

ACC Phase III

Performance Measurement & Member Engagement
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Agenda

- Updates
- Member Engagement Strategy
- What have we learned from members?
- Discussion and Next Steps

Updates

- [Concept Paper Survey](#) closes Oct 31, 2023
- [Open Feedback Form](#) will remain open through Spring.
- CHI and HCPF collaborating on small-group discussions to build out specifics.
- Regular public meetings and member engagements will continue through Spring.

Member Engagement Strategy

In Fiscal Year 2022-2023:

- Prioritized **consistent engagement and trust building** with member councils (MEACs/MACs) through both standing forums and informal conversations
- Used **member-centered** framing in discussions
- Updated facilitation approaches based on member **feedback**
- Offered **monetary compensation** whenever appropriate



In Fiscal Year 2023-2024 (now!)

- **Increased** member compensation rate
- **More transparent** feedback tools
- Additional **accessibility** training and considerations
- **Member-only** town halls, including but not limited to conversations about disability competent care and the Phase III Concept Paper (8 of 36 total sessions)
- **Ongoing participation** in regional and statewide member councils

What have we learned from members?

Interaction with RAEs

- Need more clarity on role of RAE, the type of services they offer for members, and clear instructions on who to contact
 - Confusion around who their RAE is
 - Different contractor names add to this confusion
- Recommend providing more information about RAEs at the point of enrollment, and through doctor's offices.

Information Sharing

- Interest in centralized call center, but worry that if not properly staffed, could be more hassle than worth
- Interested in improved technology (the PEAK website, an all-in-one app, etc.) to get and update info.
 - Website/app should clearly state who their RAE is
 - Website/app should clearly state who their PCMP is with an option to update

Information Sharing

- Emphasis on CONSISTENCY:
 - Branding (logo, name, etc) from HCPF, Health First Colorado, and RAEs
 - Messaging

Care Coordination

- Preference for clinical coordination at the provider level with someone who understands clinical needs
- RAEs could serve as a "super coordinator"
 - Some concern this would add a level of bureaucracy
- Interest in coordination of health-related social needs, but want to assure capacity and expertise

RAE Supports for Providers

- RAEs can provide/coordinate trainings related to equity, cultural validation, and disability competent care to providers
- RAEs can keep providers accountable for completing and implementing best practices from these trainings

More information available:

- **Vision Stage Summary – Stakeholder feedback from Nov 2022 – March 2023**
- **How the Vision Summary Informed the Concept Paper**
- **Concept Stage Summary – Coming soon!**



Accountable Care Collaborative Phase III How the Vision Summary Informed the Concept Paper

In preparation for launching Phase III of the Accountable Care Collaborative (ACC), the Department of Health Care Policy & Financing (HCPF) contracted with the Colorado Health Institute (CHI) to gather stakeholder feedback about the design of ACC Phase III. Stakeholder feedback heard between November 2022 and March 2023 was incorporated into a Vision Stage Engagement Summary. In August 2023, HCPF published a Concept Paper that describes many of HCPF's major proposals for ACC Phase III. Both the Vision Stage Engagement Summary and the Concept Paper can be found on the [ACC Phase III website](#).

This fact sheet describes how HCPF incorporated feedback from the Vision Stage Engagement Summary into the design of ACC Phase III, as discussed in the Concept Paper.

Member Experience

Key Takeaways from Vision Summary



Discussion



Seeking feedback and recommendations:

- Are there additional groups/networks you recommend we connect with to broaden member representation?
- Are there other topics that would benefit from members-only conversations or town hall-style sessions?
- Are there alternative formats for member engagement?



Next Steps



Provide additional feedback:

- [Full concept paper](#)
- [Online survey](#) closes Oct 31— responses will be made publicly available (without names)
- [Open feedback form](#) will remain open through Spring

Thank you!

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