



COLORADO

Department of Health Care
Policy & Financing

MINUTES OF THE WEBEX INTEGRATED QUALITY IMPROVEMENT COMMITTEE (IQuIC) MEETING

June 23, 2020 10:30 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. Introductions & Agenda Review

Completed. Jerry (HCPF) reminded health plan staff to view the "Progress Report" document that was provided with the final agenda to understand status and deliverables for related projects.

3. Approval of Minutes

The draft May 2020 minutes were reviewed and approved.

4. Regional Accountable Entity (RAE) 411 QUIP and the Medicaid Managed Care Organization (MCO) 412 QUIP

Sarah Lambie (HSAG) presented the PowerPoint (PP) presentation for this topic (the PP was shared with meeting attendees prior to the meeting) and Barbara M. (HSAG) also provided a 411 and 412 overview. During the presentation both Sarah and Barbara answered questions from health plan staff. Jeremy S. (Denver Health) shared a comment about the amount of work (quite a bit) to complete this project and the limited window to make changes (about 6 months). Elizabeth S. (Colorado Access) shared comments to try and understand why the Department has used the same 411 service categories over the last few years. Jerry (HCPF) suggested Elizabeth S. follow up with staff in the Department's rates section to better understand their decisions for using certain 411 service categories over the past years. Catherine M. (RAE 2) submitted a question via the WebEx chat to understand when 411 final reports will be shared with health plans. Jerry (HCPF) chatted that reports will be shared at the end of this month.



5. Quality Talks- Coffee With Dr. Lisa Latts

Curt C. (HCPF) introduced Dr. Latts (Chief Medicaid Officer) to start this discussion. Dr. Latts informed the group that she has been working at the Department for about 9 months, previously worked at BCBS/Anthem working on quality projects, and also worked on artificial intelligence (AI) projects at IBM. Dr. Latts briefly shared comments about the terrible child well check performance rates to assist with understanding areas needing improvement. Dr. Latts noted that the Department is working on diabetes, complex needs and pregnancy projects and that she is interested in building a center of excellence program. Manuela (Friday Health Plans) shared comments about her plans HEDIS efforts for all lines of business and that the CHP+ performance rates do come in lower. Manuela also said that being in a rural area is a barrier for her health plan. Carlos M. (Kaiser) noted his experience with the Prometheus tool and asked what are the best opportunities to reduce spending for projects not improving quality. Dr. Latts address this question. Barbara (HSAG) asked a question about the Medicaid Management Information System (MMIS/iChange) reporting data limitations and when the Department will be ready to use MMIS/iChange as the primary reporting source. Dr. Latts informed Barbara that she will follow up on that question and get back to her. Dr. Latts then asked the health plans what opportunities they thought the Department should capitalize on and if they want they could send in those comments at a later date to her via email. Curt (HCPF) noted the groups past efforts to identify areas of opportunity prior to COVID-19 and offered to share that input with Dr. Latts. Greg K. (Denver Health) shared thoughts about Key Performance Indicator (KPI) data collected annually and suggested that the Department should have improvement measuring persist for more than a one-year period. Greg also noted that a possible closer working relationship with the Department's Health Program Office (HPO) may be beneficial. Dr. Latts noted that she would prefer more stability in KPIs and that collaboration efforts with HPO is happening more and more.

6. Department and Health Plan Updates/Reminders

Jerry (HCPF) updated the group about a new RAE, Denver Health and Rocky Mountain Health Plan Medicaid Parity project that is expected to come online in FY 20/21. Jerry said he will send out the health plan contact list and request these health plans identify a Parity contact by the end of the month. Jerry then informed the group about a number of quality projects/deliverables that will not happen in FY 20/21 due to state budget cuts. Those activities include: the State Managed Care Network (SMCN) Encounter Data Validation audit, 412 case level listings, 411 case level listings, RAE Behavioral Health Record Review, some reduced Network Adequacy Validation activities, and the RAE Experience of Care and Health Outcomes satisfaction survey (ECHO). Curt asked health plans to continue efforts related to Quality Talks in light of COVID-19. Catherine M. (RAE 2) noted that the 412 and 411 projects may be topics for the Quality Talks. Curt ended this update by



noting Anne Saumur (HCPF Director Cost Control Quality Improvement Office) will be a key speaker for the Quality Talks topic next month.

7. Public Comments

No visitors attended this WebEx.

8. Adjourn

Future WebEx Meeting: **July 28, 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>

