



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

August 24, 2021 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. Agenda Review

Completed.

3. Review July 2021 Draft Minutes

The draft July 2021 minutes were reviewed and approved.

4. Addition To The Agenda: Compliance Site Review Request

Crystal (Health Services Advisory Group/HSAG) and Jerry (Health Care Policy & Financing/HCPF) requested that all Managed Care Entities (MCEs) send Crystal the physical address where the in-person FY 21/22 Compliance Site Review audit would be conducted. MCEs are expected to send Crystal this input by close of business (COB) this Friday. Jeremiah (Rocky Mountain Health Plan/RMHP), and Mika (Colorado Access) then noted that their health plans may be compelled to conduct a virtual compliance site audit due to coronavirus (COVID-19) and internal policy requirements. Crystal and Jerry noted that HSAG compliance site review staff and Department staff would coordinate with the health plans to ensure a virtual vs in person onsite compliance audit would take place. Curt (HCPF) noted that the Department expects that some MCEs would need to conduct a virtual compliance site audit due to Covid-19/variant mandates.



5. Addition To The Agenda: Consumer Assessment of Healthcare Provider Systems/CAHPS

Curt (HCPF) provided an update about MCE expectations for the Experience of Care surveys. For example:

Historically the Department has reviewed and discussed the Health Care Plan Member Experience of Care survey results at the IQuIC meetings. However, it was recently identified that within the established Regional Accountable Entities (RAE) contracts, that this review and discussion should occur at the Operational Learning Collaborative. Based on this the Department wanted to ensure all Health Plans including CHP+ health plans are prepared to present their CAHPS results, data and how they are utilizing this information in quality improvement plans at the next Learning Collaborative scheduled for October 19, 2021 from 12:30 – 3:00 PM. Presentations should incorporate how MCEs are identifying, developing and implementing interventions with Network Providers to improve survey scores identified for improvement.

Elizabeth (HCPF) informed CHP+ health plan staff that if they are needing the Learning Collaborative meeting invite she can forward that input to them. Elizabeth said she will send out an email to CHP+ MCEs and DentaQuest staff about this effort. Brooke (HCPF) clarified that the normal RAE Collaborative meeting will still happen, but that for just this October 2021 Collaborative meeting CHP+ health plans are expected to attend. Jerry concluded the discussion by noting the November 23, 2021 IQuIC meeting will be moved a week back to November 16, 2021 to address additional CAHPS discussions with the MCEs.

6. External Quality Review (EQR) Network Adequacy Validation (NAV) Process Review

Alana (HSAG) shared a PowerPoint presentation on this topic and covered: Why Conduct NAV, FY 21/22 NAV Process Overview, Quarterly Reporting Materials, NAV Measurement Periods, Quarterly NAV Process Steps, Data Re-submissions, Verifying Data Field Specifications, Logical Consistency Within the Network Adequacy Files, HSAG Time and Distance Calculations, Geographic Considerations, and Assessing Mismatches with HSAG's Results. Alana then opened the discussion for questions. Matt (HSAG) noted that the Department was receiving external information related to the timeline of validating the health plan NAV report submissions, and Alana addressed a Chat question that related to Psych Unit Fields in the NAV submission templates.

7. Department and Health Plan Updates/Reminders

Jerry (HCPF) reminded the group that the September IQuIC meeting was just a couple of weeks away.

8. Public Comments

No visitors attended this WebEx.



9. Adjourn

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>

Link to online Accountable Care Collaborative Public Reporting
<https://hcpf.colorado.gov/accountable-care-collaborative-public-reporting>

