



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 28, 2024

1. Welcome, Introductions and Housekeeping

Voting Members Present: Bethany Pray (CCLP), Daphne McCabe (Boulder County Public Health), Bob Conkey (Health First Colorado member), Brent Pike (Health First Colorado member), Samuel Herbert (Wray Community District Hospital), Jill McFadden (Front Range Health Partners), Jennie Munthali (CDPHE), Ealasha Vaughner (Health First Colorado member).

Voting Members Absent: Christina Suh (Phreesia/CHCO), Mike Morosits (Colorado Community Health Network), John Miller (Health First Colorado member), Janelle Jenkins (Health First Colorado member), Brandon Ward (Jefferson Center for Mental Health), Luke Wheeland (The Arc).

A quorum of voting members was present.

HCPF Staff: Lexis Mitchell, Matt Sundeen, Erin Herman, Nancy Mace, Liana Major, Tamara Keeney, Katie Lonigro, Andi Bradley, Sandi Wetenkamp, Matt Pfeifer.

Other Participants: Ed Arnold, Alee LaCalamito, Andrea Kedley, Andrea Loasby, Andrea Skubal, Anna Pittar-Moreno, Brian Robertson, Camila Joao, Chantel Hawkins, Chelsea Watkins, David Keller, Dr. Andre Mansion, Ealasha Vaughner, Erin Friedman, Jeanine Draut, Lynne Fabian, Melissa Schuchman, Michaela Smyth, Mona Allen, Nicky Alden, ReNae Anderson, Sarah Nelson, Jennefer Rolf, Sarah Lambie.

The February meeting minutes were reviewed and approved by committee members. Sam Herbert motioned to approve; Ealasha seconded. There were no abstentions.

Daphne McCabe, Boulder County Public Health, provided a brief update from the March PIAC meeting.

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

Improving health care equity, access and outcomes for the people we serve while
saving Coloradans money on health care and driving value for Colorado.

www.colorado.gov/hcpf



2. ACC Phase III Evaluation (Tamara Keeney and Liana Major, HCPF)

Tamara Keeney (TK) and Liana Major (LM), HCPF, provided the logic model for the ACC Phase III evaluation strategy.

- LM clarified that this is still preliminary.
- HCPF's goal is to start thinking about this ahead of time so we can evaluate the program.
- For the impact part we really want this to be a member-centric approach.
- Inputs: In the future HCPF wants to hear if we are asking for the right information from members.
 - Interested in member data beyond the CAHPS.
 - HCPF has more member level data that we aren't leveraging- call center data and other tickets that we log.
 - HCPF anticipates using more member level data than we are currently doing.
- Committee members asked questions and provided feedback:
 - A suggestion was made regarding using grievance and appeals data.
 - A question was posed if HCPF is thinking about breaking down the evaluation by demographics?
 - LM shared that HCPF is thinking about this and if there are factors that HCPF should consider we would like to hear those.
 - Looking at heat maps was suggested.
 - Process measures.
 - A meeting attendee asked if HCPF has the resources to do a mixed methods analysis especially for the member experience. There is so much that is not in data.
 - Pulse surveys- short survey at regular intervals over time
 - Dr. Keller shared an example of a [pulse survey](#).



- HCPF asked committee members what member topics/questions they would like to see addressed. Committee members provided feedback including:
 - Access to care and lack thereof.
 - It is difficult to get data about the next available appointment. A few committee members shared that it would be helpful keep track of wait times for appointments.
 - A few committee members shared that the MEAC is an invaluable resource for immediate member feedback.
 - They start every meeting with what is working/what is not working.
 - Mass emails to members as a whole. The first 50 people get a \$5 gift card. This results in a high number of responses because people want to share.
- HCPF asked committee members if there are any pain points as a Medicaid member. PMME committee members shared the following:
 - PEAK is one of the top accessibility/pain points.
 - The application/renewal process has gotten so complicated that people don't want to complete the application.
 - The trust level members are faced with can be a barrier.

Committee members are encouraged to email [Liana Major](#) and [Tamara Keeney](#) with any additional feedback.

3. ACC Phase III Draft Contract Timeline Update

Katie Lonigro, HCPF, provided an update on the timeline for the ACC Phase III Draft contract.

- Stakeholder feedback closed on March 10, 2024, and the plan is to release the RFP in May 2024. Vendor awards will be made October 2024.
- A few committee members asked what the evaluation process is going to look like and if there will there be non HCPF stakeholders involved.
- HCPF is still reviewing that feedback and will have more information soon. HCPF will share the evaluation process and it will be posted with the RFP.

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.

www.colorado.gov/hcpf



- A question was asked if HCPF will publicly share who has submitted a bid for each region. This might calm some concerns about attribution.
 - MS clarified that there are strict rules about the review process.
- A question was asked if there will be an opportunity for other questions and more technical questions before Phase III goes live- will there be a more detailed timeline for the more technical pieces of the contract?
 - HCPF does not currently have a timeline for that but will share as it is available.
- PMME committee members would like to hear how attribution will work and provide additional feedback.
 - Is there a beta period so it can be fully checked (and fixed) long before it is live.
 - HCPF clarified that once we know who our contractors will be we can be more concrete. We have started to plan for that, but we will need the contracts to be awarded first. Will there be messaging to members who see a change and will the MEAC be involved in that?

4. Public Health Emergency (PHE) Unwind Update

Nancy Mace, HCPF, reminded the committee members to share questions and comments regarding the PHE Unwind by [email](#) on or before April 11, 2024.

- Committee members are encouraged to attend the upcoming PHE webinar for community partners and advocates on April 24, 2024, at 1pm. [Registration Link](#).

5. Open Comment (Daphne McCabe, PMME Co-Chair)

DM opened the meeting to the public for comment. There were no comments.

6. Open Discussion, Next Steps, and Wrap Up (Daphne McCabe, PMME Co-Chair)

- The next PMME meeting is April 25, 2024.



Auxiliary aids and services for individuals with disabilities and language services for individuals whose first language is not English may be provided upon request. Please notify Erin Herman at erin.herman@state.co.us or the Civil Rights Officer at hcpf504ada@state.co.us at least one week prior to the meeting to make arrangements.

Las ayudas y servicios auxiliares para individuos con discapacidades y servicios de idiomas para individuos cuyo idioma materno no sea inglés pueden estar disponibles por solicitud. Comuníquese con Erin Heman a erin.herman@state.co.us o con el oficial de derechos civiles a hcpf504ada@state.co.us al menos una semana antes de la reunión para hacer los arreglos necesarios.

