



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

May 22, 2025

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), Samantha Fields (Health First Colorado member), Ealasha Vaughner (Health First Colorado member), Janelle Jenkins (Health First Colorado member).

Voting Members Absent: Mike Morosits (Colorado Community Health Network)., Fatima Kiass (Empowered Connections), Jennie Munthali (CDPHE).

HCPF Staff: Erin Herman, Nancy Mace, Jerry Ware, Katie Lonigro, Tom Franchi, Misti Maddrell.

Other Participants: Alee La Calamito, Alina Naismith, Andrea Loasby, Antoinette Dow, Becky Selig, Bekkah Abeyta, Cailey Cimera, Chantel Hawkins, Danielle DeUrso Vigluccio, Ed Arnold, Emilee Sheridan, Gerardo Silva-Padron, Jamie Morena, Jane Reed, Janet Milliman, Jeanine Draut, Katie DeFord, Laurel Karabatsos, Pat Cook, Sara Carlton, Sarah Lambie, Sophia Alires, Tanya Baker, Tom Miller, Tracy, Tricia Carson, Tyannah Reed.

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

Daphne McCabe, HCPF, provided the committee with an update from the May [PIAC](#) meeting.



2. Charter Review (Bethany Pray, HCPF)

Bethany Pray led a discussion with committee members regarding the committee's charter. Committee members are encouraged to review the charter after the meeting and send any feedback to [Erin Herman](#).

3. External Quality Review Organization (Sarah Lambie, HCPF)

Sarah Lambie, HSAG, provided an overview of the External Quality Review Organization (EQRO) audit protocols and process. The purpose of the EQRO is to improve HCPF's ability to oversee and manage the managed care entities (MCEs) and to help MCEs improve performance with respect to quality, timeliness, and access to care.

- HSAG is an independent company that contracts with HCPF to conduct the independent assessment (EQR) and produce the annual EQR technical report.
- Federal regulations require that each state that uses a managed care model to administer its Medicaid and Children's Health Insurance programs (CHIP) to contract with an external quality review organization (EQRO).

Four mandatory EQRO activities:

- Protocol 1: Validation of Performance Improvement Projects (PIPs)
- Protocol 2: Validation of Performance Measures (PMV)
- Protocol 3: Monitoring for Compliance with Medicaid and CHIP managed care regulations (Compliance Review)
- Protocol 4: Validation of Network Adequacy (NAV)

Optional EQRO Activity Examples that Colorado has contracted HSAG to do:

- Encounter data validation (EDV) audits and over-read
- Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys
- *Mental Health Parity (MHP) Reviews
 - Each state is required to ensure that coverage for mental health and substance use disorders are not more restrictive than for physical health.
 - HCPF does this and HSAG reviews a sample of this.
- Quality of Care Concern/Grievance (QOCG) Audit
 - 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



- *Substance Use Disorder (SUD) Overread

*Required work for HCPF

Annual Technical Reports:

- Summarizes findings regarding **quality, timeliness, and access** to healthcare services that MCEs provide to members
- Summary of all managed care EQR activities
- Statewide summary
- Individual MCE strengths, opportunities, and recommendations
- MCE's follow-up to the previous year's recommendations
 - Includes an assessment of the MCE's performance on each standard
- The last five years of ATRs are available on the HCPF website:
<https://hcpf.colorado.gov/annual-technical-reports>

Committee members had the opportunity to discuss and ask questions

- A committee member asked about follow up and tracking for missed items within an audit.
 - A: If an MCE doesn't comply, there is corrective action plan. HSAG also compares the MCE's performance to the three years prior.
- A committee member asked about network adequacy and there is a new requirement for secret shopper?
 - A: Secret shopper is outlined in 438.68(f). The first rating period begins on or after July 2028 so states will need to comply with that requirement.
- A committee member asked if contracts with each state are different?
 - A: Some states are only doing the four basic EQRO audits. Colorado is doing some of the more innovative projects.
 - Each state is different based upon the geography, etc.



- All state Medicaid agencies are supposed to put their quality strategies online and you can see where their efforts are different.
- A committee member asked if now that Colorado is going from seven RAEs to four, what should this group be looking for with the quality of services?
 - A: Near term, looking at whether members aware of what is happening. Mid term, I am interested to see the performance standards around care coordination and how that can be measured.

Resources

- [CMS mandatory protocols](#)
- [Most recent EQRO report](#)
- [Most recent QOCG report](#)

4. Phase III Member communications (Katie Lonigro, HCPF, Taylor Kelley, CHI)

Katie Lonigro, Gerardo Silva-Padron, and Taylor Kelley provided an update on ACC phase III Member communications.

- Katie summarized feedback received from PMME and how this helped inform the strategy for phase III member communications.
- HCPF created a member communications toolkit. This facilitates consistent messaging.
 - Toolkit includes: Key Terms, information about the ACC, ACC Phase III changes, general talking points for ACC Phase III, and key talking points for navigation questions from specific scenarios.

[Toolkit](#) is live on the [ACC webpage](#) with FAQs.

Committee members had the opportunity to ask questions and make suggestions:

- A committee member suggested to make sure to add urgent care, emergency room, and home care (skilled and unskilled).
- A suggestion was made to send the “RAE 101” to members who are not experiencing a change.



- An idea was proposed to use the “RAE 101” and add to PEAK or other tools to reach members.
- Katie clarified that HCPF will try to outreach providers and it will also be fine if they reach out to us. We will also rely on the RAEs who have relationships with community organizations.
- The letters will be in English and Spanish but there is also an option for members to contact for additional language support.

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

The meeting was opened for public comment. There was no public comment.

The committee discussed taking a summer recess and agreed to take the June meeting date as their summer recess. As a result, the next PMME meeting is July 24, 2025.

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