



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

July 9, 2020, 8:00-9:30 A.M.

1. Introductions and Approval of Minutes from June (handout)

Anita Rich, P&CE Co-Chair, 5 minutes (8:00-8:05)

On Google Meet: Brooke Powers (HCPF), Matthew Jacobs (HCPF), Tracy Johnson (HCPF), Cathryn Griffith (family member of a Health First Colorado member), Carolyn Green (Pediatric Neurologist - retired), Joanna Martinson (NCHA), Mary Beckner (RMHP), Matthew Sundeen (HCPF), Steve Johnson (Colorado Springs Fire Department Community and Public Health), Tammy Arnold (NEHP), Alyssa Rose (Beacon, RAEs 2&4), Beth Cole (El Colorado), Katie Mortenson (CCHA), Moses Gur (CBHC), Diane Seifer (CCHA), Jen Hale-Coulson (Beacon, RAEs 2&4), Donald Moore (Pueblo Community Health Center), Dede de Percin (MHHA), Sara Leahy, Nikole Mateyka (CCHA), and Allyson Gottsman

Voting Members: Anita Rich (PC&E Co-Chair), Kathie Snell (PC&E Co-Chair), Lila Cummings (CHA), and Michelle Hoye (Mindsprings Health), Pat Cook (CGS), Cathryn Griffith (family member of Health First Colorado member), Andrea Loasby (Children's Hospital), Shera Matthews (Doctors Care), Gail Nehls (Envida)

Anita Rich asked for a motion to approve the June Meeting Minutes. The meeting minutes were approved without revisions or abstentions.

2. P&CE Follow-up Items

Anita Rich, P&CE Co-Chair, 5 minutes (8:05-8:10)

- Always looking for new members.
- Two workgroups - Care Coordination and Access to Specialty Care.
- 13 voting member seats - 2 are vacant at large seats
- Introduction of new voting member, Gail Nehls - CEO of Envida in Colorado Springs.

3. State PIAC Update

Dede de Percin, State PIAC member, 5 minutes (8:10-8:15)

- PC&E presented on current efforts.
- Discussion of COVID-19 at congregate living facilities.
- Currently in the PIAC recruiting process. New members to start in October 2020. Application closes on 15 July 2020.
- Concerns with limited diversity on the PIAC.



- Role of the PIAC in diversity, inclusion, and access.
- Formed an equity sub-committee. One meeting so far and drafting a memo that outlines approach. This may disrupt some of the PIAC yearly work plan.
- Reiterates how PIAC is open to the public and documents available.
- PIAC link provided in the chat box.

4. Telemedicine

Betsy Holt & Tracy Johnson, HCPF, 15 minutes (8:15-8:30) - [Presentation](#)

- Four goals: 1) Information Sharing, 2) Compliance, 3) Equitable Input, and 4) Trust and Community
- Information Sharing
 - Department approach for research study policy development
 - Opportunities for providing feedback and input
 - High-level training and support for telemedicine use and reimbursement
- Compliance
 - Emphasis on need for compliance with standards and sub-regulatory guidance
 - Specific training for specific benefits and services
- Equitable Input
 - Ensure that a broad range of voices are heard in the policy development and research process
 - Ensure that all questions and comments are thoughtfully considered
 - Ensure that results of that consideration are shared
- Trust and Community
 - Leverage the opportunity to demonstrate transparency, build community, and create trusting relationships with providers, members, and advocates.
- High Level Plan
 - General information sharing /level-setting webinar, scheduled after July MSB
 - Leverage opportunities to work with other outreach efforts
 - Specific Department training with opportunities to offer feedback
 - Specific audience (provider type or regional) engagements with key questions for feedback
 - Stakeholder resource webpage with input form
 - Data collection and analysis:
 - Utilization data deep dive
 - External reports
 - Department budget analysis
 - Member survey
 - RAE survey
- **Question** - Could you please discuss a bit more regarding the data collection for utilization. What will be collected and how will it be used?
 - Tracy shares how HCPF has a Telemedicine Dashboard to include data broken out to portray portions of utilization being telemedicine.
 - Questions being asked include how much can telemedicine substitute for in-person visits?

- Monthly updates to be posted on public website.
- **Comments** - Equity concerns shared to include the current emergency temporary rules do include phone-only which has been useful to lower-earning, people less comfortable with technology, people who don't have access to technology, and people who don't have access to adequate or any broadband.
- **Question** - You mentioned equitable input, but will there be a framework/discussion of how telehealth will be used to advance health equity?
 - Beth shares how this concern will be added to topics discussed.
- **Question** - What are you doing regarding technology challenges in rural/mountain areas that have limited/no high-speed internet?
 - This is a topic being discussed with stakeholders as we go forward.
- **Question** - What timeline is the Dept following for stakeholder input and what are some of the key milestones?
 - Milestones are difficult to clearly articulate at this time.
 - Current plan is to conduct most of the stakeholder engagement will occur at the end of July, August, and September, with follow-up in October.
 - Tracy shares we are required to testify at the Smart Hearing in January.
- **Question** - What data from the analysis will be shared back to the providers?
 - Analysis will be shared with providers through provider trainings and will be posted.
- **Question** - Also, the telemedicine bill does not include eConsult, which is a priority because it expands access to specialty care, something PCE is focused on. How will eConsult be addressed/included in this stakeholder process? (Also, we prefer telehealth instead of telemedicine because it is broader and includes eConsult.)
 - eConsult will be part of these discussions.
- **Question** - I am hearing that the benefit for members ability to get mobile phones is being stopped - this will limit access possibly? Can you provide information?
 - Not sure about this time. The Department needs to research and follow back up.
- Tracy shares the efforts being done with five other western states to prepare for when the public health emergency ends.
- **Question** - Are you looking for a specific stakeholder population?
 - Betsy has a list of stakeholders but is welcome to additional feedback. This information is going to be publicly announced and every voice is welcome.

5. Workgroup Updates

Workgroup Chairs, 30 minutes (8:30-9:00)

- Care Coordination Workgroup - Joanna Martinson, Chair
 - Has met three time thus far. Jen Hale-Coulson is the Co-Chair.
 - Examining three buckets for recommendations:
 1. Quality benchmarks/components for care coordination and care management across the state.
 2. Identify a set of care coordination principles across the state.
 3. Standardize a process of transferring members from RAE to RAE.

- Last week, started looking at the transfer process to include details around communication and consistency.
 - Deliverable recommendation includes a consistent form with helpful information.
 - Next meeting is July 14. Goal is formulating recommendations to bring back to PC&E.
 - Next step is tackling collaborative processes.
 - Meeting twice a month to bolster output.
 - Please forward any additional feedback and ideas to Anita or Joanna.
 - **Comment (Dede)** - Let us touch base, we are working on an "Orange Flag" project that might intersect with this work.
- **Access to Specialty Care Workgroup - Lila Cummings, Chair**
 - Has met twice thus far. Next meeting is Thursday, 23 July from 3:00-4:30pm. Will be sending out invites prior to meeting and looking for a Co-Chair.
 - Started examining all the data available and focus areas.
 - HCPF has an interagency agreement with the CU School of Medicine to improve access to care for Medicaid members. Brooke provided an overview and history of this program. Part of these initiatives involve expanding telehealth along with eConsults. Members of CU School of Medicine along with HCPF's Chief Nursing Officer will be presenting on this topic in August.
 - **Question** - Could you define eConsult?
 - Encounter between a provider and a provider, such as between primary care and specialty care.
 - Currently eConsults are not reimbursable.
 - **Question** - Is behavioral health considered a specialty group?
 - Have not discussed this in-depth yet but important. This area could also show a significant need for eConsults.
 - Lila will be sure to explore this area when examining the data.
 - **Comment** - eConsults can happen asynchronously as well. Questions and records provided to be reviewed when time allows, sometimes without real time contact.

6. COVID-19 and Community Resources Discussion

Kathie Snell, P&CE Co-Chair, 30 minutes (9:00-9:30)

- **Question** - What is the most significant resource need given the challenges with COVID-19?
 - Bandwidth, internet access, and devices to support telehealth in rural frontier areas.
 - Sharing of survey information that The Practice Innovation Program conducts of Regional Health Connectors support among the community, public health, and primary care in terms of COVID related resource requests. Link -

<https://www.practiceinnovationco.org/rhc2/2020/05/27/rhc-covid19-response/>

- **Question** - Is any of this info coming from the MEAC? Or have they considered this question?
 - Member of MEAC on the call. Have not discussed this yet but shared member experiences where struggling with telehealth services.
 - Sharing of experiences for children with disabilities to include struggles to receive adequate intensive services (OT, PT, and specialized instruction/therapy).
- Weld County - club house for SUD and mental health support had to be closed. These members are struggling.
- Rotary Club has helped with grants to provide struggling members with cell phones.
- Some phone services, such as Verizon, along with CMHCs have provided Tablets and cell phones free of charge to members in need by phone services, such as Verizon, and CMHCs for free to members in need.
- In-person visits have been a struggle, but no-show rates have been decreasing because of telehealth.
- **Comment** - I think overall what we were missing is integrated, streamlined, no-wrong-door access to services: Social Health Information Exchange.
- **Comment** - Recommend contacting Colorado Community Managed Care Network (CCMCN) (Jason Greer) regarding its S-HIE program supported by the Colorado Office of e-Health.
- Discussion around challenges with NEMT; especially safe practices during COVID - cleaning of vehicles and mask wearing etc.
- Have seen a 75% drop in NEMT services.
- The Regional Transportation District board, in collaboration with the Governor of Colorado and the Transportation chairs of the General Assembly, will create the RTD Accountability Committee. The Committee will be fully independent from RTD, and its mission is to provide feedback and a set of recommendations for improvement to the operations of and statutes related to RTD.
- **Question** - Are members getting masks?
 - Discussion around how and when members get masks. Concerns shared with how members without a mask do not know where to go and who to ask to receive a mask.
- Discussion of housing struggles for members and any efforts.
 - R1 provided an overview of current efforts in Grand Junction.

Next meeting: August 13, 2020, 8:00-9:30 A.M.

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify Brooke Powers at 303-866-2184 or brooke.powers@state.co.us or the 504/ADA Coordinator hcpf504ada@state.co.us at least one week prior to the meeting to make arrangements.