

ACC Phase III Update and PCMP Payment Structure

Performance Measurement and Member Engagement

Jan. 23, 2025

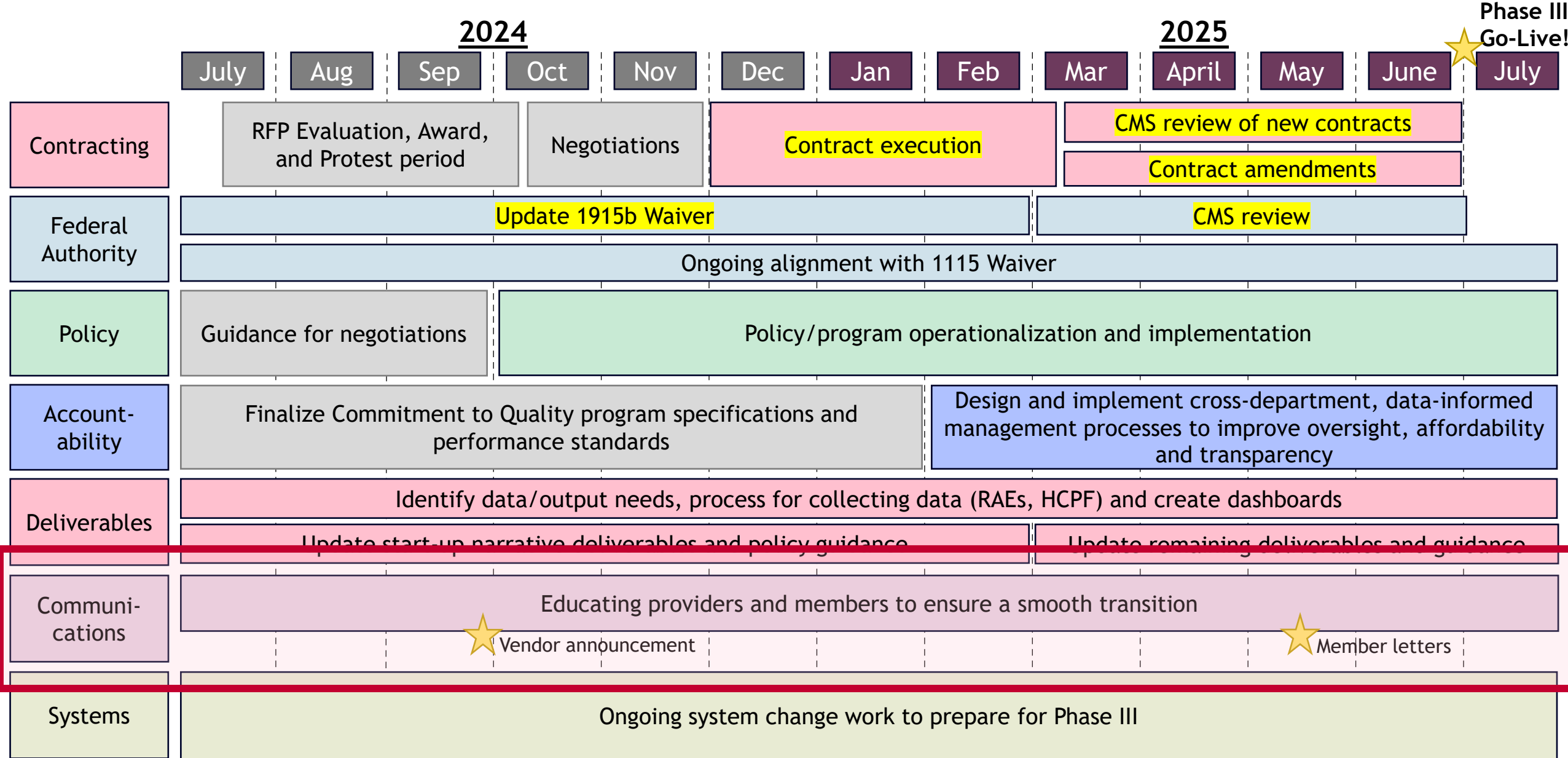
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Where are we at with ACC Phase III?

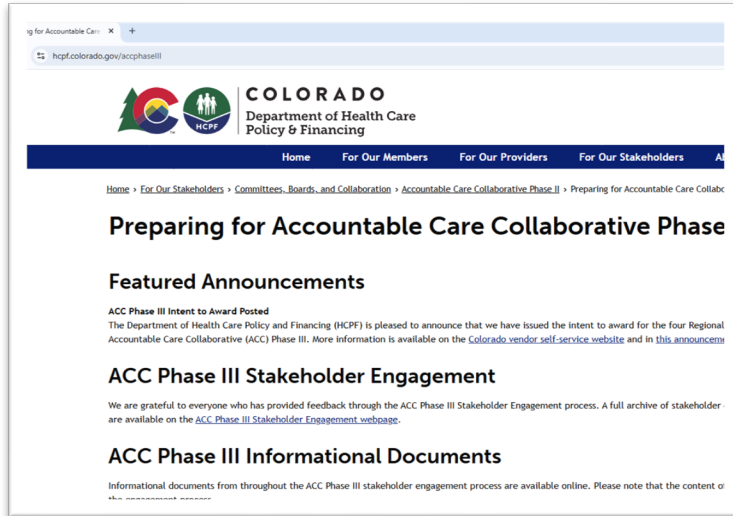
Phase III
Go-Live!



Lessons Learned

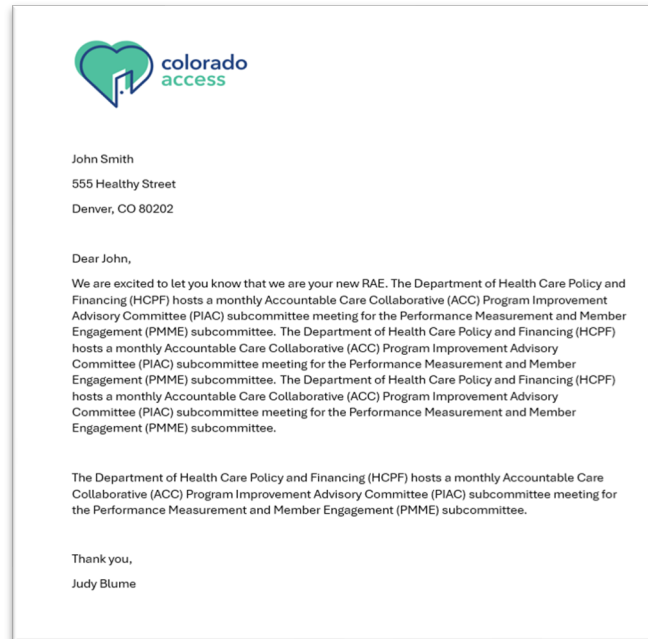
- Members need clarity on whether they need to take action, when, and how
 - Assurances on continuity of care
 - Clarity on what changes they can expect to see
- Community based organizations and counties need up to date and consistent messaging to communicate to members

Planned Communications



Website updates and FAQ pages

Member Communication Toolkit and Resource Guide



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?