. Jessica said the Department made as many efforts as possible to respond and incorporate stakeholder feedback into the report and noted the Department posted the ARMP on the Department's webpage once it was submitted to CMS to notify stakeholders. She explained the submission



to CMS was delayed due a data discrepancy that required correction prior to submitting and the Department received approval from CMS to delay the submission due to the data correction and in light of the COVID-19 pandemic efforts. Regarding provider information on the Department's website, Jessica stated several ongoing efforts throughout various offices within the Department were working to improve contact information.

To read more about the Department's submission, please see the [Access Monitoring Review Plan 2019](#). Additional information can be found on the Department's [Member Access to Care](#) webpage and questions can be emailed directly to [hcpf\\_access@state.co.us](mailto:hcpf_access@state.co.us).

## 6. Performance Measurement and Member Engagement (PMME) Subcommittee Update

Ben introduced David Keller, Co-Chair of PMME and Liana Major, PMME Department liaison, to provide an update of the subcommittee's recent work. David reviewed the [PMME Quarterly Update](#) presentation and [PMME Memo](#) with the group.

David opened the floor for questions. Participants commented on the term "culturally competent" care and suggested alternative nomenclature such as: "culturally relevant", "cultural humility", and/or "culture respect". Members asked why the category citizenship was used to identify health disparities and David clarified that the term citizenship was used as the category type from the data sets and within that, the subcommittee was looking at refugee status to identify Medicaid members. When asked if zip codes were used to stratify data, David and Liana explained that the numbers associated with zip codes may be too small to provide insight and stated PMME planned to look at higher level data from the Regional Accountable Entities (RAEs) first and then potentially sort the data down to county and zip codes, if applicable. Liana added that PMME intended to produce a recommendation to PIAC and the Department on methods to improve data collection by race, ethnicity, sexual orientation, etc. to help identify and address health disparities across the state. David added that improved data collection and stratification would also assist the Racial and Ethnicity Task Force with their work as well.

David thanked the group for their feedback and reminded participants that the subcommittee was actively recruiting for a co-chair. Liana noted that if anyone had additional feedback about the behavioral health data request PMME was submitting to the Department or if anyone was interested in the co-chair position, please email her directly at [liana.major@state.co.us](mailto:liana.major@state.co.us).

## 7. Department Update

Kiara introduced Kim Bimestefer, Executive Director of Health Care Policy and Financing, to share updates regarding COVID-19, healthcare disparity efforts, impact of the economic downturn on Medicaid, and the State's budget for fiscal year 2021-2022. Kim reviewed the [ACC PIAC Update](#) presentation and opened the floor for discussion.



Participants asked Director Bimestefer if the Department had any plans to assist rural communities with non-congregate housing and facilities for homeless, older adult, and disability populations if an outbreak occurs. She stated the challenge was a more appropriate question for the Department of Local Affairs and the Department's Medicaid Director, Tracy Johnson. Ben added that the Department has been involved in some conversations about this topic and welcomed any additional feedback or thoughts about how to address the issue via email.

Members asked several questions about behavioral health services, such as why the Department decided to decrease the behavioral health budget for FY21-22 when data depicted an increase in suicide and overdose rates since the COVID-19 pandemic and if the Department had any recommendations on how to stabilize the increased demand for Substance Use Disorder (SUD) treatment and recovery resources. Director Bimestefer answered that the Department was faced with hard decisions when appropriating the budget for fiscal year 2021-2022 and noted that over the years, the Department has made significant increases to the behavioral health line of service, including the SUD benefit expansion that would be implemented on January 1, 2021. She was hopeful the benefit would provide additional resources and avenues for treatment and was also encouraged by the Governor's Behavioral Health Task Force and its ability to provide further guidance and recommendations in this field as well. She added that the Department was also working hard to address social determinants of health (homelessness, rental assistance, food support, etc.) which could potentially alleviate the burdens that might affect mental health as well.

The group asked Director Bimestefer if there any updates to a potential extension of the public health emergency. She responded that the Department was working diligently with the federal government and the Governor to request an extension, as well as an enhanced federal medical assistance percentage (FMAP) for Colorado. She was not able to provide any additional insight on if the current Administration or the Biden Administration would grant an extension but remained optimistic.

Several participants expressed concern with the lack of living quarters, inability to pay rent, and increased infection rates within congregate living facilities. Director Bimestefer acknowledged and supported the members' concern and replied that the Department continues to address these challenges internally and externally with stakeholders on regular basis and invited PIAC to an upcoming meeting on December 3rd.

The group asked if the Department had any efforts related to financially supporting safety net clinics and non-federally qualified health centers. Director Bimestefer agreed to follow up after the meeting while other participants encouraged members to review the Department's [Provider Interim Payment Program](#) initiative.

Lastly, participants asked if the Department planned to enhance its monitoring of network adequacy and provider capacity when the SUD benefit expansion was executed in January and if there were any concerns around contracting additional providers to administer the services.



Director Bimestefer stated the Department and the RAEs recently finalized provider and capitation rate negotiations and the RAEs were working swiftly to finalize contract negotiations with providers. She added that the Department planned to monitor access to identify not only the new providers, but also to address any gaps or areas where there was a need for increased provider capacity.

Kiara thanked Director Bimestefer for her time and Director Bimestefer thanked participants for their feedback and contributions to PIAC.

## 8. Open Comment

Ben opened the floor to the public for comments.

Mindy Klowden acknowledged the challenge around increased demand for behavioral health services with decreased funding into behavioral health programs and encouraged the PIAC to continue monitoring this issue, implementation (successful or not) of the SUD benefit expansion, and various behavioral health programs within the ACC to ensure that community behavioral health practices were supported, and members were receiving proper care.

Shera Matthews expressed concern for the hospitality industry and the future of those employees as restrictions increased and businesses were mandated to close to the public. She asked if the Department had any efforts dedicated specifically to that population.

Ben agreed it was important to monitor the increased demand for behavioral health services and stated he would inquire about the hospitality industry.

## 9. Next Steps

Kiara summarized the meeting and highlighted next steps.

1. The Department to send a follow up email:
  - a. Include [contact information](#) for AMRP questions.
  - b. Include Director Bimestefer's [presentation](#).
2. The Department to send a feedback survey to voting members.
3. Department and PIAC to host closed retreats in January and February to strategically plan and set priorities for PIAC and its subcommittees.
4. PIAC members review the ACC Operational Dashboard for November 2020.
5. PIAC members provide feedback about PMME's data request to Liana Major by Friday, November 20, 2020.
6. Email [Liana Major](#) if interested in the PMME Co-Chair position.

The meeting was adjourned at 12:14pm.

