

Performance Measurement & Member Engagement (PMME) Subcommittee Meeting

April Meeting
4.28.2022



Meeting Objective

The primary goal of this meeting is to discuss key take-aways and proposed recommendations regarding well child visits.



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 - 3:05: Welcome, Introductions, and approval of March Minutes

3:05 - 3:15: Update from April PIAC

3:15- 3:30: Housekeeping/Follow Up Items

3:30 - 4:15: Well Child Visit Learnings and Recommendations

4:15 - 4:20: Public comment

4:20 - 4:30: Next Steps and Wrap Up



March Meeting Minutes

April ACC PIAC Update

PIAC meeting notes and slides can be found [here](#).

April ACC PIAC Update

- Brainstormed topics/questions for Kim Bimestefer, HCPF Executive Director, at the May PIAC meeting

April ACC PIAC Update

Subcommittee Updates

- Behavioral Health and Integration (BHI) - had a variety of presentations to committee on extending access to youth BH for members.
 - Workforce discussions
 - Role and strategy on BHA so that all parties are aligned
 - Needs new members
- Provider and Community Experience (PC&E) - workforce
 - Subcommittee include members CCBs, providers, long term care, behavioral health
 - Care coordination
 - E-consult platform:
https://hcpf.colorado.gov/eConsult_Platform
 - Member Transition of Care Coordination (RAE-to-RAE) Form

April ACC PIAC Update

ACC 3.0- Mark Queirolo, Planning & Implementation Unit Supervisor, HCPF

Phase III Timeline

	FY21-22	FY22-23	FY23-24	FY24-25	FY25-26
Policy Activities	<ul style="list-style-type: none"> Strategic Goal Setting Initial Research 	<ul style="list-style-type: none"> Research and Design Concept Paper 	<ul style="list-style-type: none"> Operation Planning 	<ul style="list-style-type: none"> Implementation Preparation 	GO LIVE
State Authority		<ul style="list-style-type: none"> Budget Planning Statute Planning 	<ul style="list-style-type: none"> Budget Request Statute Changes 	<ul style="list-style-type: none"> Statute and Rule changes? 	
Federal Authority		<ul style="list-style-type: none"> Initiate conversation on authority based on concept paper 	<ul style="list-style-type: none"> Authority Documentation 	<ul style="list-style-type: none"> Submit authority request Readiness Review of vendors 	
Procurement		<ul style="list-style-type: none"> Draft Request for Proposal 	<ul style="list-style-type: none"> Post Draft RFP for public Comment Post Final RFP 	<ul style="list-style-type: none"> Award vendors Contract negotiations 	
Colorado interChange		<ul style="list-style-type: none"> Identify system/data needs 	<ul style="list-style-type: none"> System Change Request Design 	<ul style="list-style-type: none"> System change implementation Testing 	
Stakeholder Engagement	<ul style="list-style-type: none"> Initial idea gathering 	<ul style="list-style-type: none"> Response to Vision Response to Concept Paper Policy and programmatic design support 	<ul style="list-style-type: none"> Draft RFP Policy and Operation 	<ul style="list-style-type: none"> Implementation preparation Rule? 	

April ACC PIAC Update

- **ACC 2.0 Discussion**

ACC 2.0 - What's working well

ACC 2.0 - What's not working well

ACC 2.0 -What's working well and what are unintended consequences

April ACC PIAC Update

HCPF Updates

- PMME Recommendations
- Provider Complaints - lots of feedback from independent providers for behavioral health
 - Started independent provider network forums
 - New website: <https://hcpf.colorado.gov/behavioral-health-independent-provider-network-forum>
 - New feedback form:
https://docs.google.com/forms/d/e/1FAIpQLSfBmXdALnrgrZbALjYc0dg43s8Q5Uqix28_X2Fvc-Q1qY-KRw/viewform
- ARPA funds - ramping up on projects/staffing

April ACC PIAC Update

HCPF Updates (Cont.)

- Hiring senior level behavioral health advisor
- Left over performance pool dollars
 - \$11 million - payout differs per RAE
 - Asking RAEs to send plans related to PHE unwind, COVID vaccination, childhood immunization efforts, prescriber tool, e-health/telehealth
- PHE unwind
 - Moving forward with renewal notification plan
 - Questions about treating uninsured Coloradans for COVID - option to bill Medicaid
- Tracy Johnson (Medicaid Director) stepping down

Housekeeping/Follow Up Items

Member Survey Well Child Visits

- Respondents included in survey
- Age of children of respondents

Housekeeping/Follow Up Items

Well Child Visit Dashboard

- Kids with an ER/Urgent Care visit
- Change "Gender" to "Sex at Birth"
- Utilizer Indicator/Other services children are receiving who did not receive a well child visit.
- Rural, Frontier, and Urban break-outs

Misc.

- RAE access to well child KPI data
- Clarification regarding "Department Requested Attribution"

Well Child Visits Potential Recommendations Discussion

Potential Recommendation #1

Increase reimbursement for well child visits (specific billing codes) and/or ensure that reimbursement for EPSDT well-child visits is greater than payment for standard sick visit or incomplete exam.

- How does Colorado Medicaid compare to other states?

Potential Recommendation #2

Improve Education for Clinic staff on well child billing practices for Medicaid Members

Examples include:

- Appropriate billing codes for well child visits
- Acceptable timing for Medicaid member well child visits- (There is NOT a 365-day requirement for well child visits)
- Facilitate siblings getting well child visits together
- Transportation availability and be sure to offer it

Potential Recommendation #3

Improve education for Members on Well Child Visits.

Examples include:

- Increase education on what a well child visit is and why they are important
- Revise EPSDT outreach materials on well visits as needed
- A child can have multiple well child visits in a year
- Well child visit is free
- Well child visit can include a sports physical needed for sports participation

Potential Recommendation #4

Implement a State requirement for a well child visit at particular intervals (e.g., school entry, sports participation)

- Could be in line with recommended vaccinations (Partner with School District Leadership.)

Potential Recommendation #5

Clinics/RAEs to expand outreach to Members to schedule well child visits.

Examples include:

- Send reminders to Members that they are due/overdue for a visit.
- Reminder from the RAE or practice
- Birthday cards, text, call, postcard
- Practices to provide Child/Family incentives (e.g., gift cards, diapers, groceries)

Potential Recommendation #6

Increase efforts to address transportation issues for Members coming in for their Well Child visits.

Examples include:

- Increase education for clinic office staff on transportation options available to Medicaid Members coming into the doctor's office.
- Increase education for Members about transportation options available.
- Create a standard protocol for RAEs/practices to offer, provide, and assist with arranging transportation when appointments are scheduled.
- Require that RAEs provide EPSDT outreach staff available to follow up with arrangements after an appointment is scheduled.

Potential Recommendation #7

RAEs to encourage practice/clinics to increase hours offered for well child visits. Explore other creative options to expand access to care.

Examples include:

- RAEs to find ways to incentivize practices to expand hours
- Partner with community organizations/community leaders
- Back to school well child clinics
- Weekend family events

Public Comment

Next Steps and Wrap Up

Next Steps:

- Recruiting 1-2 new voting committee members
- Review Key Performance Indicator (KPI) Data
- Explore Member attribution

Next PMME Meeting:

May 26, 2022 from 3:00 - 4:30 PM