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

January 26, 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 November 2020 Draft Minutes

The draft November 2020 minutes were reviewed and approved.

4. Future Dental Services Best Practices Topic

Michelle (HCPF) led this discussion that focused on planning a February 2021 IQuIC dental, oral health and best practices presentation. Michelle noted that at the February IQuIC meeting DentaQuest will present on their dental/oral health improvement efforts and after that time each Managed Care Entity (MCE) that has a dental Key Performance Indicator (KPI) or dental/oral health program will present a 5 to 10 minute presentation on their program. Mika (COAC), Carlos (KP) and Kendra (RMHP) asked Michelle to clarify about the content of the presentation slides, if this request was specific to KPIs only, what is expected of the CHP+ plans on this request? Michelle addressed the questions and noted that she will send out a follow up email after this meeting to clarify next steps.

5. Recent Rule Changes/Questions

Barbara (HSAG) shared two handouts about this topic prior to the meeting. Barbara then noted specific Rule changes related to the Department's compliance site review audits, the effective dates for those changes (12-14-20), and if any of those

changes would apply to this fiscal year compliance audits. Standards/areas noted were: Non-emergency medical transport (NEMT) prepaid ambulatory health plans (PAHP), small and large member material print, adverse determination timelines, provider termination notice timelines, directory timelines, grievance and appeals requirements, time and distance requirements, technical corrections, exempting health plans from external quality review (EQR), denial of payment, state fair hearings, continuation of benefits, and information requirements. Jeremy (DHMC) asked about efforts being taken to modify time and distance standards? Matthew (HCPF) noted that discussion is premature at this time. Greg (DHMC) chatted and asked if there was an update about the Department's quality rating system efforts (QRS). Barbara, Curt, and Jerry noted that there was not an update at this time. Cathy (KP) chatted a question asking if HSAG/Department would be providing a definition for Critical Member Materials? Barbara (HSAG) quickly researched the question and noted that there was already a definition and she shared where that input could be located (42 CFR 438.10.d.3).

6. Brief Walk Through Health Services Advisory Group's (HSAG) Network Adequacy Validation (NAV) Process

Alana (HSAG) led this discussion by noting reasons for this topic (example, to address Regional Accountable Entity (RAE) questions). Alana then noted that once the MCE data is received HSAG makes sure the data matches requirements/fields, that time and distance calculations meet requirements, that there is consistency with the data, that the data reflects the MCE network, conducts a comparison of the overall member data analysis, complete reasonability checking, follows up with MCEs to clarify data submitted, completes time and distance calculations, and completes PROVCAT code analysis. Alana then noted what analysis is shared with the Department (examples, Met vs Not Met information), noted how the MCE data is used in Tableau, explained the format of the Tableau spreadsheet, and gave some information examples to explain why a plan requirement may be Not Met (example, contract requirement is 100% members within time and distance standards, but data shows 95% of members meet requirement). Brooke opened the floor for questions. Aaron (COAC) noted that this presentation was very helpful. Alana concluded the discussion by noting recommendations shared with the Department that will be consider in report template updates.

7. Department and Health Plan Updates/Reminders

Sarah (HSAG) reminded health plans currently working on their 411/412 QUIP that the next quarter 3 module is due March 15, 2021. Jerry noted that an unwanted google meeting link was in the meeting invites and that he would delete that link to avoid confusion with signing into the meeting.

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