



Meeting Minutes Accountable Care Collaborative Provider and Community Experience (P&CE) Subcommittee

September 10th, 2020

1. Introductions

Kathie Snell, P&CE Co-Chair, called the meeting to order at 8:01am. The following people were in attendance:

Voting members: Anita Rich (P&CE Co-Chair), Kathie Snell (P&CE Co-Chair), Michelle Hoy (Mindsprings Health), Pat Cook (CGS), Cathryn Griffith (family member of Health First Colorado member), Gail Nehls (Envida), Lila Cummings (CHA), Shera Matthews (Doctor's Care), and Carolyn Green, MD (retired pediatric neurologist). A quorum was established.

Non-Voting Members: Amy Ferris, Andrea Skubal, Anna Messinger, Brooke Powers, Carlos Madrid, Catherine Morrissey, Charles Davis, Dede de Percin, Diane Seifert, Eliana Navarro, Jared Bateman, Jessica Zaiger, Joanna Martinson, John Salvino, Jeff Helm, Julia Duffer, Karen Green, Katherine Prince, Katie Gaffney, Katie Mortenson, Lauren Showers, Lauren Staley, Louisa Wren, Mary Beckner, Matthew Sundeen, Moses Gur, Natalie Vogan, Pamela Treloar, Tina McCrory, and Vincente Cardona

2. P&CE Follow Up Items

Kathie welcomed new P&CE voting member, Carolyn Green, MD, and announced that the P&CE had one voting member vacancy remaining. She welcomed anyone interested in becoming a voting member to email Brooke Powers directly at brooke.powers@state.co.us.

Anita Rich, P&CE Co-Chair, also reminded the group that attendees did not need to be a voting member to participate in P&CE meetings and encouraged any and all attendees to speak up when compelled to do so.

Brooke Powers, Department P&CE Liaison, solicited approval of the [August Meeting Minutes](#) which were approved without revisions. Lila Cummings abstained from voting.

3. State Program Improvement Advisory Committee (PIAC) Update

Dede de Percin, State PIAC voting member, provided a summary of the August meeting.



- PIAC's Racial Equity Taskforce presented a its framework and initial recommendations to address racial equity.
 - The draft, [Racial Equity Recommendations](#), can be found on the Department's PIAC webpage.
- The group held a long discussion regarding the ability of the advisory committee to produce effective results and implement change to the large and systemic issue of racial and ethnic injustice(s).
 - Diverse and varying options were expressed, some in favor of doing the work, some not in favor.
 - Debated ways to operationalize this work within the limited scope of the committee.
 - The Department and the Taskforce agreed to reconvene, discuss feedback, and revisit the conversation during the October meeting.
- The [Performance Measurement and Member Engagement \(PMME\) subcommittee](#) presented an update on its recent work:
 - Summarized its recommendations to the Department regarding performance incentive metrics
 - For more information, see their [PIAC At a Glance](#) document.
 - Facilitated a conversation with the Regional Accountable Entities (RAEs) about responses and efforts related to the COVID-19 pandemic.
 - Discussed the Department's approach to addressing COVID-19 and how to improve efforts in preparation for a second a wave of the virus.
- For additional information, please see the [State PIAC August Meeting Minutes](#).

4. Workgroup Updates & Discussion

Vicente Cardona (Mile High Health Alliance), Co-Chair of the Access to Specialty Care Workgroup, provided an update.

- The workgroup planned to develop suitable and attainable goals which would aid in closing the gap in specialty care access.
- The workgroup planned to start with a deep dive into eConsults, how to address barriers, and how to resolve barriers.
- The workgroup asked P&CE which Department staff and what stakeholder groups the workgroup could collaborative with to prevent duplication of efforts.
 - Brooke answered Devin Miler from the Department and Heather Logan from CU School of Medicine (CUSOM) would be helpful resources.
 - See the P&CE [August Meeting Minutes](#) for additional info.

Discussion:

- Shera Matthews stated Colorado Access (RAEs 3&5) developed an eConsult program and recommended the workgroup outreach George Roupas for additional information: George.roupas@accesscare.com.
- Anita asked if other RAEs were utilizing eConsult programs.



- RAE 1 answered that they have started looking into eConsults and are gathering information from providers to inform any future work possibilities.
- RAE 4 answered that they used the Colorado Psychiatric Access and Consultation (CPAC) program previously but recently sunset the program due to lack of utilization and to increased provider education.
- Dede and Brooke reminded participants that the Department does not reimburse (outside of the CUSOM eConsult program) for eConsults which posed a challenging barrier to adopting the use of eConsults statewide.
- Kathie asked if any regional or statewide data was available for the workgroup to analyze to determine the effectiveness of eConsults.
 - Carolyn Green stated she had a call scheduled with CU School of Medicine staff to discuss data options and agreed to follow up.
 - Brooke reminded participants that some data was provided in the [HCPF & CUSOM Presentation](#) during the August meeting.
 - Dede noted the Access Monitoring and Review Plan drafted by the Department to be submitted to CMS contains data about specialty care access.
 - Brooke added that the plan was recently submitted to CMS and could be found on the Department's [webpage](#).
 - Dede also stated that Colorado Health Institute (CHI) has produced several reports related to access to care and have identified eConsults as a method to bridge the gap in access.
- Julia Duffer asked if there was any information available on the types of specialty care with limited access to determine if telehealth could help bridge the gap.
 - Brooke stated the Department was drafting a gap analysis internally as an effort to enroll 10,000 new providers by the summer of 2021 and agreed to share with the workgroup when it was complete.
- Brooke reminded the group that telehealth services available as a response to COVID-19 were not the same as eConsults and that the Telemedicine Stakeholder Workgroup will be exploring eConsults as part of their work.
 - Dede reminded the group that the legislation passed around telehealth was around existing services and eConsults were not existing services.
 - For more information on the HCPF's Telemedicine and eConsults Policy Development visit the stakeholder [webpage](#).

Next Steps:

- Anna Messinger concluded that the workgroup planned to provide recommendations on how to increase access to care through alternative and innovative ways other than face to face specialty visits.
- Stated the workgroup would provide P&CE with updates and recommendations along the way.
- Anita reminded participants that the workgroups were always accepting new members and encouraged those interested in participating to reach out if they needed more information. Anyone interested in participating in the Access to Specialty Care



workgroup can email the co-chairs, Lila Cummings at lila.cummings@cha.com or Vicente Cardona at vicente@milehighhealthalliance.org

Joanna Martinson, Northern Colorado Health Alliance, reviewed the Care Coordination Workgroup's draft of the [RAE to RAE Transitions of Care Process](#) with the group.

- Purpose of the memo outlined how to standardize statewide transitions of care to help ensure Health First Colorado members do not experience any gaps in care when transitioning between RAEs and providers.
- Memo includes a sample [Referral Form](#) recommended to be adopted as part of the process.
- Memo thoughtfully addressed how the process impacts members, providers, and care coordinators and included both physical and behavioral health aspects.
- The memo also included a recommended implementation timeline and how to measure success.

Discussion:

- Anita suggested the workgroup make a “recommendation statement” within the Executive Summary section of the memo to make it clear and concise what the workgroup's recommendation the Department included.
- Brooke agreed to provide additional data from the Department to be included in the final memo as well:
 - To include the number of members who have transitioned RAEs in the past year (around 150,000 members total).
 - Percent of members who were complex and/or involved in extended care coordination.
- Shera asked how a member who needed to transition from one RAE to another was identified to initiate the referral process.
 - Joanna explained that was the most challenging aspect of the process but most of the time, Care Managers and the RAEs were able to identify the members.

Next Steps:

- Joanna agreed to incorporate the group's feedback and present the final version of the memo to P&CE on October 8th.
- Additional feedback can be emailed directly to Joanna at j.martinson@nocoaha.org.
- Anita explained that she would present the final recommendation at the State ACC PIAC meeting on October 14th.
- Anyone interested in participating in the care coordination workgroup can email the co-chairs, Joanna Martinson at j.martinson@nocoaha.org or Jen Hale-Coulson at jennifer.hale-coulson@beaconhealthoptions.com

Anita thanked the workgroup chairs for their work and also thanked the meeting attendees for their participation and adjourned the meeting.

Next meeting: October 8, 2020 from 8:00-9:30am

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
www.colorado.gov/hcpf

