



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

October 27, 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. Meet and Greet Anne Saumur Office Director Cost Control & Quality Improvement at HCPF

Anne introduced herself to the group and shared insight about future opportunities for managed care plans with the new hire efforts at the Department to bring on a Division Quality staff member. Anne also shared information about the Department's Utilization Management (UM) efforts that will build out.

3. Introductions & Agenda Review

Completed.

4. Approval of Minutes

The draft September 2020 minutes were reviewed and approved.

5. QUIP Alternatives In Light Of Clubhouse Suspensions

Prior to the meeting Sarah shared a PowerPoint presentation so health plans could review the content. Sarah then reviewed the PowerPoint with the group. Group members did not have questions concerning this topic and Sarah concluded the topic by offering future technical assistance (TA) for health plans.

6. Regional Accountable Entities (RAE) Parity Discussion

Prior to the meeting Barbara shared a PowerPoint (PP) presentation so health plans could review the content. Barbara noted that this project will be a focused review



that includes 20 case reviews for each Regional Accountable Entity (RAE) and the two Medicaid Managed Care Organizations (MCOs) and include telephonic interviews. Barbara also noted exclusion services for this project (example, DME, pharmacy). At the conclusion of this topic Jeremiah requested a copy of the PP be shared with him.

7. Consumer Assessment of Healthcare Providers & Systems (CAHPS) Surveys

Before the health plan presentations were to begin Russell provided an update that CAHPS survey work for this fiscal year was on schedule, no Department ECHO surveys would be conducted this fiscal year, and that the CHP+ CAHPS survey is now formatted with NCQA criteria. Katie M. and Camila then presented on CAHPS and ECHO data for the Colorado Community Health Alliance (CCHA) RAEs. The PowerPoint noted certain highlighted measures that efforts were made to improve performance and it was noted that data was shared with their advisory committees to assist with improvements. Manuela and her co-workers PowerPoint presentation noted CAHPS data for Friday Health Plans (FHPs). For example, FHP has decreased authorizations to reduce barriers. Murielle's PowerPoint presentation noted CAHPS data for the Denver Health Medical Plan (DHMP). For example, key takeaways show members had positive perceptions of overall experiences with PCPs/specialists. Jeremy's presentation noted CAHPS and ECHO data for Health Colorado, Inc. Data for ECHO interventions and CAHPS timely appointments were shared.

8. Performance Improvement Project (PIP)

Russell provided an update that noted the PIP tools were sent to health plans, module 4 was also sent to health plans and he provided insight on the up and coming December submission date.

9. Future of the Quality Talks Topic

Curt provided the history that caused delay for this topic (example, COVID-19) and asked health plans if they felt the time was right to begin this topic again. Greg noted that his health plan wanted to look further into their COVID-19 numbers before starting up again. Curt concluded that after the first of next year the group would again take a temperature check on this topic.

10. Department and Health Plan Updates/Reminders

Jerry noted that IQuIC meeting invites for Calendar year 2021 will be sent out next week.



11. Public Comments

No visitors attended this WebEx.

12. Adjourn

Future WebEx Meeting: **November 24, 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>

