



**COLORADO**

Department of Health Care  
Policy & Financing

## MINUTES OF THE MEETING OF THE Performance Measurement and Member Engagement (PMME) Committee

253-215-8782 or 346-248-7799

Meeting ID: 939 1214 7561 Passcode: 385864

<https://zoom.us/j/93912147561?pwd=eG1xR2JLMmZmeDU0VXhwU051dnZjdz09>

February 22, 2024

### 1. Welcome, Introductions and Housekeeping

**Voting Members Present:** Christina Suh (Phreesia/CHCO), Brandon Ward (Jefferson Center for Mental Health), Luke Wheeland (The Arc), Bob Conkey (Health First Colorado member), Brent Pike (Health First Colorado member), Daphne McCabe (Boulder County Public Health), Samuel Herbert (Wray Community District Hospital), Jill McFadden (Front Range Health Partners), Jennie Munthali (CDPHE), John Miller (Health First Colorado member), Samuel Herbert (Wray Community District Hospital), Janelle Jenkins (Health First Colorado member).

**Voting Members Absent:** Bethany Pray (CCLP), Mike Morosits (Colorado Community Health Network), Ealasha Vaughner (Health First Colorado member).

A quorum of voting members was present.

**HCPF Staff:** Tyller Kerrigan Nichols, Katie Lonigro, Katie Price, Andi Bradley, Lexis Mitchell.

**Other Participants:** Alee LaCalamito, Andrea Loasby, Anna Pittar-Moreno, Camila Joao, Chantell Hawkins, Cris Matoush, David Keller, E. Arnold, Elizabeth Freudenthal, Emilee Kaminski, Gina Stepuncik, Jane Reed, Jennefer Rolf, Kelly Shanahan, Kendra Neumann, Laurel Karabatsos, Liz Chapman, Sarah Lambie, Sheila Doligosa Gamueda, Suman Mathur, Taya Kohnen, Terry Romero, Tom Masterson.

The January meeting minutes were reviewed and approved by committee members. Brent Pike motioned; Jennie Munthali seconded. Noone opposed. Jill McFadden caught an error that Brent Pike was listed twice under attendees.

Daphne McCabe, Boulder County Public Health, provided a brief update from the February PIAC meeting.

- Additional PIAC [meeting materials](#) are located on the HCPF website.

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## 2. ACC Phase III Draft Contract Review and Discussion (Katie Lonigro, HCPF and Suman Mathur, CHI)

Katie Lonigro, HCPF, and Suman Mathur, CHI, provided an overview of the draft contract for ACC Phase III including key changes for Phase III.

RAE requirements:

- RAEs will be required to each have at least two PIACs and two MACs per region.
  - Brent Pike requested clarification of the language in the draft contract to ensure clarity around this requirement.
- Jill McFadden requested clarification regarding definitions for the various county size standards and how they are determined.
  - HCPF clarified that the supplementary documentation contains a list of definitions, and that the definitions are aligned with division of insurance.
- Committee members asked questions regarding the structure of the regional MACs/PIACs.
  - Sam Herbert requested clarification regarding how the structure of the current regional PIACs will be incorporated into Phase III.
  - A question was raised regarding how the MAC/PIAC findings will be implemented.
- Member Experience and Incentives: There is a concerted effort to improve member communication through co-branding of materials for the RAE and Health First Colorado and standardizing requirements around operating the member call centers and responding to member calls. There will be requirements around continuous process improvement through connecting with recent utilizers and new members, as well as a member incentive program promoting HCPF identified health behaviors.
  - A comment was made regarding ensuring that providers are also doing their part to meet metrics in addition to a member incentive program.
- Health Related Social Needs (HRSNs): RAEs will be required to create formal partnerships with critical community organizations to improve referrals to resources.

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- Food Security Requirements: Increase SNAP and WIC enrollment, train network providers on the WIC referral process and create a streamlined processes for sharing member data for WIC enrollment...
- Supportive Housing Requirements: RAEs will partner with organizations to support members who are homeless or at risk of homelessness; conduct additional outreach to members identified as homeless or at risk of homelessness; and partner with community-based organizations to identify housing options, assist members in filling housing applications, and coordination supportive housing and related services.
  - Daphne McCabe commented: Most PSH is awarded via the Vulnerability Index - Service Prioritization Decision Assistance Tool) VI-SPDAT. While HCPF is working to use the CANS, I'm curious if they are willing to crosswalk to the VI-SPDAT or encourage the homeless system to replace the VI-SPDAT with the CANS? Would HCPF consider using secret shoppers to assess the system?
  - Janelle Jenkins asked if job readiness is included. Would like to see some of this funding go to job readiness and education. The focus on PSH is great, but there needs to be effort devoted to ensuring members are job ready as well. Without employment, individuals will not be able to maintain housing, therefore it's likely that positive outcomes will not be maintained long-term.
  - A committee member commented that a health needs survey seems duplicative of efforts. Would be good to establish who is doing what and remove duplication where possible.
- Health Equity: RAEs will develop annual health equity plans with measurable goals and submit data on their performance; establish a regional health equity committee to help with development of the plan and oversee performance; make training on EDIA and cultural responsiveness available to staff and network providers; hire an EDIA Officer Key Personnel positions; and analyze performance and utilization data through an equity lens.
  - A committee member noted that the community needs assessment seems duplicative to what the hospitals are currently doing as required by Federal regulations.



- The Procurement Process: Bidders will submit proposals to the specific RFP questions in the summer and HCPF will award bidders whose written proposals will be most advantageous to the state. Proposals are judged holistically to ensure selected vendors are best able to comply with the contract requirements, achieve the goals of the ACC, and address the unique needs of members and providers in each region.
  - HCPF’s preference is to award one vendor for each RAE region.
  - In Phase II HCPF had a list of 31 questions to evaluate potential RAEs. A list of questions is in development for Phase III.
  - There will be an evaluation committee that will review proposals.
    - Committee members requested clarification regarding who would review the proposals. Committee members expressed concern that only HCPF staff would be reviewing the contract and requested community members to be a part of the review process.
    - A committee member suggested a question for the bidders regarding how they would react to the unexpected.
    - A committee member suggested including questions about the bidder’s capacity to handle and be effective in all the areas of the contract.
    - A comment was made about asking if the RAEs are tailoring their offerings to PCMPs, can they tailor to what is actually happening on the ground.
    - A committee member asked about KPIs and the performance standards. Who will generate the KPIs and standards? How much of that will fall onto the PMME committee? Who decides what they will be and how they are evaluated?
      - HCPF clarified that the KPIs and performance standards are currently in the draft contract, some are placeholders as the HCPF team is still working on the details for this.

### 3. Open Comment (Christina Suh, PMME Co-Chair)

CS opened the meeting to the public for comment.

- A comment was made that it was nice to have a robust discussion.
 

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#### 4. Open Discussion, Next Steps, and Wrap Up (Christina Suh, PMME Co-Chair)

- The next PMME meeting is March 28, 2024.

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify Erin Herman [Erin.Herman@state.co.us](mailto:Erin.Herman@state.co.us) or the 504/ADA Coordinator [hcpf504ada@state.co.us](mailto:hcpf504ada@state.co.us) at least one week prior to the meeting to make arrangements.

