

Performance Measurement & Member Engagement (PMME) Subcommittee Meeting

March Meeting
3.27.2025



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

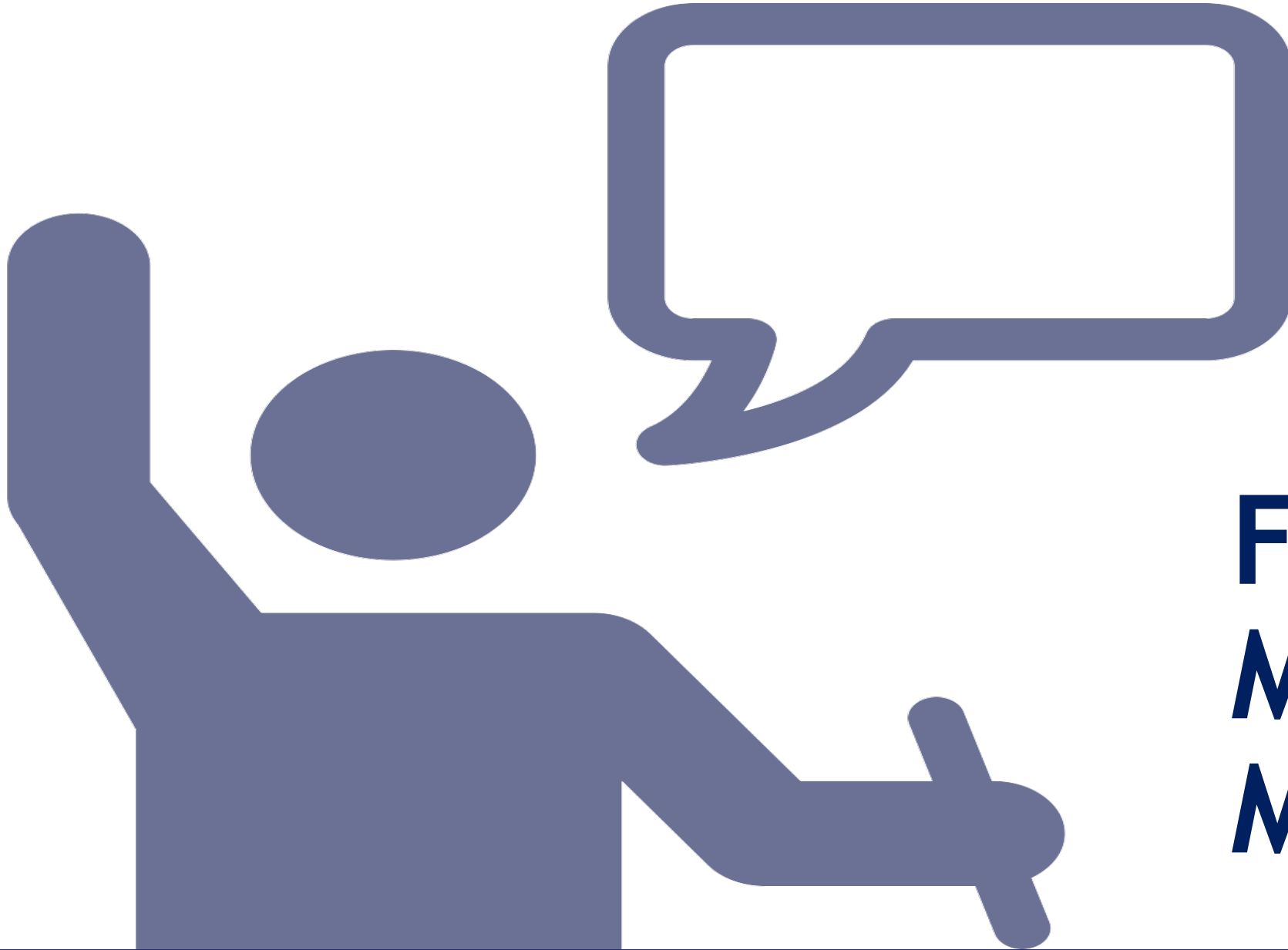
3:10-3:50 ACC Phase III Evaluation Plan

3:50-4:20 ACC CAHPS Survey Results

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

Committee Introductions





February Meeting Minutes



PIAC Update

1. Update from the Executive Director, Kim Bimestefer
2. ACC Phase III Update- Review of significant changes between Request for proposal and final contract
3. Process for PIAC to provide formal feedback
4. Subcommittee Updates
5. Disability Competent Care Follow up

Member Correspondence Improvements Stakeholder Meeting

HCPF is holding a series of quarterly virtual stakeholder meetings to present information about ongoing improvements to member correspondence.

At the meetings, HCPF staff will share:

- updates on improvements being made
- timelines for making changes
- plans for future letter improvements, and
- opportunities for stakeholders to stay involved.

Member Correspondence Improvements

- Registered attendees will receive materials to review in advance of the meeting. Please come prepared to provide feedback.
- Attendees will be able to submit questions to be answered live when possible.
- **Meeting dates and times:**
 - Thursday, April 17, 2025, from 12:00 PM - 1:00 PM
 - Thursday, July 17, 2025, 12:00 PM - 1:00 PM
 - Thursday, October 16, 2025, 12:00 PM - 1:00 PM
- Please register for the meetings in advance. After registering, you will receive a unique link to join the meeting.
- For those who cannot attend the meetings, you may request a recording.

ACC Phase III Evaluation Plan

Tamara Keeney, HCPF



Open Comment



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Policy & Financing

Next Steps and Wrap Up

Next Steps:

- Continue Phase III discussions

Upcoming PMME Meeting:

- April 24th, 2025

