

## 09/28/2023 – Health First Colorado Member Listening Session

### Meeting Chat

Name	Comment
<b>Emily Leung - CHI:</b>	Thank you for your attendance! Please fill out this Google Form to receive a gift card for your time and participation:
<b>Suman Mathur (she/her) - CHI:</b>	You can follow along with tonight's slides using these PDF documents:
<b>Suman Mathur (she/her) - CHI:</b>	Current contact information for each RAE can be found at this website: <a href="https://hcpf.colorado.gov/acphase2">https://hcpf.colorado.gov/acphase2</a>
<b>Suman Mathur (she/her) - CHI:</b>	Some common acronyms we'll use tonight:
	ACC =Accountable Care Collaborative
	RAE = Regional Accountable Entity
	RFP = Request for Proposal
<b>Attendee:</b>	Are out of state vendors being considered in the RFP process? Or CO-based only?
<b>Allie Morgan - CHI:</b>	Summary of response: Out-of-state vendors will also be considered. Some current vendors are located outside CO and that national selection process will continue.
<b>Attendee:</b>	I honestly have never heard of this program before.
<b>Attendee:</b>	Yes, but with dental. It didn't go well. Sarah probably remembers.
<b>Attendee:</b>	I would talk with my doctor and used google to find the care I need
<b>Attendee:</b>	I was unaware of a RAE being an option for added assistance.
	I research and organize most on my own
<b>Attendee:</b>	Is the BHA (Behavioral Health Administration) overseen by HCPF? If not, who is overseeing the BHA and their massive budget (1/2 billion+)?
<b>Attendee:</b>	Some providers are super helpful with specific referrals
<b>Attendee:</b>	I worked with my RAE for OT,PT, and referrals.
<b>Attendee:</b>	As a previous Caseworker, I use the RAE to help coordinate care for children who were living in different counties than where the county that maintained custody.
<b>Attendee:</b>	They were very helpful.
<b>Attendee:</b>	Same, [attendee name]. Same.
<b>Attendee:</b>	I work with my RAE and sit on their MAC and PIAC, but coordinate my own care.
<b>Ashlie Brown (she/her) - CHI:</b>	this is really interesting! Can you share more about why you coordinate your own care? Is this your preference or because you aren't getting the support you need from your RAE?

<b>Attendee:</b>	My preference. If I have questions or issues I can contact (Colorado Access) or HCPF directly. Because of my involvement in MEAC, the MAC I am pretty literate in the system.
	Agreed. I always inquire more when needed when I have someone on the phone or in person.
	Notification/marketing at providers would be great. People will be there anyway and can learn about other resources that can help guide them
	If the call ctr was helpful... I see your long waits coming, lol... can we have someone local who specializes?
	Therapists and psychiatrists are seeing folks remotely... it would be awesome to be accessing them outside our RAE. It seems like a bad idea to leave it up to different RAEs to decide...
	What can be done about the huge problem with ghost providers?
<b>Ashlie Brown (she/her) - CHI:</b>	The term "ghost providers" is new to me. Can you share more about what that means?
<b>Attendee:</b>	providers who can technically accept Medicaid patients but dont'.
<b>Ashlie Brown (she/her) - CHI:</b>	Ah yes, that is a huge problem!
<b>Attendee:</b>	we need to find them and call them out, IMHO
<b>At</b>	" we're accepting new pediatric patients!". Call... "We're not accepting any Medicaid patients at this time and don't know when or if we will."
	Or... "Yes, we'll do that dental work for you! We accept Medicaid! You'll need to pay up front, then we'll bill and you get reimbursed possibly."
<b>Ashlie Brown (she/her) - CHI:</b>	We have heard about this problem from many members, advocacy organizations, and other partners. Would love to hear your ideas about how to find them. I wonder if there could be an easier way for members to report when this happens?
<b>Attendee:</b>	Care coordinator would REALLY help parents of children with higher needs... children's, etc. Are not great at this, and kids are missed who are eligible. Or they don't know they can refer themselves, get reimbursement for mileage, etc.. It would really help!!!
	I reported a ghost providers to my local RAE and filed a complaint... but I have an expert living with me who told me who to talk to.
	I was also given appointments 7 months longer wait, depending on my insurance... my Local RAE helped with that as well. Again, I was aware-i have my own personal

	case manager/coordinator as relative. Almost nobody is, though.
<b>Attendee:</b>	I don't have a ghost provider...just a lazy doctor. My specialists pick up the slack. All of whom I found on my own.
<b>Attendee:</b>	I never heard of RAEs until being invited to the HCPF advisory council. The RAEs are great if you know what they are and how they can help you.
<b>Suman Mathur (she/her) - CHI:</b>	Thank you for these comments, everyone!
<b>Suman Mathur (she/her) - CHI:</b>	and this feedback!
<b>Attendee:</b>	Please clarify about seeing a mental health counselor and/or therapist in another area... if my area is not able to accept my child until next year, which is not acceptable. I keep hearing I CAN go outside my area... but then when I try to enroll, the outside agency is adamant we cannot enroll.
<b>Attendee:</b>	I am on my RAE's MAC & PIAC (Region 7 CCHA). Learned about RAEs in 2019 when I joined the HCPF MEAC.
<b>Attendee:</b>	because each RAE has its own name, mail from them looks just like all the junk mail we receive. I would encourage the ACC to really figure out how to look less like another insurance plan and more like a Medicaid resource.
<b>Attendee:</b>	A visual flow chart with active links
<b>Attendee:</b>	The letter from the RAE made me think it was separate insurance.
<b>Attendee:</b>	Many people end up going outside of their regions for healthcare. I know we do often
<b>Attendee:</b>	it might be helpful to redesign the Medicaid card to show that the RAE is the place to go for more help.
<b>Attendee:</b>	Not really I didn't know about RAE
<b>Attendee:</b>	in R4, the care coordination staff called us but didn't state they were with the RAE; rather, they identified themselves as staff for the CMHC which was contracted to do this for the RAE. Very confusing
	YourHealth 1, 2, 3, 4.... the less acronyms and words, the better. It would be AWESOME to see folks begin to speak to people, not speak as if they're finishing a doctoral thesis. It's not helpful for anyone.
<b>Attendee:</b>	It would be nice to have someone else to go to as well.
	That would be awesome!
<b>Attendee:</b>	one number, routed to the local RAE? Colorado 211 can do it, so HCPF can, too.
<b>Attendee:</b>	That would be beneficial and simple. With a base push button system for the different areas to be handled

<b>Attendee:</b>	Having a navigator person (RAE) is helpful. One number would be nice (if they know who to refer to).
<b>Attendee:</b>	I have also found that case management agencies dont even know that much about RAEs
<b>Attendee:</b>	the other thing to consider is when you get a referral to a provider (eg PCP or specialist or dentist) but they dont ACTUALLY take new Medicaid patients...
<b>Attendee:</b>	I've tried to consolidate all of my care within a specific health system, from primary care to specialty care. Usually, the only time I've had to go outside of that health system is for dental. So unless I've needed dental, I haven't done anything that care coordination could help with. One of the reasons I've used the same health system as much as possible is that records are easily accessible within the system. I've had to be transported from one system to another system because the 1st system hospital's doctors couldn't access the other system's records.
<b>Attendee:</b>	The other reason is that when I've tried to have care coordinated, it's often just created another link in the chain and a repeat of the same information from the provider and the care coordinator.
<b>Attendee:</b>	United Healthcare have navigator who will help with guide, patient's needs and answer questions via phone. They have call back if don't want put on hold too long. I want see medicaid have that too. For example for United Healthcare <a href="https://www.medicare.uhc.com/">https://www.medicare.uhc.com/</a> . Their website blew my mind out with their one stop website and impressed.
	It will nice to see RAE in medicaid website for us to access for hold them accountability. That will be helpful for us to get know what RAE is.
<b>Attendee:</b>	With ACC3 potentially reducing the number of RAE's and "shuffling " counties and providers amongst them, the need for a centralized contact point will be essential, especially if new or out of state RAE organizations are being brought on as of July 2025
<b>Attendee:</b>	Ensuring everyone sees the same information.
<b>Attendee:</b>	Reacted to Ensuring everyone se... with " "
<b>Attendee:</b>	What about use survey on clinics and doctors to get RAE program activate if not happy with service? Need third party to contact every doctors to see if they still accept Medicaid patients monthly. Some of them don't update with medicaid at all that force us to call them for verify to see they accept Medicaid program. Annoying. Request for use RAE program in Medicaid website will be great!
	Agreed with [attendee name]

<b>Attendee:</b>	Care coordinators should definitely help with food & housing. If you don't have healthy food and a place to live your health is negatively affected.
<b>Attendee:</b>	Its all intergrated, and it seems like they are case worker assistants at that point.
<b>Attendee:</b>	They should, but, often, they're left just providing a list of resources to the member. And the member is left seeking out a provider of assistance, e.g., homeless shelter, housing case manager, housing authority.
<b>Attendee:</b>	Region 1 is a perfect example of the challenge for organizing information to coordinate care for a region half the size of CO
<b>Attendee:</b>	I've never used or wanted to use a Care Coordinator. To me, just another broker
<b>Attendee:</b>	yes: care coordinators dont need to know it all, they just need to know where to go to find the "experts"
	I think Colorado 211 is a great example of comprehensive resources which can be "localized"
<b>Attendee:</b>	Ugh, more technology to "help" us? Like another stupid chatbot?
<b>Attendee:</b>	if you call 211, you are connected to your "local" resource
<b>Attendee:</b>	Haven't heard of them. Can you link them?
<b>Attendee:</b>	I ask google questions & it gives me a list of websites to check
<b>Attendee:</b>	Reacted to yes: care coordinat... with " "
<b>Ashlie Brown (she/her) - CHI:</b>	<a href="https://www.211colorado.org/">https://www.211colorado.org/</a>
	I will also add a few other examples:
	<a href="https://www.findhelp.org/">https://www.findhelp.org/</a>
	<a href="https://communityresourcenet.org/">https://communityresourcenet.org/</a>
<b>Attendee:</b>	Looked at all of those. Of them, only the CRN site seems like it be more than a mere resource directory.
<b>Ashlie Brown (she/her) - CHI:</b>	Great point, [attendee name]! 211 Colorado and findhelp both offer other services behind the scenes, but both public websites are focused on self-help through the resource directory.
	211 also runs locally-based call centers that you can reach by dialing 2-1-1 to connect with a local coordinator
	findhelp also partners with doctors and other partners to provide electronic referrals to participating partners
<b>Attendee:</b>	1. Medicaid website as UC Health Medicare website.
	2. ASL accessible via social media, CO Health First website about Colorado Health First, Instruction about apply online, how use RAE via download apps with modern look and on Medicaid website.
	3. Hearing aids coverage for Deaf/HOH over 18

	4. Start state behavior health clinic for every county. Most of local behavior health want money from state and not take care of patient by discharge before complete and bad review due to unprofessional while it is affecting our community. Need more Deaf Therapist. Behavior Health in Deaf
	5. Behavior health clinics with bad review listed were not helpful.
	6. Stop use local clinic with bad reviews.
	7. Patient advocate available for every patient
	8. Social workers for housing and resources
<b>Attendee:</b>	hearing aids AND eyeglasses for adults...
<b>Attendee:</b>	Secure website, looks professional, has accessibility buttons or speech
<b>Attendee:</b>	Most members have not heard of the RAEs or if they have, they have no idea what they do. There is a huge PR problem for the RAEs. Can't get help if you don't know they exist.
<b>Attendee:</b>	If doctors and their office staff know what RAEs are, that may help when Interacting with patients
<b>Attendee:</b>	Email or text to access instead of calling; some of us dislike talking on phone or difficult for others
<b>Attendee:</b>	years ago I was told by RAEs they were prevented by HCPF to do a lot of outreach/advertising
<b>Attendee:</b>	I looked up my RAE MEAC from attending state MEAC.
<b>Attendee:</b>	Then there are Medicaid Case Managers, where do they fit into all this?
<b>Attendee:</b>	Peers or Resource assistant at providers offices or behavioral health facilities.
<b>Suman Mathur (she/her) - CHI:</b>	Great feedback and suggestions. Thank you!
<b>Attendee:</b>	Waiver CM's should probably take lead with coordination but use the RAE for help navigating Medicaid benefits. RAE's are not reaching out to say "we can help..."
<b>Attendee:</b>	SEPs do not in my experience coordinate or talk to RAEs. Two different worlds,
<b>Attendee:</b>	Thanks for answering our questions and for listening! Always appreciated!
<b>Suman Mathur (she/her) - CHI:</b>	*We're glad to be here with you all!
<b>Ashlie Brown (she/her) - CHI:</b>	Thanks to all of you for your feedback, ideas, and engagement tonight! We appreciate you spending the evening with us.
<b>Allie Morgan - CHI:</b>	FYI, just sharing a few links for reference with all of you:
	Here is the link to the Vision Stage Summary about what we heard in the first phase of ACC Phase III engagement,

	if you haven't reviewed it and would like to: <a href="https://hcpf.colorado.gov/sites/hcpf/files/ACC%20Phase%20III%20Vision%20Engagement%20Summary.pdf">https://hcpf.colorado.gov/sites/hcpf/files/ACC%20Phase%20III%20Vision%20Engagement%20Summary.pdf</a>
	Here is the link to the Concept Paper, which provides additional details about proposals for the next phase: <a href="https://hcpf.colorado.gov/sites/hcpf/files/2023%20ACC%20Phase%20III%20Concept%20Paper%208-29-23.pdf">https://hcpf.colorado.gov/sites/hcpf/files/2023%20ACC%20Phase%20III%20Concept%20Paper%208-29-23.pdf</a>
	Here's a link to a feedback form for additional thoughts about the proposals we've discussed today: <a href="https://forms.gle/S7auD9BR23rBzd8a6">https://forms.gle/S7auD9BR23rBzd8a6</a>
	And finally (if you do want to use a survey!), here's a link to the general, anonymous feedback form that will stay open beyond the Concept Phase: <a href="https://docs.google.com/forms/d/e/1FAIpQLSep2joFjr4xaBAFRHLgzi7tbLitVOA50fLURc8GKXKUq1FfSg/viewform">https://docs.google.com/forms/d/e/1FAIpQLSep2joFjr4xaBAFRHLgzi7tbLitVOA50fLURc8GKXKUq1FfSg/viewform</a>
	Just to clarify, the feedback form links I posted above are not required or expected of any of you. Just an option in case you think of something else you want to share after we wrap up tonight!
<b>Attendee:</b>	[attendee name] is bringing up some scary stuff...lol
<b>Attendee:</b>	This has been one of the more useful ACC 3 meetings I've attended. Thanks for hosting members.
<b>Attendee:</b>	I'm tired of surveys also & I usually fill out if short
<b>Attendee:</b>	I love surveys. LOL
<b>Attendee:</b>	I ignore most of them, unless the experience was extremely bad.
<b>Suman Mathur (she/her) - CHI:</b>	I do too, [attendee name]. I do a lot of them. lol
<b>Attendee:</b>	Make short survey with question about need RAE or not.
<b>Attendee:</b>	I've learned leaving Google reviews usually gets some action from provider
<b>Attendee:</b>	Keep the wordage DOWN! I need an ask (survey) and a phone number I can contact my RAE. A card. Nothing more.
<b>Attendee:</b>	I would love to see a Medicaid equivalent of the ColoradoShines site, where childcare providers have star ratings based on what they offer
<b>Attendee:</b>	We know peers are amazing. ...
<b>Attendee:</b>	I agree!
<b>Attendee:</b>	Agreed! Providers are looking out for their business
<b>Attendee:</b>	CHI is awesome. Thanks for your work. And HCPF rocks!
<b>Ashlie Brown (she/her) - CHI:</b>	Thanks! It is our honor to do this important work with all of you and HCPF.
<b>Robert Conkey:</b>	Great conversation!

<b>Allie Morgan - CHI:</b>	Here's the link to the Concept Paper again: <a href="https://hcpf.colorado.gov/sites/hcpf/files/2023%20ACC%20Phase%20III%20Concept%20Paper%208-29-23.pdf">https://hcpf.colorado.gov/sites/hcpf/files/2023%20ACC%20Phase%20III%20Concept%20Paper%208-29-23.pdf</a>
	Concept Phase feedback form: <a href="https://forms.gle/S7auD9BR23rBzd8a6">https://forms.gle/S7auD9BR23rBzd8a6</a>
	General, anonymous feedback form: <a href="https://docs.google.com/forms/d/e/1FAIpQLSep2joFjr4xaBAFRHLqzi7tbLitVOA50fLURc8GKXKUq1FfSg/viewform">https://docs.google.com/forms/d/e/1FAIpQLSep2joFjr4xaBAFRHLqzi7tbLitVOA50fLURc8GKXKUq1FfSg/viewform</a>
	Suman's email: <a href="mailto:mathurs@coloradohealthinstitute.org">mathurs@coloradohealthinstitute.org</a>
	Thank you all so much for your candid feedback and ideas tonight!
<b>Attendee:</b>	Thank you!
<b>Attendee:</b>	Thank you for opportunity!!
<b>Attendee:</b>	Have a great night everyone