



COLORADO

Department of Health Care
Policy & Financing

MINUTES OF THE INTEGRATED QUALITY IMPROVEMENT COMMITTEE (IQuIC) MEETING

April 25, 2023, 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 February 2023 Draft Minutes

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

3. Department Introduction for Sheila Gamueda

Helen Desta (HCPF) introduced Sheila as a new Department staff member that will be working on Quality of Care Grievances (QOCGs) projects. Sheila then shared her pasts experience with the group (example, managed care background, other).

4. HCPF Quality of Care Grievance (QOCG) Update

Helen (HCPF) and Sheila (HCPF) presented a PowerPoint (PP) presentation for this topic. The PP noted: Contract updates, Defining QOCG, Reporting, a Flow Chart, Intake Form and a Question and Answer period. A number of questions and comments were noted and discussed for this topic. For example: Barbara from Health Services Advisory Group (HSAG) chatted about adding potential risk level on the intake form, Dawn Surface (Carelton) chatted a question about if the intake form was similar to a google crisis complaint form, Alyssa Rose (Regional Accountable Entity/RAE 1) chatted and noted sharing risk level at resolution would be better, Suzanne Kinney (RAE 6 & 7) chatted for clarity on why Health Insurance Portability and Accountability Act (HIPAA) is included on the intake form, Courtney Hernandez (RAE 4) chatted for clarity on when the health plan investigation would begin, John Mahalik chatted if the PP would be shared, Brian Robertson (RAE 2) asked for clarity on the grievance & appeals deliverables and QOC deliverable, Mika Gans (RAE 3 & 5) asked why cycle periods for RAEs and CHP+ plans were not the same and noted



concerns about the 30 day timeline, Stacy Stapp (RAEs 3 & 5) asked for clarity on QOC audit timelines, Jeremy Sax (Denver Health) asked for clarity on definitions, Kendra Peters (RAE 1) asked for clarity on quarter four and future reporting, Suzanne Kinney (RAEs 6 & 7) asked for clarity on future Sales Force trainings, Kathryn Morrison (RAE 6 & 7) noted concerns with certain health plan staff having to note risk that is normally done by medical directors, and Hilary Erickson (the Department) asked if the PP and intake form would be shared. Helen then thanked RAE 6 & 7 for sharing their intake form for this process and Sheila informed the group that the Department would like to hear from the health plans by May 16, 2023 regarding the draft Intake Form. Helen then requested that Jerry share the PP and draft intake form via email with the group after the meeting.

5. Performance Improvement Projects (PIPs) Update

Russell Kennedy (HCPF) led this topic by first discussing that the External Quality Review Organization (EQRO) will be sharing PIP forms in July 2023. In regard to PIP performance measure specifications Russell recommended that health plans use Healthcare Effectiveness Data and Information Set (HEDIS) specifications. Kris Hartman (HSAG) then shared insight on the PIP population health plans should use for the annual PIP and stated there is no requirement for a narrowed focus population. Kris and Russell also noted that a minimum population for this Social Determinants of Health (SDOH) PIP is 500. A few questions from the health plans were noted and addressed. For example, Sarah (RAE 6 & 7) asked if the timeline for the PIP would be changed and Russell noted no, Carlos (Kaiser Permanente) asked for health plans to share insight on screening for personal safety are being addressed in comparison to other screenings, Edward Arnold (Carelton) asked if the Department has considered changing the denominator to address screening issues and Russell noted the specifics for they screening is not a question for him to address.

6. Department and Health Plan Updates/ RemindersFlow

Barbara (HSAG) introduced their new staff member Courtney Bishop who lives in St. Louis Missouri and will lead the substance use disorder (SUD) projects for HSAG.

7. Public Comments

No visitors attended the meeting.

8. Adjourn

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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
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