



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

September 27, 2022 9:00 am to 1:00 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 August 2022 Draft Minutes**

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

### **3. Healthcare Effectiveness Data and Information Set (HEDIS) 2021 Core Measures Results 60 Minutes**

Matt (Health Services Advisory Group/HSAG) and Jacilyn (HSAG) led this discussion and used a PowerPoint (PP) presentation. For the first part of the PP presentation Matt asked health plans to share insight about why enrollments increased. Mika (Colorado Access) noted member lock ins did assist with enrollment increases. Jacilyn asked health plans to share insight on lessons learned. Angela (Rocky Mountain Health Plans/RMHP) noted that their health plan incentives for members assisted with increasing rates. Emily (HCPF) chatted a question about the number of incentives allowed for each member and Angela noted only one. For the Well Care Visits (WCV) section of the PP discussion Carlos (Kaiser) chatted the following question "...is the WCV a measure for which we do not have 2019 data...?" Matt replied there is no data for the 2019 WCV measure. Stacey (Colorado Access) stated her health plan expectations that rates for the WCV measure will increase and Stacey shared some program information that assisted with the increase (example, Engagement, IVR, other). John (Beacon Health Options) shared a concern with members using sport physicals to replace wellness checks. For the Weight Assessment and Counseling (WCC) section of the PP health plan rates showed up positive (in the green) per Matt. Stacey noted that historically this is a tough measure, but that her health plan is partnering with a HEDIS CORE measure



vendor. Carlos chatted and asked "...can anyone speak to the much higher performance...?" The Denver Health representative noted that there was an uptick with efforts, but experience coding issues for this measure. Maura (RMHP) commented on her health plan efforts. Carlos also shared input about his health plans efforts using a medical record set up (EPIC). For the Immunizations for Adolescents (IMA) section of the PP discussion it was noted that health plan rates decreased. Shelly (Denver Health) noted that there was a huge drop in Colorado Immunization Information System (CIIS) membership file data received from the state. Stacey stated her plan is hoping to get CIIS data more regular. Angela noted that her health plan is seeing some increases, but they still have a bit of work to do. Carlos noted that his health plan is doing some Human Papillomavirus (HPV) services to increase rates. Maura also agreed with Carlos about some patients not liking the shots which may decrease the rates. For the Well Child Visits in the First 30 months of Life section of the PP discussion Stacey and Maura noted some access issues with this effort and Carlos noted his expectation for a more positive look in the next year. Shelly noted that her plan had seen some increases in eligibility for this measure and noted that some services were happening outside of the measurement period. Matt then asked for comments about how the health plans adjusted to the switch to CORE Measures. Maura noted that it was challenging pulling all of the data and that it was a lift. Shelly agreed with Maura and noted that a lot of manual work had to be completed because at that time a vendor was not in place to assist with this effort. Mika noted that it was challenging nailing down the measurement period and stratifications. Russell shared input that the Department experienced the challenge/lift as well for fee for service (FFS) measurements.

#### **4. Discussion about the selection of 2023 Healthcare Effectiveness Data and Information Set (HEDIS) Core Measures 15 Minutes**

This topic was not discussed due to a family emergency that called the presenter away from the meeting. A couple of health plan staff members noted the following questions for Russell (HCPF) to address at a later date: Carlos (Kaiser)- Does the 2023 CORE Measure Set contain any non-HEDIS measures? If so calculating the non-HEDIS measures will be challenging. Stacey (Colorado Access)- Can the health plans receive a list of what the required measures will be? John (Beacon Health Plans)- Can Russell (HCPF), or Nicole (HCPF) share insight about the 37 new measures that the Regional Accountable Entities (RAEs) will have to report on?

#### **5. Interactive Activity 60 Minutes**

Sarah (HSAG) and Crystal (HSAG) led this activity via Jamboard. The Jamboard instructions were listed on screen and health plans were asked to respond to a number of questions/situations. For example: for the Pandemic/Unanticipated Innovations topic Kaiser health plan staff noted their plans ramping up virtual care (well care from sick care), RAE 6 & 7 staff noted their health plans adding I-Pad



kiosks in rural areas to expand services, Colorado Access staff noted their health plans innovative ways to outreach members, DentaQuest staff noted their direct member call campaign and building relationships. For the New Partnerships topic Logan (DentaQuest) shared input about member texting, Clara (RAE 6 & 7) noted her plans health equity and vaccination efforts, Stacey (Colorado Access) shared input about her health plans community partnerships (churches, local leaders, other), RMHP staff noted collaboration to ensure member populations were represented. For the What do you miss Pre-COVID topic Kaiser staff shared input on face to face interactions, RMHP staff noted in person meetings with providers, Colorado Access staff noted community events and in person events, DentaQuest noted provider scheduling for later dates, and RAE 6 & 7 noted more work force to meet needs. For the What do not miss about pre-COVID topic DentaQuest noted meeting virtually increased collaboration, Colorado Access noted commute times, RAE 6 & 7 noted increased participation, and RMHP noted consensus with some examples listed. For the Where do we go from here topic DentaQuest noted exploring tele-dentistry in rural and frontier areas, Colorado Access noted understanding provider needs and supporting them, Kaiser noted involve ways to decouple certain services, RAE 6 & 7 listed support implementation of telehealth and access to services, and RMHP noted continue focus on emergency department utilization.

## **6. Consumer Assessment of Healthcare Providers & Systems (CAHPS) Child Health Plan Plus (CHP+) and Regional Accountable Entities (RAEs) Top Box Scores 20 Minutes**

Destiny (HSAG) led this PowerPoint presentation that covered the following topics: CAHPS Methodology, RAE Results, CHP+ Results, MCO Results, and Recommendations for improving RAE responses. One question shared at the end of the presentation came from Sarah and Mika (Colorado Access) who asked for more input on a possible presentation the health plans would have to make at a future venue (example, at Program Improvement Advisory Meeting/PIAC, other). Jerry (HCPF) deferred the answer to this question to Russell (HCPF) to answer at a later date.

## **7. Department and Health Plan Updates/Reminders**

Jerry (HCPF) informed meeting participants that the Department's new Medicaid Director was on board (Adela Flores-Brennan).

## **8. Public Comments**

No visitors attended the meeting.



## 9. Adjourn

Meeting ended around 12:06 pm. 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>

