



**COLORADO**

Department of Health Care  
Policy & Financing

## **Accountable Care Collaborative Program Improvement Advisory Committee**

Meeting Minutes

**March 15, 2023 // 10:00 A.M. to 12:00 P.M.**

### **1. Welcome, Introductions, & Minutes Approval**

Kiara Kuenzler welcomed members to the Program Improvement Advisory Committee (PIAC) meeting and called the meeting to order at 10:02 AM.

The following members were in attendance: Kiara Kuenzler, Maria Zubia, Ian Engle, Tom Keller, Wendy Nading, Kevin JD Wilson, Daphne McCabe, Daniel Darting, Brent Pike, Samuel Herbert, Mark Levine, David Keller, and Steve Johnson.

*A quorum of voting members was present.*

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

#### Action Items:

- None.

#### Parking Lot Items:

- None.

### **2. Subcommittee Updates & Announcements**

Maria Zubia introduced the PIAC subcommittees to provide updates and announcements. Erin Herman, a Performance Measurement and Member Engagement (PMME) Department liaison, gave an update that Daphne McCabe will be a new co-chair for PMME. At their last meeting, PMME reviewed updated Key Performance Indicator (KPI) data for the ACC program. They also focused Member onboarding and looked at the Member Health Needs Survey that Members complete when they enroll in Health First Colorado. The March PMME meeting will continue this discussion and hear from the Regional Accountable Entities (RAEs) on how they use the Health Needs Survey information.

David Keller, a Provider & Community Experience (P&CE) co-chair, shared that at their last meeting, P&CE discussed the Healthcare Practice Transformation grants and how to make sure providers are aware of this funding opportunity. More information on this grant program is available [here](#). P&CE also discussed care coordination and KPIs at their meeting.

Daniel Darting, a Behavioral Health Integration Strategies (BHIS) subcommittee co-chair, gave an update that BHIS continues to focus on Members transitioning from correctional facilities into the community and how the RAEs are helping with these transitions. At their last meeting,

BHIS discussed Medicaid funding of crisis services and secure transport, and heard a presentation on the Uniform Services Coding Manual. At their next meeting BHIS will continue their discussion on ACC Phase III.

Action Items:

- None.

Parking Lot Items:

- None.

### 3. Department Updates

Maria Zubia introduced Matt Sundeen, the Department's ACC Program Management Section Manager, to review [recent and upcoming amendments](#) to the RAE and Managed Care Organization (MCO) contracts. The current contracts are available [here](#). Other current key focus areas for the ACC program are ACC Phase III, the end of the PHE, coordination with the BHA, and the legislative session.

Action Items:

- PIAC requested to have the BHA join PIAC meetings more regularly.

Parking Lot Items:

- Providers can send issues related to the Prescriber Tool to their RAE or to the Department.

### 4. ACC Phase III: Children and Youth

Maria Zubia introduced Susanna Snyder, the Family Services Section Manager, and Colorado Health Institute to lead a discussion on [initiatives to support children and youth in ACC Phase III](#). The Department is developing a standardized child benefit to address different needs at different levels of complexity. PIAC members shared the following feedback:

- This model should include interventions that align with children and youth community settings, such as schools.
- The Department should take on the responsibility of determining who approves and pays for these services to avoid ambiguity for providers and Members.
- This model needs to address systemic gaps for youth accessing home and community-based service waivers, youth with disabilities, and youth with mental health conditions.
- It is important to coordinate services for medically complex children, especially coordinating physical health and behavioral health needs.
- The model should clarify how Community Centered Boards fit into the process.



Action Items:

- The Department and CHI will respond to feedback shared through the meeting chat.
- Additional feedback can be shared through the survey through March 22, 2023.

Parking Lot Items:

- None.

**5. ACC Phase III: Key Performance Indicators (KPI)**

Kiara Kuenzler introduced Nicole Nyberg, the Department's Quality Performance Unit Supervisor, and Helen Desta, the Department's Quality Section Manager, to collect feedback on the [current KPI structure](#) and proposed changes for Fiscal Year 2024. PIAC shared the following feedback:

- Providers value stability in the KPI measures. The Department should commit to a timeline for keeping the same KPIs and give providers as much advance notice as possible when changing measures.
- There is variation across the RAEs in how the KPIs are paid to providers, creating confusion for providers.
- When calculating KPIs, the Department needs to take external factors into account.
- Particularly for the behavioral health incentive measures, the timeliness of receiving data and payments makes it difficult for providers to focus on improvements.
- The Department needs to focus on Member engagement and experience.
- Providers do not have a good way to collect feedback on Member experience.
- If a measure around Member experience is added, providers will need time to adjust to this measure.
- Adding a dental services measure might be challenging because many practices don't provide dental services.
- A health equity measure should focus on how to improve upon baselines for health disparities, as opposed to using a national standard.

Action Items:

- PIAC members can send additional feedback to [Nicole Nyberg](#) by March 22, 2023.

Parking Lot Items:

- None.

**6. Open Comment**

Audrey Keenan opened the meeting for public comment. The public shared that children have varying needs and should not always be grouped in one category. The Department should break down categories for children into more criteria and provide more accessibility for



children. There is a disparity in the health care provided for adults and children, especially in rural areas.

Action Items:

- None.

Parking Lot Items:

- None.

## 7. PIAC Discussion and Next Steps

Kiara Kuenzler reviewed next steps and action items from the meeting:

- Additional feedback on the ACC Phase III children and youth initiatives can be shared through the survey through March 22, 2023.
- PIAC members can send additional feedback on the ACC Phase III KPIs to [Nicole Nyberg](#) by March 22, 2023.

Kiara requested future topics to discuss. PIAC suggested the following topics:

- How the RAEs are providing family-centered care in a system that focuses on person-centered care.
- How the Department plans to incorporate medically complex children into the strategy for ACC Phase III.
- Including children in youth are included in all of the feedback sessions for ACC Phase III.
- An update from the Department on the application process or vendor for the social determinants of health screening and referral interface.

Parking Lot Items:

- The Department will share links and resources from the Health Cabinet Affordability Summit.

## 8. Adjournment

Kiara Kuenzler adjourned the meeting at 11:58 AM.

