



INFORMATIONAL MEMO

INFORMATIONAL MEMO NUMBER: 18-005

TITLE: ACCOUNTABLE CARE COLLABORATIVE PHASE II COUNTY LISTENING SESSIONS

SUPERCEDES NUMBER: N/A

ISSUE DATE: JUNE 11, 2018

EFFECTIVE DATE: JUNE 13, 2018

DIVISION AND OFFICE: EXTERNAL RELATIONS, POLICY, COMMUNICATIONS AND ADMINISTRATION OFFICE

PROGRAM AREA: COUNTY RELATIONS AND ADMINISTRATION

APPROVED BY: RACHEL REITER

KEY WORDS: ACC PHASE II, LISTENING SESSION, MEMBER FEEDBACK, PROVIDER FEEDBACK, CHILD WELFARE

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Informational Memo is to inform county departments of human/social services and local public health agencies of the opportunity to participate in Department listening sessions regarding implementation of the Accountable Care Collaborative (ACC) Phase II.

Information:

The Department will be hosting **optional** listening sessions based on pre- and post-implementation activities for ACC Phase II. These listening sessions will be based on different topics: Member Correspondence and Feedback, Member Feedback and Issues and Provider Feedback and Issues. Information shared from counties during the listening sessions will be collected and shared with the ACC Phase II Command Center, manned by Department staff in regular communication with the Regional Accountable Entities (RAEs), Health First Colorado Member Contact Center, DXC Technologies, Health First Colorado Enrollment, and outgoing contractors.

County partners should call into the listening session type that best fits the information that's needed or based on the type of feedback the Department is gathering during the session:

Member Correspondence and Member Feedback listening sessions – these listening sessions are designed to share information/resources available for counties;

review member correspondence sent; answer outstanding questions counties have received and documented from members and capture any member feedback counties have received. The Launch Support listening session on June 27, 2018 will provide further information on available support and resources for the July 1, 2018 implementation date.

<u>Listening Session Type</u>	<u>Date</u>	<u>Time</u>
Pre-Launch Listening Sessions: 1-877-820-7831 #815942		
Member Correspondence and Member Feedback	Wednesday, June 13, 2018	12:30 – 1:30pm
Member Correspondence and Member Feedback	Wednesday, June 20, 2018	3:00 – 4:00pm
Member Feedback and Launch Support	Wednesday, June 27, 2018	1:00 – 2:00pm

Member Feedback and Issues listening sessions – these listening sessions are designed to capture feedback from counties on the impact to members from Launch; to share information with ACC Phase II team on member impacts.

<u>Listening Session Type</u>	<u>Date</u>	<u>Time</u>
Post-Launch Listening Sessions: 1-877-820-7831 #815942		
Member Feedback and Issues – Child Welfare and Foster Care Youth	Monday, July 2, 2018	1:00 – 2:00pm
Member Feedback and Issues	Wednesday, July 11, 2018	11:00 – 12:00pm
Member Feedback and Issues – Child Welfare and Foster Care Youth	Monday, July 16, 2018	11:00 – 12:00pm
Member Feedback and Issues	Monday, July 23, 2018	11:00 – 12:00pm

Provider Feedback and Issues listening sessions – these listening sessions are designed to capture feedback from counties on the impact to providers they work with or provider challenges that are escalated to counties.

<u>Listening Session Type</u>	<u>Date</u>	<u>Time</u>
Post-Launch Listening Sessions: #815942		
Provider Feedback and Issues	Friday, July 6, 2018	11:00 – 12:00pm
Provider Feedback and Issues	Thursday, July 12, 2018	9:30 – 10:30am
Provider Feedback and Issues	Wednesday, July 18, 2018	1:00 – 2:00pm
Provider Feedback and Issues	Wednesday, July 25, 2018	11:00 – 12:00pm

For more information and resources about ACC Phase II, go to CO.gov/HCPF/ACCPhase2

Attachment(s):

None

Department Contact:

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Call In Number: 1-877-820-7831 #815942