

# Performance Measurement & Member Engagement (PMME) Subcommittee Meeting

July Meeting  
7.28.2022



# Meeting Objective

The primary goal of this meeting is to discuss Member experience initiatives and discuss how the PMME committee can support these initiatives.

# Colorado Department of Health Care Policy & Financing (HCPF) Mission

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

# PMME Conversation Guidelines

## Reminder:

Non-voting members, please  
use the chat only.

- Assume best intent.
- Be tough on issues, soft on people.
- Step forward/step backward so everyone participates.
- Avoid acronyms.
- Acknowledge what hat you're wearing.
- The answer to "but" is "yes"
- Be thoughtful and respectful.
- Mute yourself when you're not speaking and please use the chat feature when appropriate.

# Agenda

- 3:00 - 3:05: Welcome, Introductions, and approval of *May/June Minutes*
- 3:05 - 3:15: Update from State ACC PIAC
- 3:15 - 3:30: Well Child Recommendations Update
- 3:30 - 4:15: Member Experience Initiatives
- 4:15 - 4:25: Public comment
- 4:25 - 4:30: Next Steps and Wrap Up



# May and June Meeting Minutes

# Update from State ACC PIAC

Bethany Pray, PMME Co-Chair

# Update from State ACC PIAC

## ➤ PIAC Subcommittee updates

### BHIS:

- Reviewed legislative session and the behavioral health bills that were passed

### PC&E:

- Health Services Advisory Group presented findings from their care coordination audit of the RAEs

## ➤ Legislative update (see [slides](#))

## ➤ ACC 3.0 Discussion

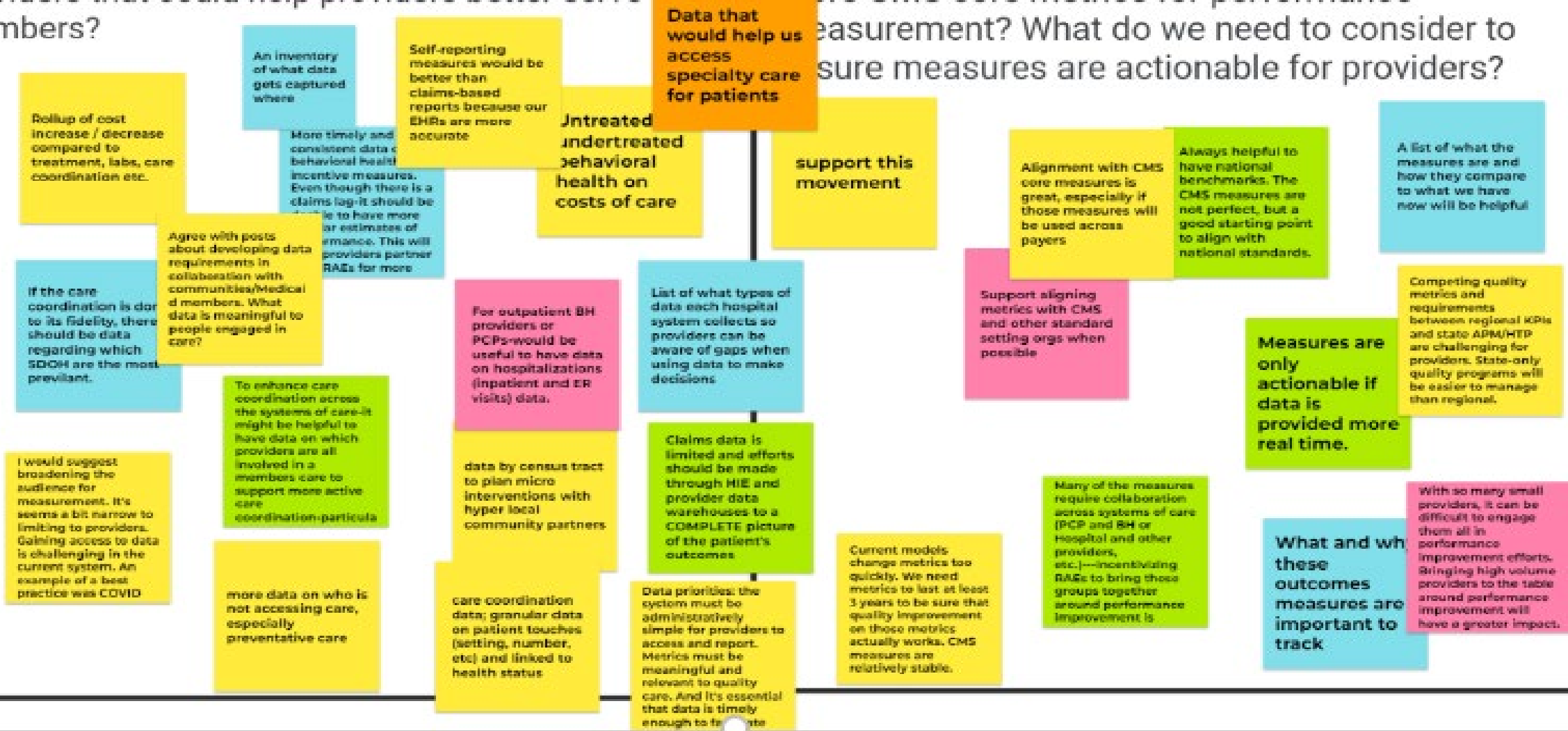
Jamboard on data and performance



# Data and Performance

What types of data would you like to see shared with providers that could help providers better serve members?

Thoughts about the Department's move to use more CMS core metrics for performance measurement? What do we need to consider to ensure measures are actionable for providers?



# Well Child Visit Recommendations

Bethany Pray, PMME Co-Chair

# Well Child Visit Recommendations

## 1. Improve Education for Members on Well Child Visits.

The primary recommendation from PMME is to improve education for Members on Well Child Visits (WCV). The Committee agrees that there is an opportunity to empower Members with clear and relevant information. Understanding the value of a well child visit for the family and child in preventative care is a vital part of wellness and early intervention.

As one of the primary sources of information regarding Well Child Visits, PMME recommends that the Department review the current EPSDT Outreach materials (federal rules 42 CFR 441.56 (a)), regarding Well Child Visits with these considerations in mind:

# Well Child Visit Recommendations

## Considerations:

- Terminology used for WCV which includes physicals, checkups, and sports physicals should be consistent in all distributed material.
- The sports physical is not a comprehensive WCV
- The timelines for well child visits.
- Well child visits are free of charge.
- Understanding the value of a WCV and preventive care and why this exam should be conducted annually.
- Availability of transportation.
- Clear nontechnical language in all educational materials.

# Well Child Visit Recommendations

## 2. Transportation

Improve transportation access for Members.

- RAEs to provide training to care coordination staff regarding transportation availability. Ensure staff offers transportation and does not wait for request.
- RAEs to track and report in a deliverable the number of well child checks for which NEMT was provided .

# Well Child Visit Recommendations

## 3. Extend Office Hours

Department to require the RAEs to have a percentage of their providers offer extended office hours dedicated for Well Child Visits.

- RAEs to report dedicated extended hours for Well Child Visits.

# Well Child Visit Recommendations

## 4. Partner With Schools

The RAEs partner with schools, school districts and the Colorado Department of Education on the availability and importance of Well Child Visits.

- Regular reporting in deliverables from each of the RAEs on their partnership activities.
- Tracking of RAE Well Child Visit key performance indicator data can potentially be connected to RAE activities with schools.
- HCPF endorsed school survey to assess how Department can support efforts in Well Child Visits.

# Well Child Visit Recommendations

## 5. State Requirement

If legislation is introduced regarding a requirement for a well child visit at age-appropriate intervals, the PMME committee recommends that the Department support this, considering the equity of all children.



# Member Experience Initiatives

Sarah Eaton, HCPF

Brent Pike, PMME Committee Member

# Public Comment

# Next Steps and Wrap Up

## Next Steps:

- Voting PMME member suggestions for topics to explore.
- Currently recruiting 2 new voting committee members

## Upcoming PMME Meetings:

- The August 25<sup>th</sup> PMME meeting is cancelled.
- The next PMME meeting is September 22, 2022