



COLORADO

Department of Health Care
Policy & Financing

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

253-215-8782 or 346-248-7799

Meeting ID: 939 1214 7561 Passcode: 385864

<https://zoom.us/j/93912147561?pwd=eG1xR2JLMmZmeDU0VXhwU051dnZjdz09>

March 23, 2023

1. Welcome, Introductions and Housekeeping

Bethany Pray (BP) did a roll call of voting Committee members and introduced Daphne McCabe as the committee's new co-chair.

Voting Members Present: Christina Suh (Phreesia/CHCO), Bethany Pray (CCLP), Brent Pike (Health First Colorado member), Jill McFadden (Front Range Health Partners), Daphne McCabe (Boulder County Public Health), Jennie Munthali (CDPHE), Bob Conkey (Health First Colorado member), Samuel Herbert (Wray Community District Hospital), Brandon Ward (Jefferson Center for Mental Health).

Voting Members Absent: Ealasha Vaughner (Health First Colorado member), Janelle Jenkins (Health First Colorado member), Greta Allen (Colorado Blueprint to End Hunger), Luke Wheeland (The Arc)

HCPF Staff: Erin Herman, Nancy Mace, Nicole Nyberg, Tim Gaub, Katie Lonigro, Marius Nielsen, Tamara Keeney, Lynn Ha

Other Participants: Violet Willet, Ashely Clement, Brian Robertson, Kelly Bianucci, Tina McCrory, Alee LaCalmito, Alyssa Rose, Andrea Loasby, Camila Joao, Chelsea Watkins, Ed Arnold, Emilee Kaminski, Jane Reed, Jessica Nguyen, Katie Mortenson, Kellen Roth, Kimberly Phu, Lauren Gomez, Lynne Fabian, ReNae Anderson, Sarah Hamilton, Sarah Lambie, Tom Masterson, Tony Olimpio.

The February meeting minutes were approved with the condition of adding a recommendation regarding the ACC incentive program incentive structure made by one of the voting committee members.

Daphne McCabe provided an update from the March PIAC meeting (see [presentation](#)).

- Additional PIAC [meeting materials](#) are located on the HCPF website.



The committee reviewed a draft of PMME's charter. A member noted that health equity is not defined in the charter. Committee members would like to understand the definition of health equity prior to finalizing the charter.

2. ACC Phase III Member Experience (Tim Gaub, HCPF)

Tim Gaub (TG) shared the process for administering the Health Needs Survey (see [presentation](#)).

- The intention of the survey is to connect Members to healthcare that meets their needs.
- Survey is optional
- Survey is offered verbally over the phone and through a link on their enrollment letter to the enrollment website.
- Members only encounter the survey in their enrollment letter or if they call in to change their primary care provider.
- The enrollment broker letter goes out to the Member approximately three weeks after the Member enrolls/makes a change to their enrollment.
 - Letters go out either Monday or Thursday
 - This delay may impact the value of the data for coordinating necessary care.
- Enrollment broker has a daily feed to the RAEs with the survey data.
- The committee reviewed data regarding Member completion of the survey.
 - TG noted that a survey will be noted as "complete" regardless of how many questions the Member has answered.
 - HCPF doesn't have the age of respondents but will explore if its possible to obtain this information.
- The committee would like to understand what the CMS requirements are regarding a new Member health needs survey. HCPF will follow up on this question.

3. Health Needs Survey: RAE Presentations

The RAEs each shared how they use the Health Need Survey.



- Violet Willet provided an overview of how RAE1 uses the data from the health needs survey (see [presentation](#)).
- Ashley Clement provided an overview of how RAE2 uses the data from the health needs survey (see [presentation](#)).
- Kellen Roth provided an overview of how RAE3 and RAE5 uses the data from the health needs survey (see [presentation](#)).
- Ed Arnold provided an overview of how RAE4 uses the data from the health needs survey (see [presentation](#)).
- Toni Olimpio and Katie Mortenson provided an overview of how RAE6 and RAE7 use the data from the health needs survey (see [presentation](#)).
 - It was noted that survey completion has improved over the last year for their RAE and that surveys are now more complete than in previous years.
- Committee members would like to discuss the wording of the questions on the survey and the importance of using verbiage that is clear to Members.
- TG clarified that the enrollment broker does not complete questions for Members unless they answer them themselves.
- The committee will discuss the RAE presentations at the next PMME meeting including the language used and the length of the survey.

4. Public Comment

BP opened the meeting to the public for comment.

There were no comments.

5. Wrap Up/Next Steps (Bethany Pray, PMME Co-Chair)

- Continue discussing the Member Health Needs Survey and ACC Phase III discussions.
- The next PMME Meeting is on April 27, 2023.

