



Accountable Care Collaborative Program Improvement Advisory Committee Meeting Minutes

December 20, 2023
9:30 A.M. to 12:00 P.M.

1. Welcome, Introductions, and Minutes Approval

Kiara Kuenzler welcomed members to the Program Improvement Advisory Committee (PIAC) meeting and called the meeting to order at 9:32 A.M.

The following members were in attendance: Kiara Kuenzler, Kevin JD Wilson, Steve Johnson, Tom Keller, Daphne McCabe, Donald Moore, Samuel Herbert, Kelly Phillips-Henry, Mark Levine, Ian Engle, Catania Jones, Ty Smith, and Isaiah Anderson.

A quorum of voting members was present.

Isaiah Anderson was introduced as the new representative for region 4.

Kiara Kuenzler presented the November meeting minutes for approval. There was one abstention. The November [meeting minutes](#) were approved.

2. Key Performance Indicator Data

Kiara Kuenzler introduced Nicole Nyberg, the Department's Quality Performance Unit Supervisor, to review recent [Key Performance Indicator \(KPI\) data](#).

A. Action Items

- The Department will break down the well child visit KPIs by population groups, including children with complex needs.
- PIAC requested follow-up information on how the Department is measuring the qualitative impact of these measures.

3. Subcommittee Updates

Kiara Kuenzler introduced the PIAC subcommittees to provide updates and announcements from their recent meetings. Lexis Mitchell, the Behavioral Health Integration Strategies (BHIS) subcommittee Department liaison, gave an update that BHIS discussed the Department of Corrections metric and the 1115 waiver amendment at their last meeting. BHIS also discussed capitation alignment in the



Office of Community Living, including the creation of a new utilization management dashboard.

Brooke Powers, the Provider and Community Experience (P&CE) subcommittee Department liaison, gave an update that P&CE discussed the 1115 waiver amendment at their last meeting. P&CE also received an overview of the ACC Phase III stakeholder engagement work. P&CE has two voting member positions open.

Daphne McCabe, a Performance Measurement and Member Engagement (PMME) subcommittee co-chair, gave an update that PMME has two new voting members. At their last meeting, PMME reviewed the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results.

A. Action Items

- None.

4. Public Health Emergency Roundtable Discussion

Kiara Kuenzler introduced Matt Pfeifer, a Department ACC Program Specialist, to share updated [enrollment data](#). More data is available [here](#). PIAC members discussed impacts of the Public Health Emergency (PHE) unwind across the state, including the following:

- There is a lag in data that does not reflect current or accurate numbers.
- Staffing and workforce shortages prevent people from accessing help during the application process and cause a delay in processing applications.
- People are not aware they are losing coverage and are being denied without knowing why.
- Federally Qualified Health Centers, Community Mental Health Centers, and other providers are losing greater amounts of attributed members than expected.
- There should be more continuity of care for people who lose coverage.

A. Action Items

- PIAC requested enrollment numbers broken out by region through the end of 2023.



5. Social Health Information Exchange (SHIE) Update

Kiara Kuenzler introduced Gabby Burke and Cassi Niedziela from the Office of eHealth Innovation to provide an update on the [Social Health Information Exchange](#).

A. Action Items

- None.

6. 1115 Waiver Amendment

Kiara Kuenzler introduced Emily Holcomb, the Department's Behavioral Health Crisis Response Coordinator, and Matt Pfeifer to present plans on opportunities for expanded Medicaid coverage in Colorado through an amendment to the [1115 substance use disorder waiver](#). More information is available [here](#).

A. Action Items

- None.

7. Open Comment

Audrey Keenan opened the meeting for public comment. The public commented that the PHE unwind data is not accurately representing the member experience around lack of services, and backdating of data does not fix this issue. Members with complex needs who need access to continuous coverage of services are unable to receive care if they are temporarily showing as inactive or ineligible due to procedural reasons.

The public also discussed that members who are disenrolled during the PHE unwind due to procedural reasons must request retroactive eligibility for the time period they were not covered; it is not automatically applied.

More information on the PHE unwind, including meetings, newsletters, and forums to share concerns is [here](#).

Action Items

- None.

8. PIAC Discussion and Next Steps

Next steps and action items from the meeting included:



- The Department will break down the well child visit KPIs by population groups, including children with complex needs.
- PIAC requested follow-up information on how the Department is measuring the qualitative impact of the KPI measures.
- PIAC requested enrollment numbers broken out by region through the end of 2023.

9. Adjournment

Kiara Kuenzler adjourned the meeting at 12:02 P.M.

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify the Committee Coordinator at audrey.keenan@state.co.us or the 504/ADA Coordinator hcpf504ada@state.co.us at least one week prior to the meeting.

