



Accountable Care Collaborative Program Improvement Advisory Committee

Meeting Minutes

November 17, 2021 // 9:30 A.M. to 12:15 P.M.

1. Welcome, Introductions, & Minutes Approval

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

The following people were in attendance: Christina Suh, Donald Moore, Ian Engle, Joanna Martinson, Steve Johnson, Tom Keller, Wendy Nading, Maribel Sandoval, Dede de Percin, Maria Zubia, Kelly Phillips-Henry, Kevin JD Wilson, and Dale Buterbaugh.

A quorum of voting members was present.

Maria introduced Kevin Wilson who will be taking over Lila Cummings's spot as a PIAC voting member. Kevin works for Children's Hospital Colorado on the Medicaid Strategy team and will be representing the Providers/Hospitals stakeholder group.

Maria presented the [October meeting minutes](#) for approval. There were no abstentions. October meeting minutes were approved.

Action Items:

- None

Parking Lot Items

- None

2. Action Item Updates

Maria introduced Milena Guajardo, an Accountable Care Collaborative (ACC) Program Specialist and PIAC liaison from the Department, to review action items from the October PIAC meeting. Milena shared a table created by the Department to track action items, accountable parties, and next steps.

Suggestions from PIAC to improve the table were to add columns to track completed follow-up items and the dates they occurred, and to color code the table based on completion status.

Action Items:

- The Department will finalize the action item table and share it with PIAC voting members prior to each meeting.

Parking Lot Items

- None.

3. Workforce Challenges Discussion

Maria Zubia introduced Matt Sundeen, the Department's ACC Program Management Section Manager, to lead a discussion on workforce challenges and establish parameters for a PIAC ad hoc workgroup to address these challenges.

Challenges shared by PIAC include:

- There has been an increase in demand for mental health services that is not being met by the supply of mental health professionals.
- Mental health professionals are not taking private insurance or Medicaid due to billing challenges. Many professionals find it easier to bill independently.
 - What are the administrative barriers to accepting Medicaid?
- Workforce professionals are not receiving sufficient wages, competitive pay, or incentives.
- Credentialing issues are a factor in workforce retainment.
- High acuity and low acuity health issues need to be addressed differently.
- Workforce professionals struggle with work-life balance.

The Department and PIAC agreed that these issues should be addressed by the PIAC subcommittees instead of establishing a new ad hoc workgroup.

Action Items:

- The Department will ask the Behavioral Health Integration Strategies (BHIS) and the Provider and Community Experience (P&CE) subcommittees to take the lead on this work.
- BHIS and P&CE will report back to PIAC on their recommendations to address these issues.

Parking Lot Items

- None.

4. Medicaid Statewide Managed Care Rule Revision

Maria Zubia introduced Amy Luu, a Parity Administrator of the Department, and Mark Queirolo, the Department's ACC Phase II Unit Supervisor, to review [revisions](#) being made to the Medicaid Statewide Managed Care Rule. These revisions are primarily technical in nature and are being made to ensure the rule reflects federally authorized policies and procedures.

Action Items:

- None.

Parking Lot Items



- None

5. EDI Discussion

Maria Zubia and Matt Sundeen led a discussion on equity, diversity, and inclusion (EDI) topics PIAC would like to discuss with the Department's new EDI Director at the December PIAC meeting. Questions for the EDI Director include:

- What is the EDI Director's definition of equity? How does this compare to the Department's definition of equity?
- What is the scope of work for this position?
- This position was previously located in the Cost Containment and Quality Improvement Office and is now located in the Executive Director's Office. How does this change affect this position and how the Department is approaching this work?
- How can we achieve both equitable access and outcomes for members? Are these addressed differently?
- Will the EDI work be internal to the Department or include external partners?
- What concrete actions steps or processes will the Department take? What concrete actions steps or processes can PIAC take?

If there are additional questions for the EDI Director, please share them with [Milena Guajardo](#) prior to the December PIAC meeting on December 15, 2021.

Action Items:

- The Department will share these questions with the EDI Director in preparation for the December PIAC meeting.

Parking Lot Items

- None.

6. BHIS Update

Maria Zubia introduced Matt Pfeifer, an ACC Program Specialist and BHIS Department Liaison, to give an [update](#) on the Department's response to the BHIS crisis services recommendations. The Department reviewed the recommendations and has decided to add a new crisis services section to the Health Neighborhood and Community Report deliverable that is submitted by the Regional Accountable Entities (RAEs). The Department will also continue to engage in statewide behavioral health reform. Please send questions to [Matt Pfeifer](#).

Action Items:

- None.

Parking Lot Items

- None.



7. PIAC Discussion and Next Steps

Action Items:

- Maria Zubia and Kevin Wilson reviewed action items from the meeting:
 - The Department will finalize the action item table and share it with PIAC voting members prior to each meeting.
 - The Department will ask the BHIS and P&CE subcommittees to take the lead on the workforce challenges work.
 - BHIS and P&CE will report back to PIAC on their recommendations to address workforce challenges.
 - The Department will share questions from PIAC with the EDI Director in preparation for the December PIAC meeting.

Parking Lot Items

- None.

8. Open Comment

Milena Guajardo opened the meeting for public comment. The public made the following comments:

- There are many behavioral health visits that are a single-time occurrence. Additionally, there are many people seeking behavioral health care from their primary care providers compared to the mental health system. There may be a way to use the Medicaid primary care network to better provide lower acuity mental health services.
- Mental Health Center of Denver has developed a telehealth program for people to independently access mental health services and do a self-evaluation. These types of telehealth programs would relieve some of the access to care issues in Medicaid.
- The Department should think about how it can improve diversity of behavioral health providers.
- The Department should look at career development options for providers at Federally Qualified Health Centers and for behavioral health providers.
- The Department's care coordination money is overseen by the RAEs. PIAC should consider whether it would be more effective to have this money be overseen by providers since they are in direct contact with members.
- Performing exit interviews may be helpful to understand some of the workforce challenges related to staff turnover.
- The independent provider network is not represented among PIAC voting members.
- The Department should make sure policies for addressing member attribution when their provider leaves the RAE are the same for both medical and behavioral health providers.

The Department clarified the following items related to the Managed Care Rule revisions:



- The managed care plans will continue to have their own denial/appeal processes.
- The Department does not believe these revisions will have an impact on the current recovery audit contractor process.
- The revisions will not affect oversight processes within the ACC, including denials/appeals, audits, quality metrics, or evaluation.
- The Department hopes to share the update rule with the Medical Services Board in December 2021 and implement the update rule in March 2022.
- These revisions are related to current ACC operations and are unrelated to the discussions around ACC 3.0.
- The Medical Loss Ratio is not being decreased below 85%.

Action Items:

- None.

Parking Lot Items

- PIAC is interested in discussing care coordination in a future meeting.

9. Wrap Up

Maria Zubia adjourned the meeting at 12:17 P.M.

