



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

March 24, 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

No additions to the agenda were made, but Jerry (HCPF) reminded health plans to review the Progress Report that was sent with the final agenda to understand current timelines for quality projects.

4. Approval of Minutes

The draft February 2020 minutes were reviewed and approved.

5. How To Determine Primary care, E&M Codes and Other Issues

Melissa, and Nicole led this discussion by first noting follow up issues that James Bloom (HCPF) was working on will be addressed at a later date. Melissa, and Nicole then addressed bulleted questions listed on the meeting agenda. For example: Nicole stated incentive measure goals will be updated every year based on the top performing RAE and Nicole addressed Elizabeth's H. question that this effort does include all five incentive measures. Melissa noted that E&M coding issues will be addressed via another venue. To address a question from Greg Nicole noted that internally the Department was addressing COVID-19 issues related to the incentive measures. Melissa noted that the Department's rates section is working with



Department contracting staff to address the 4% per member per month (PMPM) question that Catherine M. asked about. Nicole later shared incentive rates with the group and noted that after the internal Accountable Care Collaborative (ACC) Team has reviewed them a final copy will be sent to the group. Erica M. asked for clarification about the difference in the orange and green incentive spreadsheet coloring. Nicole addressed the difference. Additional notes shared by Catherine Morrisey include: Depression Screens; Melissa and Nicole (HCPF) share that: Primary care visit definition is still being worked on; James is out of the office today. Nicole will have new targets and spec document updated. Updated targets will be for SFY18/19. E&M Codes: These codes will be used to determine the depression screen gate measure. The Dept was asked to define provider types and codes to determine a primary care visit. This will need to be presented via email. Considerations for how COVID19 might impact measures: Department is meeting to discuss this for all measures and programs. Currently unclear what the strategy will be to address this. Once there are answers, the RAEs will be informed. Denver Health asked what the conversations entail thus far. HCPF shares that they are considering whether the goals should be lowered; HCPF isn't sure that they can postpone or cancel measures / programs entirely. Kaiser shares that it would be helpful to lower goals. 4% PMPM update after rates setting: Calculation methodology requested by RAEs, Rates team still working with contracts team regarding how to solidify that language within the contract, HCPF will present this information once solidified; most likely will take place at the RAE Ops meeting.

6. COVID-19 Long and Short Term Impacts On Quality Activities

Barbara (HSAG) and Russell (HCPF) led this discussion. Russell informed the group that the Department is completing the remaining four compliance site audits virtually. Russell also noted that member experience survey efforts, conducted by the Department and HSAG, will not include certain follow up actions (example, CATI) to align with COVID-19 improvement efforts. Russell also noted that HSAG, the Department and health plans are evaluating and changing certain Performance Improvement Project (PIP) efforts to align with COVID-19 improvement efforts. Barbara confirmed that the State Managed Care Network (SMCN) Encounter Data Validation (EDV) will be conducted virtually instead of onsite. Barbara also noted that the National Committee for Quality Assurance (NCQA) has suspended hybrid measure calculations. Greg noted that this NCQA input was big news and requested a copy of the NCQA notification. Manuela H. agreed to share a copy of the notification with Jerry so that he could send a copy to IQuIC attendees. Russell asked the health plans to share insight about which of them were doing hybrid measures. Denver Health, Kaiser and one other RAE noted that they were doing hybrid measure calculations. Curt informed the group that the Department has suspended NCI Survey efforts until further notice and that the Department is working with the Department of Public Health and Environment (CDPHE) to identify additional virtual options and that the Department has submitted a 1115 Waiver to



CMS to address certain COVID-19 concerns. Mika, and Tina closed out the discussion with a brief discussion about certain deliverables that may be affected by the COVID-19 issue.

7. Performance Improvement Project (PIP) Summit

Russell (HSAG) led this discussion about planning for the PIP Summit and then asked each health plan to share their thoughts. For example: Jeremiah (RMHP) agreed with collaboration efforts already shared, Catherine (RAE2) shared input on future topics, struggles with regional data, and COVID-19 influences, Colorado Access staff noted a conceptual view, Greg (DH) noted efforts to find populations to improve on, Manuela (FHP) agreed with current suggestions, Carlos (KP) noted post COVID-19 topics, Rick (DentaQuest) noted his plans alternative schedule in this effort. Additional input was shared by Erica and RAEs 6&7 staff. Kris H. from HSAG was in attendance and like Russell took notes to record health plan staff comments.

8. Quality Talks

Elizabeth Brooks (CDPHE) and Russell (HCPF) led this discussion. Elizabeth B. shared input about her previous work as a professor and her current occupation at CDPHE. Elizabeth B. confirmed she is working with the Department to make the current experience of care surveys more meaningful. Some topic options being looked at include sexual orientation, race, age and general demographics. One goal may be to complete infographics for each provider and determine how to integrate findings. Elizabeth concluded this topic by noting trends may also be looked at.

9. Department and Health Plan Updates/Reminders

Meeting dates for IQuIC are noted on the final agenda.

10. Public Comments

No visitors attended this WebEx.

11. Adjourn

Future WebEx Meeting: **April 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>

