



Integrated Quality Improvement Committee (IQuIC) Meeting

Tuesday, February 27, 2024 10:00 a.m. - 12:00 p.m. (Mountain Time)

Conference Number: 602-833-8947 Access Code: 234 482 614#

MS Teams:

[Join Meeting](#)

Meeting ID: 230 042 203 18

Meeting Passcode: jyggd6

1. Agenda Review

2. Review Draft November 2023 Minutes

Jerry Ware (the Department) will lead this topic.

3. Quality of Care Grievance (QOCG) Web Intake Form Demonstration

Helen Desta-Fraser (the Department) and Slalom Staff will lead this topic.

4. Department and Health Plan Staff Discussion on Consumer Assessment of Healthcare Providers & Systems (CAHPS) Response Rates

Russell Kennedy (the Department) will lead this discussion.

5. Department and Health Plan Updates/Reminders

Remaining calendar year 2024 meetings: March 26, 2024, April 23, 2024, May 28, 2024, June 25, 2024, July 23, 2024, August 27, 2024, September 24, 2024, October 22, 2024, November 26, 2024, December 24, 2024.

6. Public Comments

Visitor's comments on issues discussed.