



COLORADO

Department of Health Care
Policy & Financing

MINUTES OF THE INTEGRATED QUALITY IMPROVEMENT COMMITTEE (IQuIC) MEETING

June 27, 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 May 2023 Draft Minutes

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

3. Substance Use Disorder (SUD) Desk Request Insight

Courtney (Health Services Advisory Group, or HSAG) reviewed a PowerPoint presentation for this discussion. The PowerPoint covered the following topics: SUD Overread Purpose, Levels of Care Included, Criteria Utilized, Timeline of Specific Activities, Requested Data to be Review, and American Society of Addiction Medicine (ASAM) 4th Edition Heads Up. Courtney also shared input about adolescent criteria that will be looked at, admission criteria to be reviewed, special connections population additions, criminal justice involvement, types of adverse benefit determinations, and total requests vs number of denials. John (Regional Accountable Entity or RAE 2-4) chatted a request for receiving the PowerPoint and Jerry confirmed it would be shared.

4. Quality of Care (QOC) Grievance (G) Updates

Helen (HCPF) and Sheila (HCPF) lead this discussion with a PowerPoint presentation. The PowerPoint sections covered: Contract amendment updates, Intake form feedback, QOCG claims data, and Contact information. Mika (RAE 3-5) asked for clarity if health plans are to continue with the current QOCQ process until contracts are executed. Helen confirmed yes. Alyssa (RAE 1) noted that implementation of the new steps will take time and Alyssa also requested alignment for the Medicaid and CHP+ lines of business. Stacy (RAE 3-5) asked if there will be a process map



created. Helen confirmed yes and noted a previous map was created. John (RAE 2-4) asked about impacts to the current QOC audits conducted by HSAG. Helen confirmed not much change will occur. Helen also noted that certain templates will be updated and that all grievances should be reported on the intake form. Helen then discussed the concerns with the intake form high, low, moderate check boxes and confirmed an additional option of undetermined will be added. Amy (HCPF) chatted that CHP+ health plan contracts will be updated with QOCG content in December. Kendra (RAE 1) chatted and asked if health plans still need to send out acknowledgment letters in 2 days. Helen confirmed yes. Suzanne (RAE 6-7) chatted and asked about Department support for health plans experiencing delays with getting medical records. Helen noted that Department support is expected. Jeff (HCPF) chatted that the submission forms will be secured. Alyssa (RAE 1) chatted and asked if the QOCG plans have been shared with providers. Helen noted that this QOCG process has been shared with all the plans, internal department folks such as Accountable Care Collaborative (ACC), Child Health Plan Plus (CHP+) and Dental contract managers, our legal division, Medicaid operations which include Medicaid contact center, fraud investigation unit, Office of Community Living (OCL), and the External Quality Review Organization (EQRO). Sheila later shared input on claims data extracts related to this effort. John (RAE 2-4) requested that the PowerPoint for this discussion be shared, and that request was confirmed.

5. Performance Improvement Projects (PIPs) Topic Selection Form

Russell (HCPF) led this discussion and shared comments about the PIP selection form that was previously shared with the group. Russell also shared the timeline for health plans to submit their PIPs, and he shared input on the use of specifications (the one you started with should be the one you end with). Logan chatted a question about the use of the form for his health plan since a PIP topic was already selected by the Department. Russell confirmed no.

6. Department and Health Plan Updates/Reminders

Jerry (HCPF) informed the group that he will be working to add new audit fiscal year 23/24 criteria into the External Quality Review Organization (EQRO) contract to ensure health plans will be reviewed for new Centers for Medicare & Medicaid Network Adequacy Validation (NAV) requirements (example, Information Systems Capabilities Assessment (ISCA), NAV Rating). Kendra chatted and asked for clarity if these NAV requirements apply to CHP+ health plans. Jerry confirmed yes. Courtney (HSAG) asked health plans to ensure they update the SUD contact section by the end of the week to ensure the correct staff receive the SUD document request input that will be sent out in July 2023. Russell shared a health plan reminder to submit Healthcare Effectiveness Data and Information Set (HEDIS) Core measure data to HSAG as previously planned. Liz (RAE 1) asked if the Department and HSAG will share an audit calendar with



health plans. Jerry shared input about the current Progress Report that is shared with health plans that notes audit timelines, and Barbara (HSAG) noted that the new EQRO contract requires that additional input be created (example, audit calendar) so health plans can expect an update on this request. Jerry also noted that HSAG was the winner of the new EQRO Request for Proposal (RFP), and he shared congratulations on being the new EQRO for the next five years.

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 <https://hcpf.colorado.gov/accountable-care-collaborative-public-reporting>

