



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

August 23, 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. Review July 2022 Draft Minutes

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

3. Review of Compliance Fiscal Year (FY) 2021/2022 Strengths & Opportunities

Sarah, Eva and Lauren of Health Services Advisory Group (HSAG) opened this topic with introductions and then proceeded with a PowerPoint presentation that noted the following input: Fiscal Year (FY) 21/22 Compliance Standards, CHP+ & Dental Statewide Averages, CHP+ & Dental Strengths and Opportunities for Improvement, Regional Accountable Entities (RAE) & Managed Care Organization (MCO) Statewide Averages, RAE & MCO Strengths and Opportunities for Improvement, and FY 22/23 Standards. Amanda (Colorado Access) asked for clarification about the audit happening virtually vs onsite and Sarah (HSAG) confirmed virtually. Jeremy (Denver Health) asked for clarification concerning readability requirements for the member handbook and Jerry (HCPF), Sarah (Colorado Access), Tina (RAE 4), and Jeremiah (RAE 1) shared chat comments to assist with the clarification as well as comments from Russell (HCPF) and Sarah (HSAG) were shared. Jerry (HCPF) also noted that the Department is working on confirming a new Early and Periodic Screening Diagnostic and Treatment (EPSDT) audit for the RAEs/Denver Health that may be conducted in January 2023. Jerry later confirmed that he will send health plans the virtual compliance audit dates document prepared by HSAG so health plans can share comments or concerns with HSAG and HCPF compliance leads.



4. Quality of Care (QOC) Grievance Presentation

Amy and Barbara from HSAG introduced themselves and then proceeded with a PowerPoint presentation that noted the following input: Definition, Health Plans involved in this audit, Purpose of the audit, Timeline, Managed Care Entity (MCE) responsibilities, and HSAG scope of work. Mika (Colorado Access) asked for Amy (HSAG) to clarify spans and QOCs to be included in this year's audit. Amy shared insight and noted that the document request letter will further clarify information needed. Barbara (HSAG) also further clarified that the focus will be on QOCs that rose to an investigative level. Amy and Barbara referenced PowerPoint slide 7 to assist with this question. Sandi (HCPF), Courtney (RAE 4), Suzanne (RAE 6&7), Mika (Colorado Access), and Kathryn (R&E 6&7) chatted additional QOC questions that Amy (HSAG) addressed (example, close vs open, audit tool, other). Jerry (HCPF) noted that the Department has no objections if health plans involved in the previous QOC audit implemented final report optional recommendations from HSAG and that at this time the Department is not changing contract requirements to require that those recommendations be implemented. Matt (HCPF) and Jerry (HCPF) further clarified that the Department is doing internal discussions that may include changes to contract requirements. Mika (Colorado Access) shared insight why her health plan has not proceeded with implementing any of the optional changes (example, waiting on Department direction) and Mika said that her health plan would volunteer to be a pilot health plan for implementation for new QOC requirements. One health plan staff member asked if the Department was planning to make changes to submitting health plan QOC data to the Department and Sandi noted that there was no available information concerning that question.

5. HSAG Performance Improvement Project (PIP) Module 4 Refresher Training

Kris (HSAG) introduced herself and used screen prints to clarify module 4 submission requirements. Kris referenced a previously sent health plan email (May 13, 2022) that could be reviewed to assist health plans with the module 4 submissions and Kris noted that PIP technical assistance (TA) was available if requested. Sarah (Colorado Access) and Edward (RAE 2) chatted related questions that Kris addressed.

6. Department and Health Plan Updates/Reminders

Jerry (HCPF) reminded meeting attendees that the September IQuIC meeting was scheduled for 3 plus hours and that possible topics included results for the Healthcare Effectiveness Data and Information Set (HEDIS) 2021 submissions, a presentation about the 2022 HEDIS Core Measures requirements, an interactive and fun virtual quality activity, and a presentation on Consumer Assessment of Providers & Systems (CAHPS) top box scores.



7. Public Comments

No visitors attended the meeting.

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>

