

Performance Measurement & Member Engagement (PMME) Subcommittee Meeting

December Meeting
12.7.2023



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

3:00-3:15: Welcome, Introductions, and Housekeeping

3:15-3:50: CAHPS Survey Results

3:50-4:20: RAE CAHPS Results -Improving Member Experience

4:20-4:30: Public Comment, Next Steps and Wrap Up

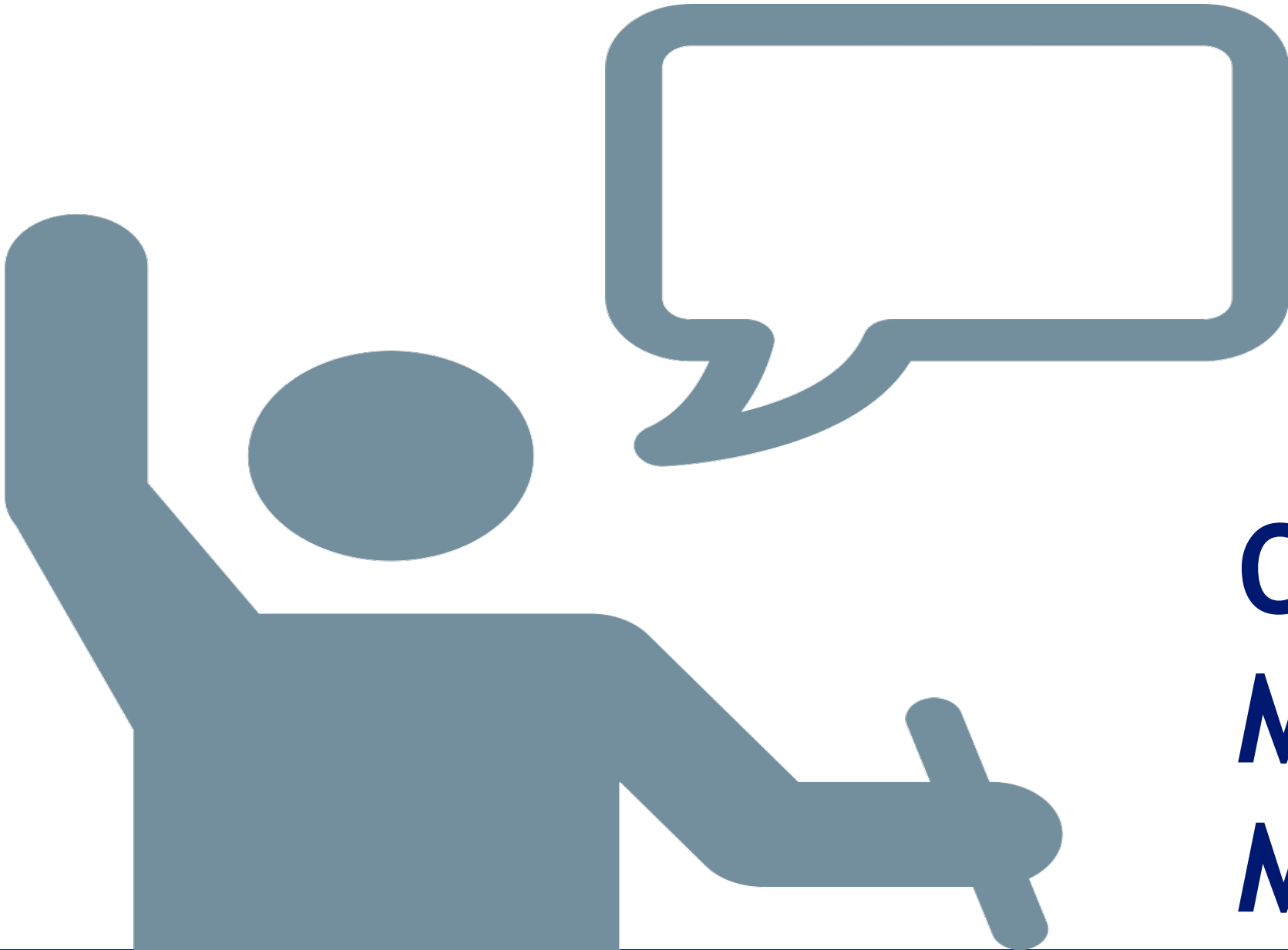


Committee Introductions

Welcome two new committee members:

- John Miller
- Mike Marosits





October Meeting Minutes

PIAC Update

Daphne McCabe, PMME & PIAC Member

-Family Health Division Manager at Boulder County Public

- **Continuous Coverage Unwind - reviewed updated enrollment numbers**
- **eConsult Update - Department shared updates on its eConsult platform**
- **SB23-174 Overview - Access to Certain Behavioral Health Services**
- **ARPA 5.04 – Case Management Best Practices**
- **RAE/MCO Contract Amendments**



CAHPS Survey Results

Russell Kennedy, HCPF



CAHPS Survey: RAE Presentations

How is CAHPS information used by RAEs
for improving Member experience?

Chelsea Watkins

Rocky Mountain Health Plans- RAE 1

Lauren Ratliff and Sarah Thomas

Colorado Access - RAE 3/5



CAHPS Survey: Rocky Mountain Health Plans

Chelsea Watkins

Rocky Mountain Health Plans- RAE 1



CAHPS Survey: Colorado Access

Lauren Ratliff and Sarah Thomas
Colorado Access - RAE 3/5



Open Comment

Next Steps and Wrap Up

Next Steps:

- Continue ACC Phase III discussions

Upcoming PMME Meeting:

- January 25th, 2024