

Performance Measurement & Member Engagement (PMME) Subcommittee Meeting

August Meeting
8.28.2025



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

3:00-3:10 Welcome, Introductions, and Housekeeping

3:10-3:30 Communication Planning for Federal Medicaid Changes

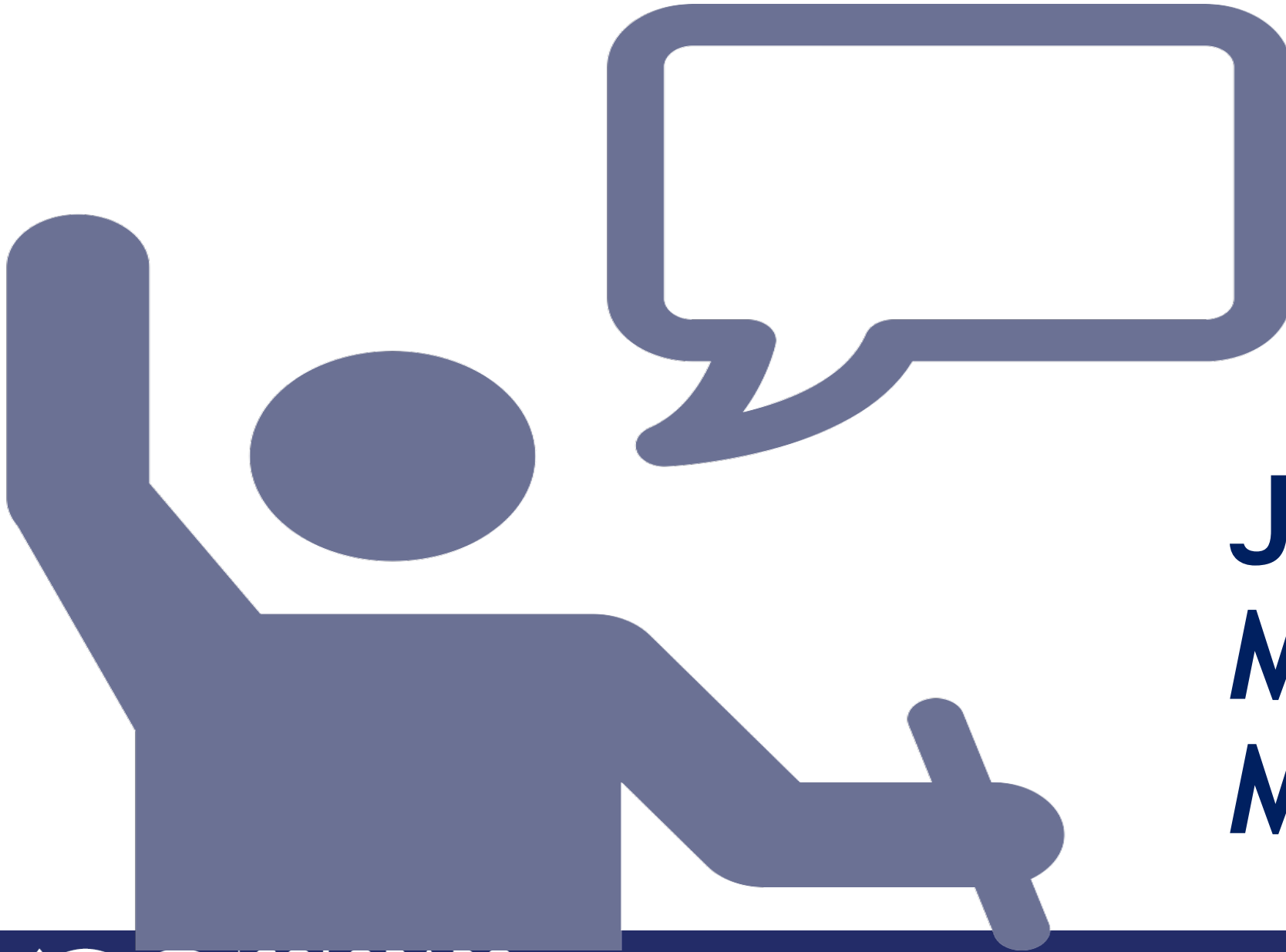
3:30-4:00 ACC Phase III Go Live Update

4:00-4:25 ACC Phase III Quality Program Overview

4:25-4:30 Public Comment, Next Steps and Wrap Up

Committee Introductions





July Meeting Minutes



August PIAC Update

Daphne McCabe



Communication Planning for Federal Medicaid Changes

Natalie Coulter, HCPF



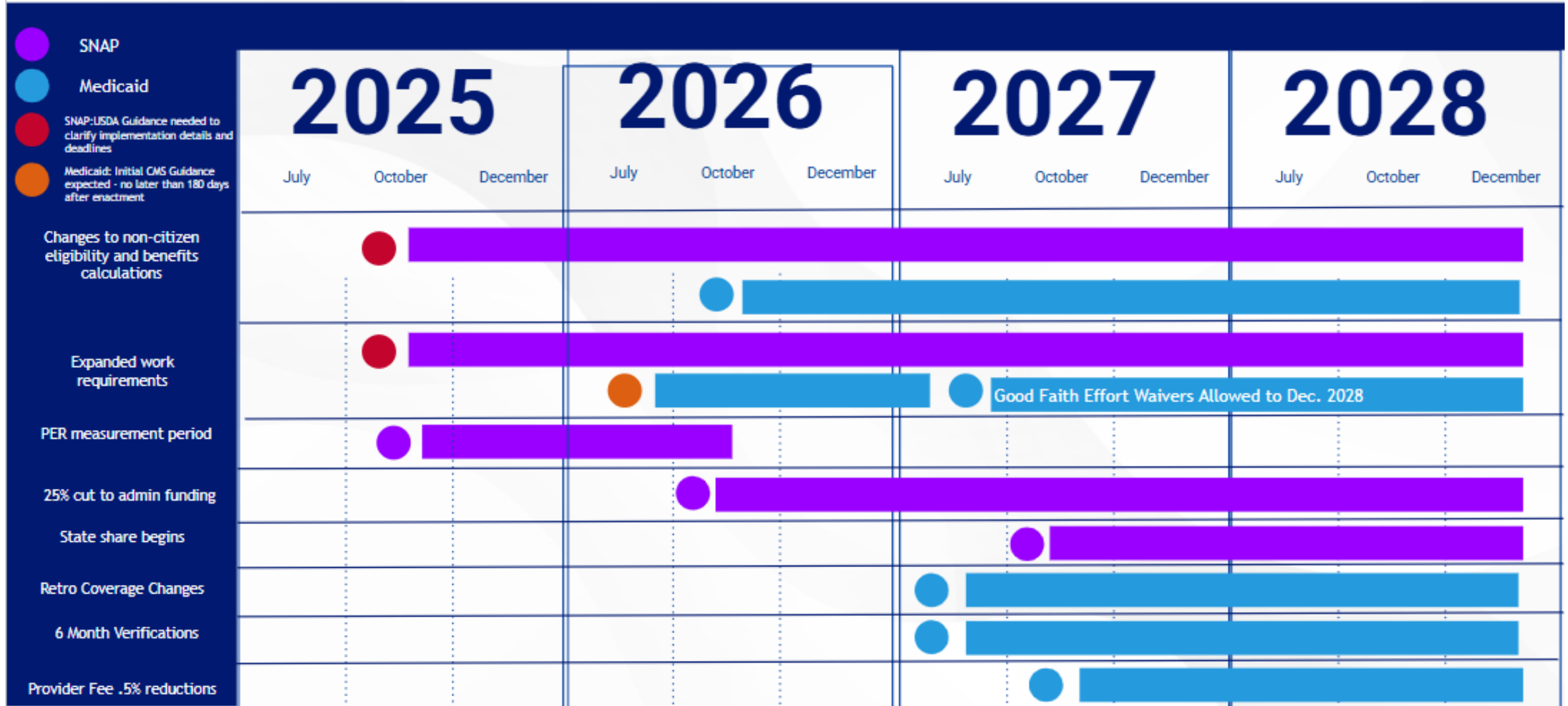
COLORADO

Department of Health Care
Policy & Financing

HR1 Outreach & Communication Planning

August 28, 2025

H.R. 1 SNAP/Medicaid: High Level Implementation Date Timelines



Learnings from PHE Unwind Partner Outreach

What worked well?

- Coordinated outreach to high risk/LTSS members
- HCPF toolkits and messaging templates
- RAE/MCO-Dept collaboration
- Public Education Campaigns
- HCPF review process for materials

Opportunities to Improve

- Outdated contact information
- Redundant outreach, especially once a member has submitted their renewal information or was in the process
- Negative member feedback on the number of outreach attempts
- Data sharing for direct outreach is tricky, privacy concerns

Organizing Outreach on HR 1 Implementation

- We're planning for a similar outreach approach to PHE unwind with broad member education: what you need to do and when
 - ✚ Paired with: tailored individual outreach to folks affected by new provisions (6mo. renewals, community engagement requirements)
- We're working on streamlining this internally at HCPF and with CDHS to reduce duplicative & confusing notifications
- How can we partner on outreach

Questions?



Share your feedback and questions with:

natalie.coulter@state.co.us

alison.ledden@state.co.us

ACC Phase III Go Live Update

Katie Lonigro, HCPF



ACC Phase III Quality Program Overview

Nicole Nyberg, HCPF



Open Comment



Next Steps and Wrap Up

Upcoming PMME Meeting:

- September 25th

