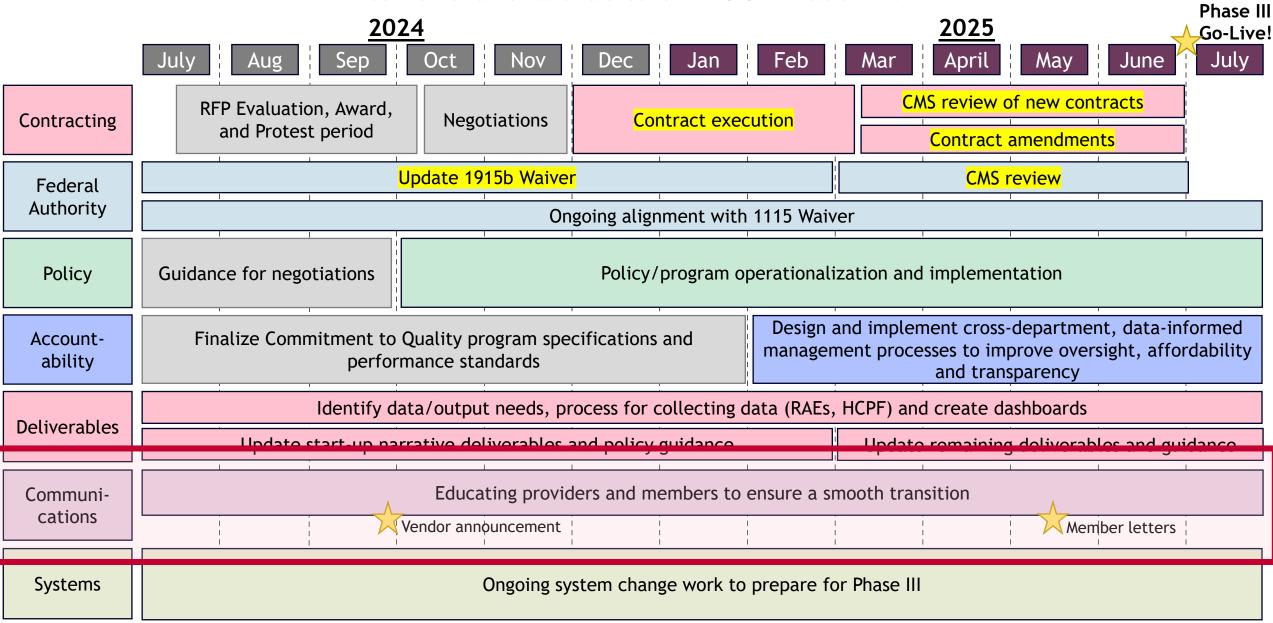
### ACC Phase III Update and PCMP Payment Structure

Performance Measurement and Member Engagement Jan. 23, 2025

> Presented by: Katie LoNigro (HCPF) Suman Mathur (CHI)



### Where are we at with ACC Phase III?



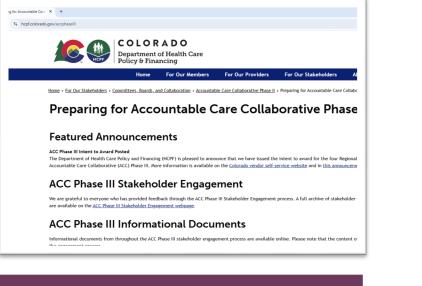


### Lessons Learned

- Members need clarity on whether they need to take action, when, and how
  Assurances on continuity of care
  Clarity on what changes they can expect to see
- Community based organizations and counties need up to date and consistent messaging to communicate to members



## **Planned Communications**



Website updates and FAQ pages

Member Communication Toolkit and Resource Guide



John Smith 555 Healthy Street Denver, CO 80202

Dear John,

We are excited to let you know that we are your new RAE. The Department of Health Care Policy and Financing (HCPF) hosts a monthly Accountable Care Collaborative (ACC) Program Improvement Advisory Committee (PIAC) subcommittee meeting for the Performance Measurement and Member Engagement (PMME) subcommittee. The Department of Health Care Policy and Financing (HCPF) hosts a monthly Accountable Care Collaborative (ACC) Program Improvement Advisory Committee (PIAC) subcommittee. The Department of Health Care Policy and Financing (HCPF) hosts a monthly Accountable Care Collaborative (ACC) Program Improvement Advisory Committee (PIAC) subcommittee. The Department of Health Care Policy and Financing (HCPF) hosts a monthly Accountable Care Collaborative (ACC) Program Improvement Advisory Committee (PIAC) subcommittee. The Department of Health Care Policy and Financing (HCPF) hosts a monthly Accountable Care Collaborative (ACC) Program Improvement Advisory Committee (PIAC) subcommittee.

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Thank you,

Judy Blume

#### Member notifications



### Updated call center information



# **Discussion Questions**

- What kind of information is most important for members to know prior to July 1?
  - > How do we best communicate that coverage won't be lost but you may have a different RAE?
  - > And what is the best way to deliver that information?
- How would you expand communication to reach people who may not be actively engaged in their health care?
- For organizations that work with members:
  - > When you have communicated about new programs/changes to programs, what has been most successful?



# **More Questions!**

- Taking a step back:
  - >What fears do you have about this transition that we should address in our member communications?
  - Is there anything really exciting about Phase III that we should be highlighting in our member communications?
  - What questions do you have about Phase III that would be helpful to address in FAQs or other communications?

