



COLORADO

Department of Health Care
Policy & Financing

MINUTES OF THE INTEGRATED QUALITY IMPROVEMENT COMMITTEE MEETING

February 27, 2024, 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 on measurements and specifics of reporting formats and timeframes, and other.

2. Review November 2023 Draft Minutes

Jerry (the Department) and the attending health plan IQuIC committee members reviewed and approved the minutes. Jerry also noted that today's meeting is going to be recorded for later reference. Jerry also reminded health plan staff to make needed modifications on the health plan contact list for current and past project staff and to send their update to Holly (Health Services Advisory Group/HSAG) so Holly can update the master list. Jerry concluded by sharing topic input on the March 2024 IQuIC meeting, requested staff to no longer copy Barbara McConnell (HSAG) on project emails, and clarified the purpose of additional handouts found in the meeting invite.

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

Helen (the Department) opened this discussion by introducing Slalom staff members presenting today's topic. Helen then noted that the draft minutes would include a link to the Intake Form (<https://hcpfcc.my.site.com/Webforms/s/qocg>), and requested that meeting participants hold onto questions until after the demonstration. Please note that the recording for this meeting should be referenced for the discussion and specific follow up questions and answers relating to this topic. All chat questions and comments were shared with Department staff Helen and Sheila for further review. Not all questions and comments listed in the meeting chat are copied here, and participants should follow up with the Department (Helen Desta Fraser, Sheila Gamueda) for outstanding answers not listed in the minutes. **Chat comments and questions:** Courtney Hernandez "...what if we do not know the date of occurrence..," **Response** from Helen "...we can work on adding an unknown

Auxiliary aids and services for individuals with disabilities and language services for individuals whose first language is not English may be provided upon request. Please notify Jerry Ware via email jerry.ware@state.co.us, or the Civil Rights Officer at hcpf504ada@state.co.us at least one week prior to the meeting to make arrangements.

option...," **Question** Kimberly Nordstrom "...reporting entity name is confusing...would you consider rewording," **Response** Helen "...we would be open to hear other options other than entity...," **Comment** Kimberly Nordstrom "there is a lot of key detail...that a member may not be able to provide," **Question** Suzanne Kinney "why is ROI needed," **Response** Helen "...ROI can be needed for members under age...," **Question** Kimberly Nordstrom "...this is a notification...why so much data," **Question** Courtney Hernandez "Are there specific files we are required to include," **Question** Logan Horn "This is only for quality of care, correct...," **Question** Guest "will plans be able to obtain a report of all submitted requests...," **Question** Logan Horn "...are replacing any internal QOCG and using this instead...," **Question** Stacy Stapp "Can you explain the option of the concern not relating to a specific member...," **Question** Greg Averill "So if this is to be used when a member is expressing dissatisfaction...when would the form be used when it is not...," **Question** Guest "Are plans able to edit once submitted...," **Comment** Logan Horn "As far as cosmetic it looks fine, but I think there should be a definition of what a dissatisfaction, grievance and any other definition...," **Question** Mika Gans "what is the turn around time for updating the incorrect information once we emailed Sheila?" **Question** Tobor Rashida "Is there a drop down option for grievance without potential quality issues under the QOCG Risk Level?," **Comment** Marianne Lynn "A work flow chart of the process might be helpful...," **Question** Elizabeth Chapman "Could the QOCG level field not be a required field?," **Comment** Dawn Surface "...a no risk category...that would be helpful for grievances as well," **Question** Tina Santos "Do we add the ticket number, or case number when we submit the summary?," **Question** Lisa Niguidula "Will there be a search button so we can search by member ID...," **Comment** Kathryn Morrison "That is the same for us as well, AOC are submitted about specific members." Please note that the Department worked with HSAG to upload a copy of the IQuIC recording to all 14 health plan HSAG safe site folders. Health Plan Staff please also note this QOCG Inbox email for future reference hcpf_ccqi_qocg@state.co.us.

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

Russell (the Department) opened this discussion by noting recent CAHPS materials mailed to members have been coming back to HSAG in large amounts of returned mail. Russell requested health plan staff on the call share input if their organization has been seeing similar returned mail for their members. Lynne (Regional Accountable Entity/RAE 2 & 4) informed Russell that health plans are submitting a Member Change in Circumstances Report to the Department that may help with understanding returned mail issues. Lauren (RAE 3 & 5) stated that her health plan has not noticed an increase in member returned mail, but some additional insight may be obtained at the postal offices. Kimberly (Rocky Mountain Health Plan) noted

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that member returned mail has not been alarming for her health plan, but that she will follow up with Russell after the meeting with some additional input. Destiny (HSAG) shared input about the HSAG mail return rate (high, 10%). Mika (Colorado Access) noted that the unwinding Public Health Emergency (PHE) may have played a role in the increased rate and if the Department wanted to do some additional research in this area that may be helpful. Russell concluded this topic by asking health plan staff members to later email him if they determine additional input on this topic is present.

5. Department and Health Plan Updates/Reminder

No updates were shared.

6. Public Comments

No public attendees were present for this meeting.

7. 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>