



**COLORADO**

Department of Health Care  
Policy & Financing

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

March 22, 2022 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 January 2022 Draft Minutes**

Jerry (Health Care Policy and Financing/HCPF) and meeting attendees reviewed the draft minutes and the minutes were approved.

### **4. Increasing Consumer Assessment of Healthcare Providers & Systems (CAHPS) Response Rates**

Russell (the Department) and Destiny (Health Services Advisory Group/HSAG) opened the discussion by noting there was a 20% undeliverable rate for Colorado CAHPS surveys. Russell then asked the following questions for Regional Accountable Entity (RAE) staff to address: 1) What is the undeliverable return rate for similar surveys RAEs send out, and 2) Would the RAEs be able to assist with creation of survey sample frames for the next round? Russell asked RAEs to follow up with him on these questions and other related input via email. Katie (CCHA) noted that her health plan/s are working with members to improve address input and that she expects to follow up on this request. Alyssa (RAE 1/RMHP) asked for additional clarification on the sample frame request. Russell and Destiny noted the sample frame request is a similar deliverable like what the CHP+ Managed Care Organizations (MCOs) currently submit to HSAG. Alyssa (RAE 1/RMHP) then noted some similar data being captured in the Health Information Exchange (HIE) and asked if the Department has considered using HIEs for updated member data. Russell said that he will research HIE data as an option. Jeremy (Beacon Health



Options) continued the discussion and noted that there was a Change of Member Circumstances Report that is submitted to the state that may be a source to identify up to date member addresses. Jeremiah noted that the format for the Change of Member Circumstances Report may not be the same for all RAEs so that address data may not address the issue. Another meeting attendee noted how this report could be used to update the member data in the Department's system, but Barbara (HSAG) noted that the Enrollment Broker may need address change data directly from the member for that type of update to happen. Brooke (the Department) and Tina (RAE 4) shared agreement input on suggested options and shared other options for gathering the request address data.

## 5. Quality of Care Reporting (QOC) Guidelines

John (Beacon Health Options) opened the discussion by explaining his role and shared input that the current QOC deliverable report that is required by the RAE contract could be submitted via a staggered fashion. John and Jeremy also shared additional input about this particular deliverable. Curt commented that he would be ok with a staggered fashion and then provided an update about the Department's efforts to implement a new QOC platform that would be imbedded into the Department's Sales Force set up. Stacy (COAC) asked for confirmation that the implementation of this new platform is July 2022? Curt agreed, but noted that health plans should continue to follow contractual terms for current QOC submissions and that the Department may notify them via a Transmittal or contract amendment on the start date.

## 6. Department and Health Plan Updates/Reminders

No updates were shared.

## 7. Public Comments

No visitors attended this WebEx.

## 8. 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>

