



MINUTES OF THE INTEGRATED QUALITY IMPROVEMENT COMMITTEE (IQuIC) FACE TO FACE MEETING

303 17th Ave Denver CO 80203 11th Fl. BC Conference Room

February 25, 2020 10:00 am to 12:00 pm

1. Call to Order

The Contractor shall have its Quality Improvement Director participate in the Department's Quality Improvement Committee to provide input and feedback regarding quality improvement priorities, performance improvement topics, measurements and specifics of reporting formats and timeframes, and other.

2. Roll Call

Quorum equals representation from a minimum of six Regional Accountable Entities (RAEs), and five Managed Care Organizations (MCOs). **Quorum Met? Yes.**

3. Introductions, and additions to the agenda

Visitors Denise Wittsell RN and Amy Steele RN were welcomed to the meeting. Sarah Lambie (HSAG) and Matt Sundeen (HCPF) were also welcomed to the meeting. Jerry reminded health plan staff to review the Progress Report shared with them to understand timelines and deliverables for current quality projects.

4. Approval of Minutes

The draft January 2020 minutes were reviewed and approved.

5. Behavioral Health Incentive Program

Melissa, Nicole, James and Adam led this discussion. Regional Accountability Entity (RAE) staff asked for updates about the incentive progress. James noted that in two to three weeks a proposed quarterly update may be shared. Jeremiah asked if the 7% gate was included in measure #4? The answer to this question will be researched by Melissa and Nicole. Greg asked Melissa to share additional input on the incentive rates which she did, and Melissa noted that the Department is still



working on the 4%. Melissa clarified the used of allowing denied claims in certain rates. Nicole noted that incentive payments will be made in April 2021. RAE staff asked when the final Performance Measure Validation (PMV) reports will be delivered to the Department and they were informed in the month of May 2021 (after the meeting it was confirmed that the final reports will be delivered to the Department in March 2021). Catherine asked if source code for the 7% measures could be shared? Melissa and Nicole will research an answer for this question. Melissa requested to add a "How to Determine Primary Care and E&M Codes" as a topic at the March IQuIC meeting.

6. Health Plan Comments About Their Quality Initiatives (3 To 5 Initiatives That Are Going Well & 3 To 5 Initiatives Struggling With), and Future IQuIC Topics

Curt Curnow (HCPF) led this discussion with the assistance of Barbara McConnell (HSAG). Health plans were asked to share insight on this topic. Jeremiah (RAE 1 and RMHP) stated that a few things going well include the intervention committee and Department Group, clinical program and evaluation, and HEDIS Gap measures. Struggles/opportunities include reaching members via letters/other, increased survey response rates and member engagement. Catherine (RAE 2) stated one thing going well is understanding how providers measure (example depression screening). Struggles/opportunities include getting provider involvement while the providers work on other initiatives with other agencies, and PAC-2. Mika (RAE 3 & 5, Colorado Access) stated going well includes real time feedback from member tablet use, collaboration with Denver Health and collaboration with governing councils, great working relations with provider networks. Struggles/opportunities are with data (example, provider, other), and transitions of care. Erica (RAE 4) going well includes working with the PIAC meetings, agency engagement, and a KPI work group. Struggles/opportunities include Performance Improvement Project (PIP) selection of provider offices to work with, Care Compacs. Clara and Elizabeth (RAE 6 & 7) working well includes team working with practices on care coordination, having practice coaches and other initiative teams, and working with behavioral health practices. Struggles/opportunities include contacting members (example, email), getting SUD data, and foster care coordination across the system. Greg (Denver Health/DH) working well includes leaning collaborative with Colorado Access, alignment with outpatient care and other goals, expanding primary care network outside of DH, root cause and data tracking on certain measures (example, combo 7), and text messaging technology on PIPs. Struggles/opportunities include member engagement, contact information, behavioral health and ADA resources, bench marks for all Medicaid Fee For Service would be good to have, working on home grown measures with the Department would be good. Rick (DentaQuest) working well includes surveys, member corridor to search for providers, credentialing providers. Struggles/opportunities include member contact information. DeeAnn and Manuela (Friday Health Plans) working well includes



internal team growth to work on workload, small community feedback efforts, opened entire network, enhanced services, opened up telehealth options and a good care management tool. Struggles/opportunities include new system implementation which is causing missing data for certain reports, but a new system to improve reporting is going live April 20th. Carlos (Kaiser Permanente) not owning a hospital was noted. Some challenges include well health track on preventive and chronic care. Going well is pediatric transitions program, childhood immunizations, virtual care, PIP around CHP+. Opportunities can be cancer screening for low income population, well visits avoidable cost, long term issues, and ED interventions for users and the homeless. Curt requested health plan staff identify priority issues via a list of quality topics, but it was later decided that Curt will further define the quality topics and present this list to the health plans at the March IQuIC meeting.

7. Performance Improvement Project (PIP) Update

Russell informed the health plans that at the March IQuIC meeting he will work with them to set PIP Summit expectations.

8. Public Comments

Amy and Denise noted the good collaboration that was present at today's meeting.

9. Adjourn

Future Meeting: **March 24, 2020** 10:00 am to 12:00 pm.

Visit this link to see online reporting <https://www.colorado.gov/pacific/hcpf/quality-and-health-improvement-reports>

Visit this link to see more about IQuIC <https://www.colorado.gov/hcpf/integrated-quality-improvement-committee-meeting>

