



COLORADO

Department of Health Care
Policy & Financing

MINUTES OF THE MEETING OF THE Performance Measurement and Member Engagement (PMME) Committee

Meeting Link:

<https://us02web.zoom.us/j/88287385917?pwd=aOXKDgBaYlPSqdb9r7jehfuUE6mYj8.1>

Zoom Meeting

Dial In: 1 720 928 9299

Zoom Meeting ID: 882 8738 5917

Passcode: 951193

April 24, 2025

1. Welcome, Introductions and Housekeeping

Voting Members Present: Bethany Pray (CCLP), Bob Conkey (Health First Colorado member), Fatima Kiass (Empowered Connections), Brent Pike (Health First Colorado Member), Samantha Fields (Health First Colorado member), Ealasha Vaughner (Health First Colorado member), Jennie Munthali (CDPHE), Janelle Jenkins (Health First Colorado member).

Voting Members Absent: Daphne McCabe (Boulder County Public Health), Mike Morosits (Colorado Community Health Network).

HCPF Staff: Erin Herman, Nancy Mace, Lexis Mitchell, Tamara Keeney, Andrea Bradley, Misti Maddrell, Russell Kennedy, Sarah Martinez, Tom Franchi.

Other Participants: Alee La Calamito, Annette Dayley, Aurora Ramirez, Camila Joao, Chantel Hawkins, Dawn Surface, Ed Arnold, Jane Reed, Melanie Wilkerson, Miolocy Willeford, Pat Cook, Sara Carlton, Sarah Lambie, Tanya Baker.

A quorum of voting members was present. The March meeting minutes were reviewed and approved.

Erin Herman, HCPF, provided the committee with an [update](#) from the April [PIAC](#) meeting.

2. 2024 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey Results (Russ Kenndy, HCPF)

Russ Kennedy, HCPF, provided an overview of most recent CAHPS survey results for the ACC program.



- The [2024 CAHPS survey results](#) are posted on the HCPF website.
- The goal of the CAHPS survey is to provide feedback that is actionable and will aid in improving the overall experience of members.
- Members can complete the survey in English or Spanish
- Participation is done by mail, Internet, or telephone.
- Russ noted that any survey question that has fewer than 100 responses is marked in the report with an asterisk.
- HCPF continues try to improve the survey response rate. Despite these efforts, the rates are lower than before. A budget request was made to increase sample size.
- A committee member asked if an individual responds to the CAHPs survey, is that something that can be flagged to be surveyed again?

A: No. The process is random and HCPF does not know who is getting the surveys and who is responding.

- Russ clarified that demographics are self-reported by the participant on the survey.
- It was noted that Medicaid plans are rated higher than commercial plans.
- Committee Member suggested sharing information on HCPF website about the survey and stressing the importance of it.

3. Medicaid Doula and Lactation Benefit (Sarah Martinez, HCPF)

Sarah Martinez and Annette Dayley, HCPF, provided an overview of Medicaid lactation and doula benefits and shared some preliminary data on progress.

- This is a brand-new doula benefit with a novel provider type
- The lactation benefit was live Dec. 1, 2024
- There is ongoing stakeholder work regarding the benefits across the state.
- Some helpful resources:
 - [Doula webpage](#)
 - [Lactation Support Services Webpage](#)

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- [Reproductive, Perinatal and Sexual Health Webpage](#)
- HCPF partnered with three organizations to distribute scholarships for training doulas in different regions of the state.
 - As HCPF trains up more doulas we will see more spread of the use of the benefit.
 - Doulas are being provided with a lot of support since they aren't used to dealing with insurance.

Committee members discussed the data presented and asked questions:

- A committee member asked how information about these benefits is shared with the community?
 - A: There is some ongoing work in this area. HCPF is working with a doula advisory group.
- A committee member asked about utilization of the doula benefit. Is it possible to determine if the benefit is used mostly with a first or second child or is there a group most likely to use a doula?
 - A: We are still curious to learn more about this including member testimonials.
- A committee member commented that a reason for adding this benefit is that Colorado has some poor rates of health complications for moms and children. It would be great to collect and share data to demonstrate if this benefit is helping.
- Is HCPF working with organizations to recruit doulas and to find people to take advantage of the benefit?

A: Yes, this work is ongoing.

- Committee members expressed interest in seeing data as the benefits become more widely used and there is data to share.
- Committee members are encouraged to reach out with any questions to: hcpf_maternalchildhealth@state.co.us



4. Next Steps and Wrap Up (Bethany Pray, PMME Co-Chair)

The next PMME meeting is May 22, 2025.

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