



**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 27, 2025

### 1. Welcome, Introductions and Housekeeping

Voting Members Present: Bethany Pray (CCLP), Daphne McCabe (Boulder County Public Health), Bob Conkey (Health First Colorado member), Mike Morosits (Colorado Community Health Network), Fatima Kiass (Empowered Connections), Brent Pike (Health First Colorado Member), Samantha Fields (Health First Colorado member), Ealasha Vaughner (Health First Colorado member).

Voting Members Absent: John Miller (Health First Colorado member), Luke Wheeland, Janelle Jenkins (Health First Colorado member), Jennie Munthali (CDPHE).

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

Other Participants: Alee La Calamito, Andrea Loasby, Ashleigh Phillips, Camila Joao, Chantel Hawkins, Courtney Bishop, Ed Arnold, Emilee Sheridan, Hazel, Ian Kahn, Jane Reed, Jeanine Draut, Jessica Johnson-Simmons, Katie DeFord, Kristin Waldrop, Laurel Karabatsos, Lora, Pat Cook, Sarah Lambie, Tara Goldsby, Tyannah Reed.

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

Daphne provided the committee with an [update](#) from the March PIAC meeting.

### 2. ACC Phase III Evaluation Plan (Tamara Keeney, HCPF)

Tamara Keeney, HCPF, provided an overview of the logic model for the ACC and the plan for how HCPF will monitor and evaluate ACC Phase 3.

Monitoring process: Ongoing process where ACC staff review the work being completed by the managed care entities (MCEs). The products are MCE - submitted deliverables and MCE - submitted data, which will combined with other sources

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such as claims, ADT feeds, clinical data submissions, etc. and then transformed into dashboards.

- Evaluation Plan: The evaluation will be a deep dive into three focus areas. The products will be mixed - methods reports that provide insight into how the program is working and the experience of members and providers.
  - Focus areas: Behavioral health benefit, primary care, and care coordination.
  - Each focus area has two scopes of work. Each scope of work has 3-5 research questions.
- The research questions presented are still draft.
- The monitoring plan will track the progress on hundreds of metrics and the evaluation is about deeper research questions.
- Tamara gave the committee an overview of the primary care evaluation topic.

Tamara facilitated discussion with committee members and requested feedback on the research questions being posed under the evaluation topics.

- Tamara clarified that these reports will be public reports
- A committee member commented that one report a year doesn't really lead toward interventions with any immediacy.
  - Tamara clarified that monitoring will be ongoing on a monthly review.
- Committee members made numerous comments regarding surveys.
  - A committee member asked about the surveys themselves. Who is creating them and will members have input? For example, not all members know what a PCMP is. Thinking about these things when developing the surveys will allow the Department to get a lot more valuable feedback.
  - Another committee member noted that it would be important to distinguish which doctor a member saw because the survey could be generalized to the entire practice. Can we distinguish who the member actually saw?
  - A committee member noted that every time they see a provider they are sent an "after visit" survey and raised the question whether the RAEs or HCPF ever get to see those evaluations?

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- Tamara clarified that HCPF does not but it's possible the RAEs do.
- Tamara shared that HCPF is hoping to bring surveys to the Member Experience Advisory Committee (MEAC) and PIAC subcommittees to provide feedback on surveys and to make sure we have the questions right.
- A committee member asked about doing focus groups in addition to surveys since they might provide more context and details about utilization patterns.
- HCPF hopes to bring data to the PIAC subcommittees to facilitate ongoing data review. HCPF wants to share what we see in the data and ask for feedback.
- Commenters noted challenges with terminology-PCMP, doctor, Primary care provider, etc. Not all members use the same terms or know what each term refers to.
- A few members noted that negatively viewed doctors may prevent someone from going to that practice.
- A question was raised regarding whether HCPF has contacted the Patient Directed Programs Policy Collaborative (PDPPC).

### 3. Next Steps, and Wrap Up (Daphne McCabe, PMME Co-Chair)

The next PMME meeting is April 24, 2025.

- Review Consumer Assessment of Healthcare Providers and Systems (CAHPS) data.

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