

# ACC Educational Materials

## Performance Measurement and Member Engagement Subcommittee

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Presented by:

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# Keep in Mind For Discussion

- What information do you wish was available about the ACC when you first joined PMME?
- As a member of PMME, where do you go for more information about the ACC?
- As a Health First Colorado member, where do you go for more information about the RAEs?
- When you have a question about the ACC, are you usually able to get it answered with information that is available?

# Information Availability by Audience

- Different resources are geared towards different audiences.
  - Information on the HCPF webpages are generally geared towards engaged stakeholders.
  - Information on the Health First Colorado webpages are geared towards members.

# ACC-Specific Information For All Stakeholders

- Variety of ACC related webpages with fact sheets, resources and historical program information.
- Content geared towards engaged stakeholders.



The screenshot shows the Colorado Department of Health Care Policy & Financing website. The header includes the state logo, the department name, a language selector, and a search bar. The navigation menu has links for Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The breadcrumb trail indicates the path: Home > For Our Stakeholders > Committees, Boards, and Collaboration > Accountable Care Collaborative Phase III. The main heading is "Accountable Care Collaborative Phase III". On the left is a sidebar menu with options: Accountable Care Collaborative Home (selected), ACC Phase II, Deliverables, Member Messaging Resource Center, Program Performance, Provider and Stakeholder Resource Center, ACC Stakeholder Engagement (with a right arrow), ACC Program Improvement Advisory Committee, Behavioral Health and Integration Strategies Subcommittee, and Performance Measurement and Member Experience Subcommittee. The main content area features a "Featured Announcements" section with a bold heading "Accountable Care Collaborative (ACC) Phase III Go-Live was on July 1, 2025". The text below states that July 1, 2025 marked the start of ACC Phase III and new contracts with Regional Accountable Entities and Managed Care Organizations. It mentions a change management process to address emerging critical issues. A bulleted list follows: 

- Providers:** If you experience issues due to the transition or you have questions around contracting, payment, attribution or member care coordination and support, contact your RAE first (see RAE information under "[Meet the ACC Phase III RAEs and MCOs](#)").
- Members:** Members with questions or concerns about this transition can contact Health First Colorado Enrollment or [their RAE](#).
- For Critical Issues:** [Complete this form](#) if you have been notified of or are experiencing a critical issue due to the transition that could not be resolved through the above steps. Identified issues that may impact a larger number of stakeholders will be documented on this [System-Wide Issues and Resolutions Log](#).

 Below this is an "About ACC Phase III" section. The text explains that the Department of Health Care Policy and Financing (HCPF) administers Health First Colorado (Colorado's Medicaid program), Child Health Plan Plus (CHP+) and other health care programs for Coloradans who qualify. Created in 2011, the ACC is the primary delivery system for Health First Colorado. Regional Accountable Entities (RAEs) are responsible for promoting member health and well-being by administering the capitated behavioral health benefit, establishing and supporting networks of providers and coordinating medical and community-based services for members in their region. Two physical health managed care capitation plans, referred to as Managed Care Organizations (MCOs), deliver physical health care in certain areas of the state. New contracts with RAEs and MCOs, ACC Phase III, launched July 1, 2025.

# ACC-Specific Information For Members

- Health First Colorado webpages with general information about RAEs and finding care.
- Member handbook includes general information about RAEs and finding care.
- Content written specifically for members.

The screenshot shows the Health First Colorado website. At the top is the logo and navigation links: 'Apply Now', 'Find a Doctor', 'Benefits & Services', 'FAQs', 'News', and 'Get Help'. A search bar and language options ('Log in to PFAK | En Español | Other Languages') are also visible. The main heading is 'Health First Colorado Regional Organizations'. Below it, a paragraph states: 'Every member of Health First Colorado (Colorado's Medicaid program) has a primary care provider and belongs to a regional organization that helps connect you with the health care you need.' There are three sub-sections: 'Your Primary Care Provider' (explaining assignment and how to change providers), 'Accessing Behavioral Health Services' (explaining regional networks), and 'Your Regional Organization' (explaining the role of regional organizations). A sidebar box contains a reminder to 'Don't miss important updates - update your information today' and a link to 'Learn More'. An image of a 'Member Handbook' is shown on the right side of the screenshot.

# Discussion

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# Thank you!