

# Accountable Care Collaborative (ACC) Phase III

Listening Session on Disability Competent Care  
September 21, 2023

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# Welcome! Thank you for joining us.

- Today's meeting is being **recorded** and we will be posting today's recording on the Department of Health Care Policy & Financing (HCPF) website.
- A transcript of the **chat** will also be made available after today's meeting.
- **Health First Colorado (Medicaid) Members** - We will share information on how to receive compensation for your participation in the chat.

# Presenters



# Purpose of Today's Meeting

- Recap takeaways from the last meeting on disability competent care
- Provide updates on HCPF's work on disability competence
- Collect and discuss ideas for improving access and disability competence under ACC Phase III



# Agenda

1. Welcome, Agenda review and Housekeeping | 9:00-9:10
2. What you shared last meeting | 9:10-9:20
3. Updates: Concept Paper | 9:20-9:30
4. Updates: Training | 9:30 - 9:40
5. Discussion: Opportunities for Improving Disability Competent Care | 9:40 -10:25
6. Next Steps | 10:25-10:30

# Housekeeping - 1

- American Sign Language (ASL) interpretation and live captioning are available.
- John will track time for each agenda portion to ensure we have time for stakeholder comments and questions.
- We will open up discussion on opportunities to improve disability competent care in primary care settings at 9:45.

# Housekeeping - 2

- John will use the “Speaker’s Queue” (Q) to gather names for verbal comments. To enter the Q, use the “raise hand” feature under Reactions. John will call on people. Everyone will have up to 2 minutes. (John will keep time and give a “15-second remaining” alert.)
- We request that you avoid Protected Health Information (PHI) and Personal Identifiable Information (PII) in all comments and questions. We will pause the speaker when we hear PHI or PII being discussed. Thanks!

# What you shared with us last meeting



# Care Coordination

- Care coordinators working with patients with complex health needs should have **lower ratios**
- Care coordinators should provide **warm handoffs** to providers
- Care coordinators should understand **application processes** for supplemental security income (SSI) and social security disability insurance (SSDI)
- There needs to be better coordination of care coordinators



# Provider Education

- Regional Accountable Entities (RAEs) should **provide education in disability competent care** to providers
- RAEs should prioritize hiring staff with **lived experience**

# Member Education

- Need more clarity about **what a RAE does** and how to reach them.
  - Members would like to understand how RAEs interact with other entities like SEPs and CCBs
- Confusion with different **names** of RAEs (e.g. Rocky Mountain Health Plans, Colorado Access)



# Accountability

- RAEs should support providers in providing **accessible spaces** and competency
- RAEs should monitor whether providers are showing **disability competence**



# Updates



# ACC Concept Paper: Increase the visibility of RAEs and clarify what the RAEs and HCPF do

- Increase member education and awareness of RAEs
- Require all RAEs to establish and regularly meet with Member Advisory Councils to build trust and engagement
- Create a seamless experience for members by promoting a HCPF member call center as the primary point of contact

# ACC Concept Paper: Require RAEs to address equity and health-related social needs

- RAEs will be required to create an equity taskforce that includes members, providers, and other community members to discuss equity and addressing disparities in their region.
- HCPF is exploring how RAEs can better support members' health-related social needs by:
  - Improving the Health Needs Survey process
  - Connecting members to resources like food assistance (SNAP, WIC)
  - Improving the provider directory
  - Leveraging the state Social Health Information Exchange

# Update: Training

- Disability Cultural Competency for Behavioral Health Providers (DCCBH) Training Series to go live in early 2024
  - Online
  - Free
  - Self-paced
- Informed by [Co-Occurring Disability and Behavioral Health Steering Committee Report](#)
- Working to expand to a greater breadth of health settings



# Discussion



# Improving Access to Disability Competent Care - Question 1

- What does disability competent care for people with mental health issues or challenges look like?

# Improving Access to Disability Competent Care - Question 2

- What are some best practices you've seen in the community or other states that you'd like to see replicated?
  - What do you like about these models?
  - How could HCPF incorporate and learn from these models?



# Next Steps





# ACC Timeline

## Ongoing Stakeholder Activities



# ACC Phase III Website and Newsletter:

[Colorado.gov/HCPF/accphase3](https://colorado.gov/HCPF/accphase3)



# ACC III Feedback Form

<https://forms.gle/vfehqRAQC5STjXmh9>



# ACC Phase III Public Meetings

- **Health First Colorado Members-Only Meeting: 9/28, from 5:00 - 6:30 pm**



# Thank You!

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