

# Performance Measurement & Member Engagement (PMME) Subcommittee Meeting

March Meeting  
3.23.2023



# Meeting Objective

The primary goal of this meeting is to discuss the Member Health Needs Survey and how this impacts the Member onboarding experience.



# 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 - 3:20: Welcome, Introductions, and Housekeeping

3:20 - 3:30: Health Needs Survey Process

3:30 - 4:20: Health Needs Survey: RAE Presentations

4:20 - 4:25: Public comment

4:25 - 4:30: Next Steps and Wrap Up

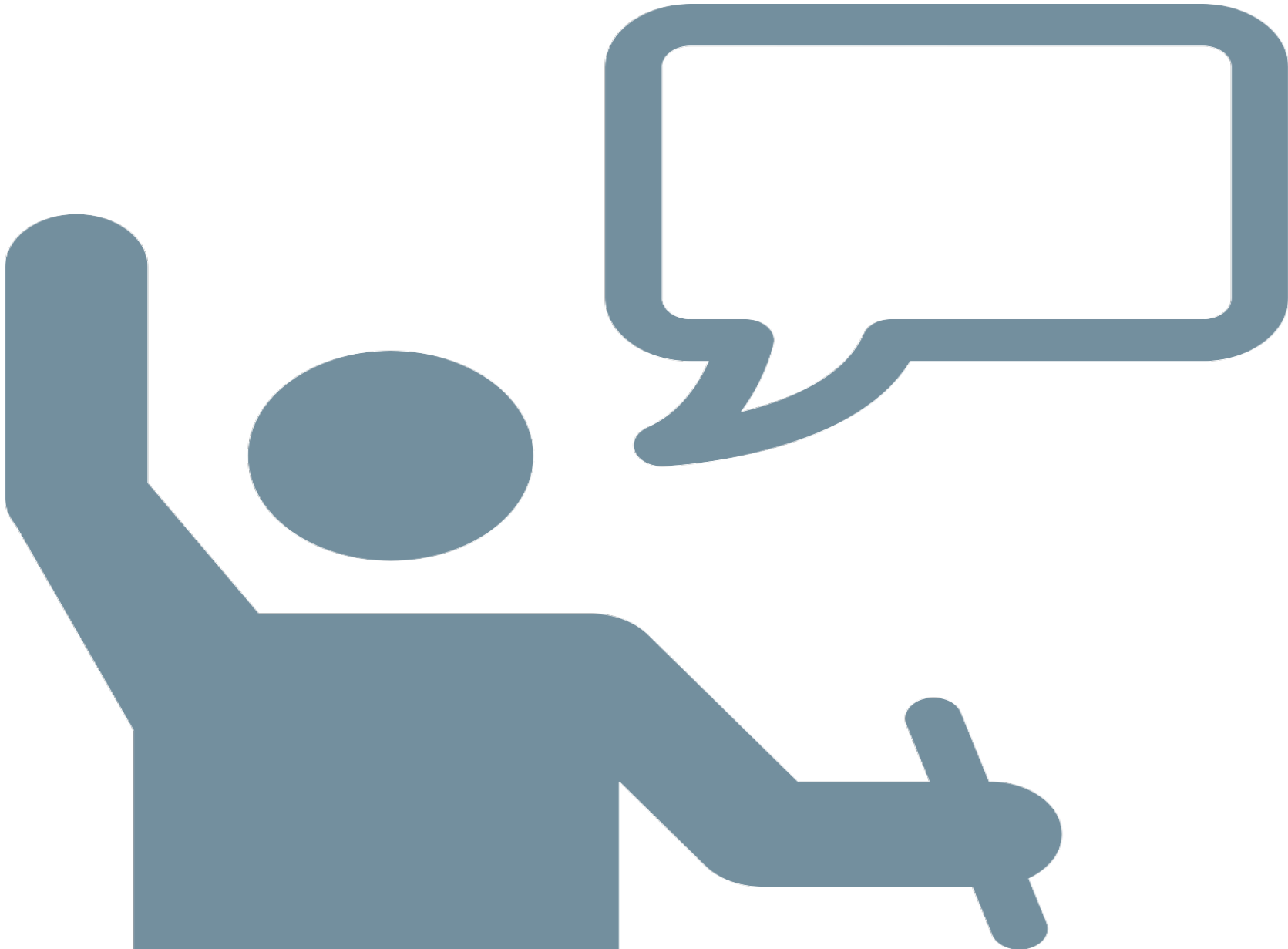


# PMME Committee Introductions

## Welcome Committee Co-Chair

**Daphne McCabe**

Family Health Division Manager at Boulder County Public Health



# February Meeting Minutes

# PIAC Update

- Contract cycle updates (Matt Sundeen, HCPF)
  - Includes a lot of CQI type activities.
  - [Health First Colorado Managed Care Contracts | Colorado Department of Health Care Policy & Financing](#)



# PIAC Update

- BHASO discussion regarding the BHA and RAE members.
- Nicole Nyberg & Helen Desta facilitated a discussion for feedback on KPI changes and updates for ACC Phase III.
  - Discussion on how to measure equity and inclusion.

# PIAC Update

- ACC Phase III - Children and Youth (Suman Mathur, CHI, Susanna Snyder, HCPF)
  - “How can a standardized child benefit address the issues families and children currently experience?”
- New program focusing on children with BH needs, and with early intervention and treatment in the lower-levels of care

# PMME Charter Review/Approval

# Member Health Needs Survey

## Tim Gaub, HCPF

# Health Needs Survey

- Optional for members
- Part of current workflow for the call center, enrollment letter, enrollment broker website
  - Survey is offered verbally over the phone, through a link on their enrollment letter to the enrollment website
- Members would only encounter it in their enrollment letter or \*if\* they call in to change their primary care provider.

# Health Needs Survey- Timeline

- The enrollment broker letter goes out to the Member approximately three weeks after the Member enrolls/makes a change to their enrollment.
- Enrollment broker has a daily feed to the RAEs with the survey data.

# Health Needs Survey Questions

1. Have you been told you have any of the following health conditions? If yes, please check all that apply. (Asthma, Chronic Pain, Diabetes, Epilepsy, Heart Disease, HIV, High Blood Pressure, Mental or Behavioral Health Conditions, Other Ongoing Health Conditions)
2. Do you need help managing these health conditions? If yes, what kind of help? (Health information and education, Finding a provider, Medication Management, Transportation to appointments, Other health care needs)
3. In the past 12 months, how many times have you been hospitalized?
4. In the past 12 months, how many times have you gone to the emergency room?
5. Are you pregnant?
6. Would you like information about birth control and family planning?
7. Do you want help with other resources? If yes, select all that apply: (Housing resources, Food Assistance, Transportation, Other)
8. Do you have a disability? If yes, do you need help with every day things like bathing, eating, and dressing?
9. Are you filling out this survey for someone under 21 years of age? If yes, do you have any of the following concerns? (Growth/Development, Learning, Behavior, Self-care/Doing things for themselves, Weight (underweight or overweight), Other)

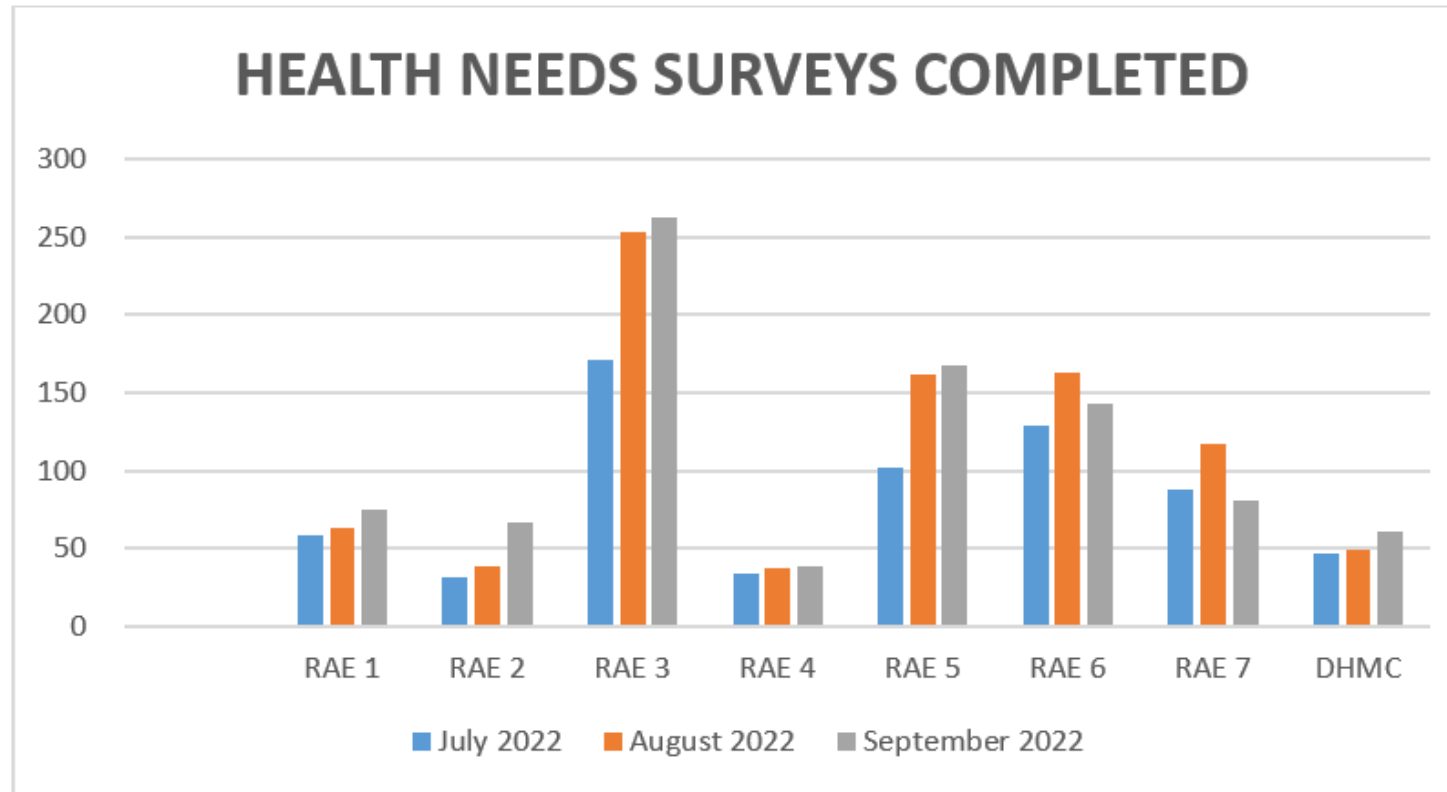


# Health Needs Survey- Member Feedback

- Never took it.
- What's in it for me? What will happen as a result of this survey?
- Members feel they have to fill out same info all the time.

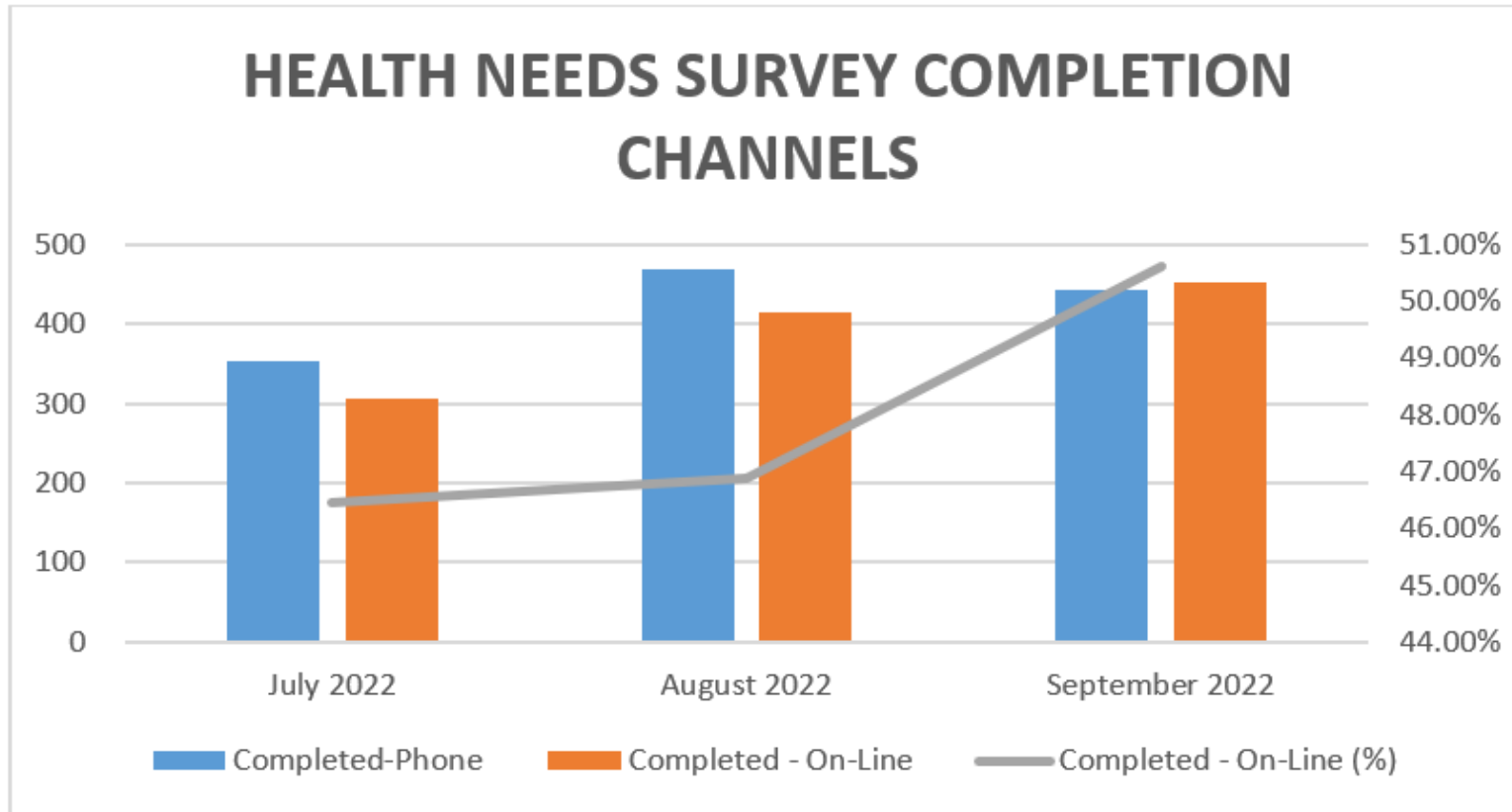


# Health Needs Survey- Response Rates



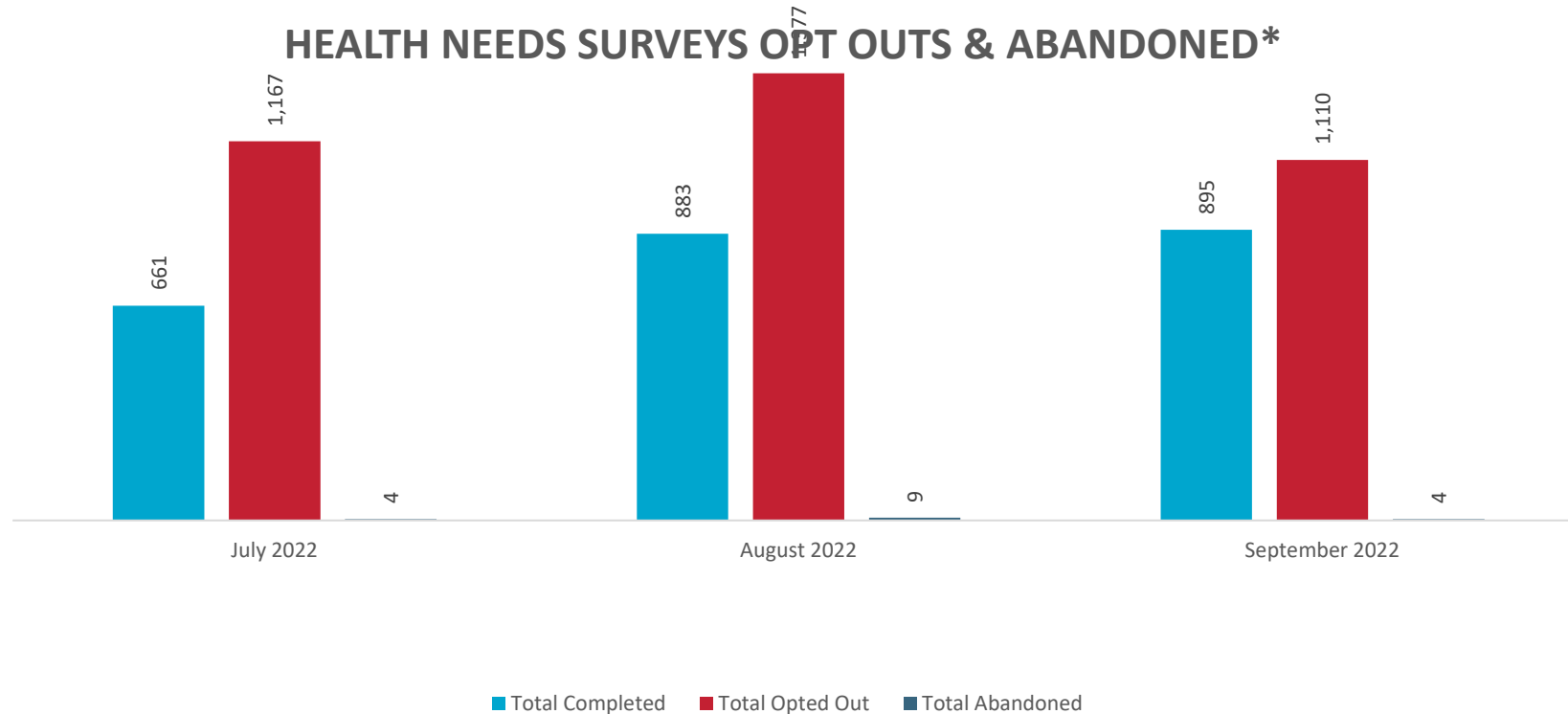
Completed = Health Needs surveys affirmed as complete by the Member

# Health Needs Survey- Completion



Monthly online completion is presented as a % trend line using the scale on the right side of the graph and represents those Health Needs Surveys affirmed as complete by the Member

# Health Needs Survey- Response Rates



\*These data represent health needs surveys in both the contact center and via the web site

Total completed = Health Needs surveys affirmed as complete by the Member

Total opted out = Health Needs Surveys where the Member opts not to take survey

Total Abandoned = Health Needs Surveys where the Member begins to take survey but does not complete



# Questions?



# Health Needs Survey RAE Presentations



# Questions?



# Public Comment

# Next Steps and Wrap Up

## Next Steps:

- Health Needs Survey continued discussion
- ACC Phase III discussions

## Upcoming PMME Meeting:

- April 27, 2023