



COLORADO

Department of Health Care
Policy & Financing

MINUTES OF THE INTEGRATED QUALITY IMPROVEMENT COMMITTEE (IQuIC) MEETING

September 26, 2023, 10:00 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 on measurements and specifics of reporting formats and timeframes, and other.

2. Review August 2023 Draft Minutes

Jerry (the Department) and the IQuIC Committee reviewed and approved the minutes.

3. External Quality Review (EQR) Calendar Update

Sarah (Health Services Advisory Group, or HSAG) shared the draft calendar document on her computer screen, and noted that this additional resource would be provided to all health plans in the coming month and after that every quarter possibly with the final IQuIC agenda materials. Sarah noted that this is an optional resource tool for health plans that provides additional insight about quality projects. Sarah also noted that ad hoc projects, or ad hoc meetings will not be listed in this document. Logan (DentaQuest) asked for clarification about how this optional tool will be shared with the health plans and Sarah addressed the question. Kendra (Regional Accountable Entity 1, or RAE 1) discussed, with Sarah, the type of Network Adequacy Validation (NAV) data that will be listed.

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

Russell (the Department) led this discussion off by noting health plans will be doing CAHPS presentations at the November 2023 (11/21/23) Learning Collaborative Meeting. Russell also noted that Brooke Powers, and himself will be sending out additional CAHPS information in the coming weeks. Destiny (HSAG) presented a PowerPoint that covered fiscal year (FY) 22 CAHPS: Methodology, RAE Adult and Child Results, CHP+ Results, and Managed Care Organization (MCO) Results.



5. Information Systems Capabilities Assessment (ISCA) Network Adequacy Validation (NAV) Audit Timeline Update

Emily (HSAG) and Leslie (HSAG) led this PowerPoint presentation that covered: Overview of External Quality Review (EQR) Protocols, FY 2024 NAV Activities, Protocol 4 Validation of Network Adequacy, Define the Scope of the Validation, Identify and Understand Data Sources, Review Information Systems Underlying Network Adequacy Monitoring, Information Systems Capabilities Assessment (ISCA) A Closer Look, Validation of Plan NAV Results, Access Reliability and Validity of Data, Reporting, and ISCA Timeline. Emily and Leslie also noted that the ISCA audit is required by the Centers for Medicare and Medicaid Services (CMS) to happen in the initial year and every other year after that and they shared insight about the new validation health plan rating that is required. Jerry (the Department) and Logan discussed, with Emily and Leslie, health plan staffing that may be needed for the virtual site visit call and initial ISCA email submission. Emily ended up by noting that HSAG will be available for technical assistance (TA) prior to the virtual ISCA site audits.

6. Interactive Activity

Sarah (HSAG) and Courtney (HSAG) led this Jeopardy quality activity by first explaining the rules, and team set up. The six categories for participants to select from included: External Quality Review Organization (EQRO) Basics, Member Compliance, 411 and 412 Audits, Mental Health Parity, Quality of Care Grievances, and Substance Use Disorder (SUD) Utilization Management (UM).

7. Department and Health Plan Updates/Reminder

Barbara (HSAG) informed the group that she will be retiring from HSAG in November 2023. Barbara stated that she has been working with HSAG and as a contractor for the Department since 2004. Barbara noted that Sarah (HSAG) will be taking over the HSAG Contract Manager role and that Gina Stepuncik (HSAG) will be taking over the HSAG Compliance Site Review role. Department staff and health plan staff thanked Barbara for her worked over the years. Helen (the Department) informed health plan staff about reasons to push back sending out health plan contract amendments to December. Helen noted that health plans still had an open window for sending in concerns, or questions back to Audrey Keenan (the Department) by September 29th.

8. Public Comments

No public attendees were present for this meeting.



9. 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>

