

ACC Phase III: Reading and Responding to the Draft Contract

Performance Measurement and Member
Engagement Subcommittee

February 22, 2024

Presented by:

Colorado Health Institute

Colorado Department of Health Care Policy and Financing



Today's Agenda

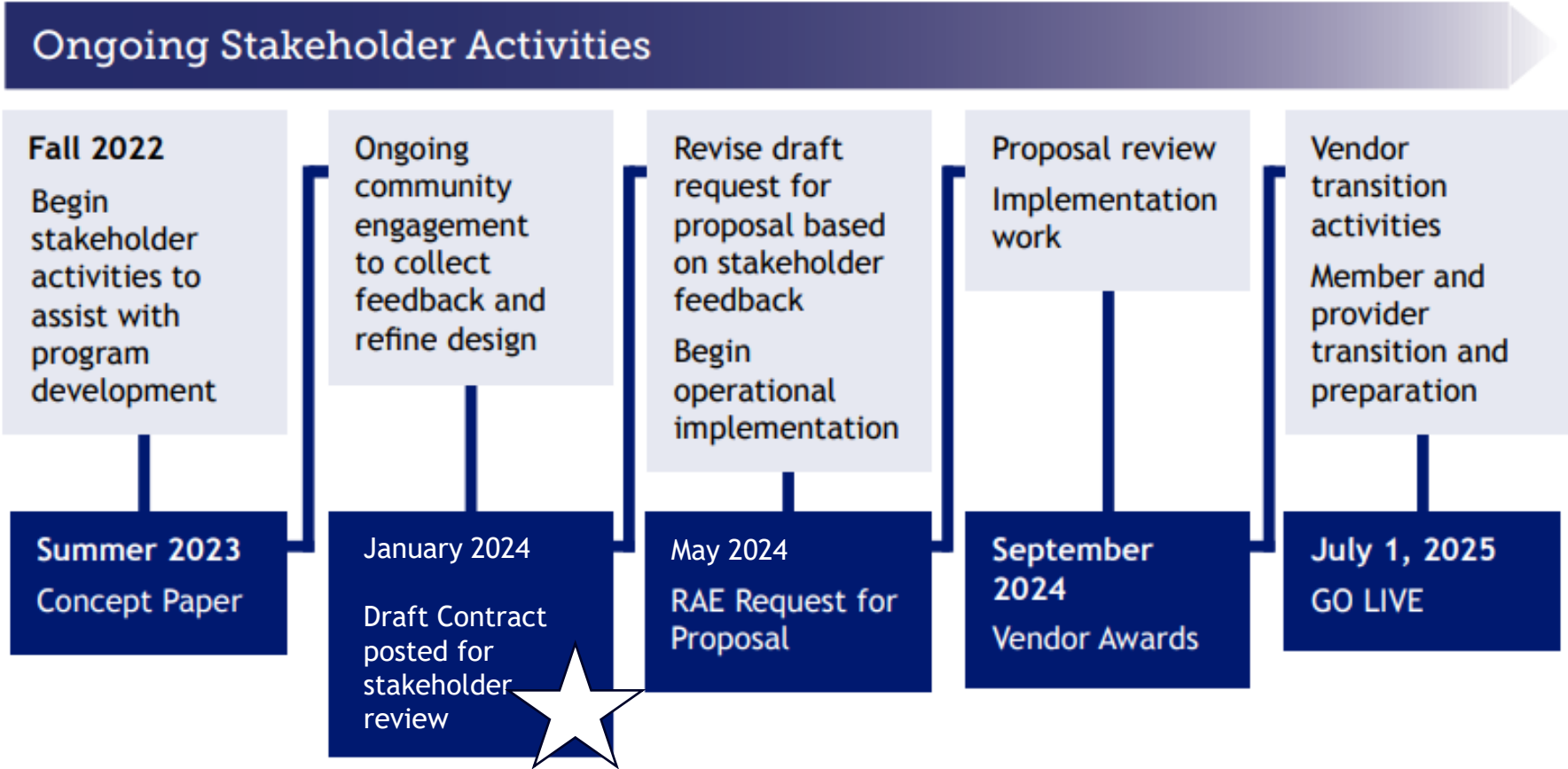
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|--------------------|---------------------|
| 3:15 – 3:20 | Introduction |
| 3:20 – 3:30 | RAE Structure |
| 3:30 – 3:50 | Member Support |
| 3:50 – 4:10 | Procurement Process |
| 4:10 – 4:15 | Next Steps |

Background

Goals for ACC Phase III

1. Improve quality care for members.
2. Close health disparities and promote health equity for members.
3. Improve care access for members.
4. Improve the member and provider experience.
5. Manage costs to protect member coverage, benefits, and provider reimbursements.

Ongoing Stakeholder Engagement Timeline



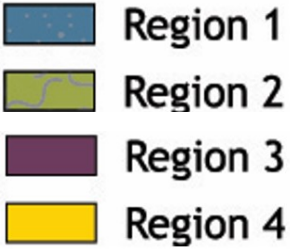
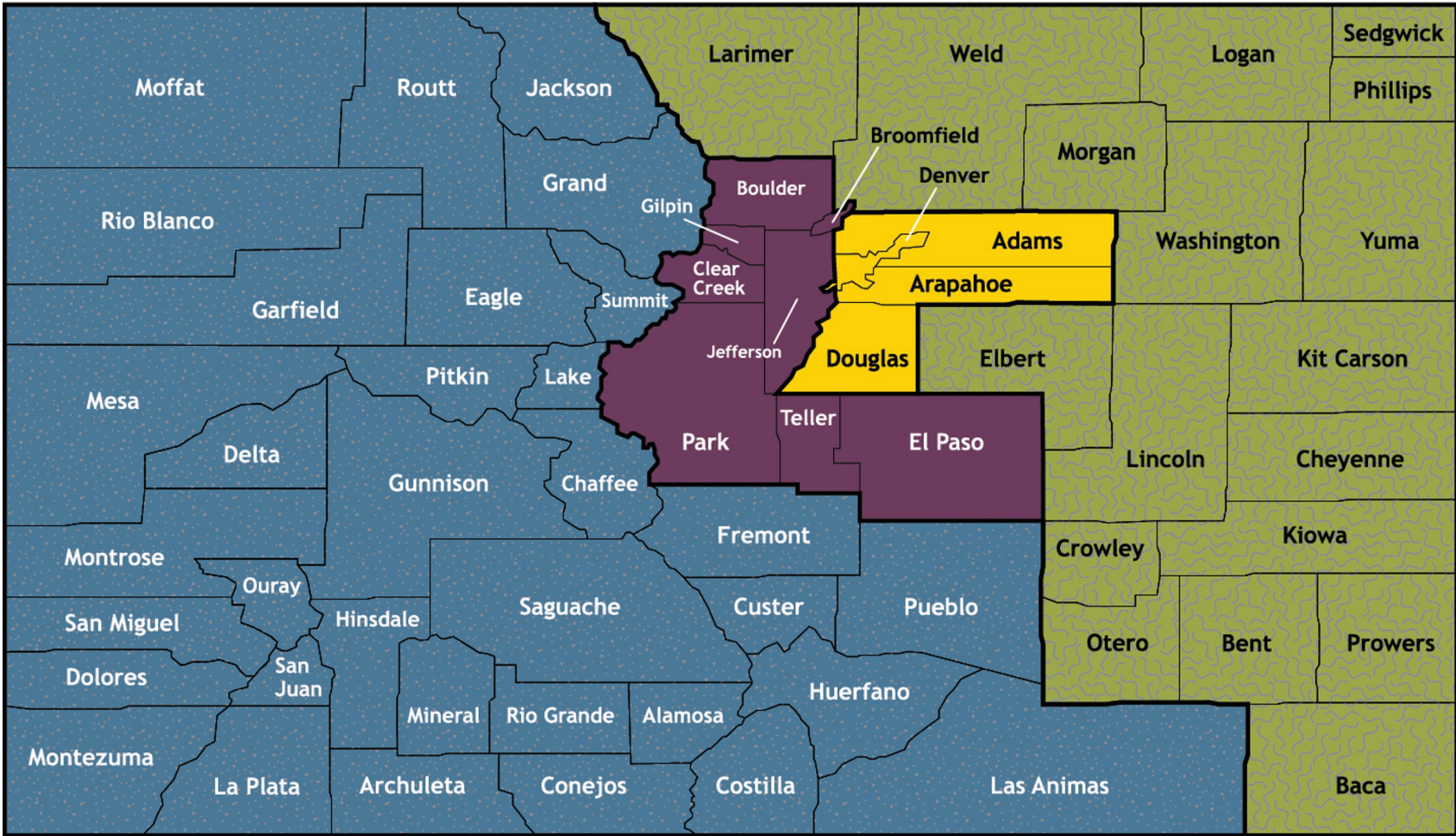
What is the Draft Contract?

- Includes contractual requirements organizations will be required to follow to serve as Regional Accountable Entities (RAEs) for ACC Phase III.
- Organizations interested in becoming RAEs will submit bids that outline their capabilities for meeting the requirements within the Draft Contract.
 - HCPF's preference is to award one RAE contract to a single bidder
- Requirements in the draft contract are subject to state and federal approval.
- Certain topics may be discussed in multiple sections (e.g., health equity in sections 6, 7, 8, 9, 12, Exhibit E).
 - Section titles and the find function can help focus your review to concepts of most interest to you.

Draft Contract: Key Changes for Phase III

RAE Structure

ACC Phase III Region Map



RAE PIAC and MAC Requirements

- RAEs will be required to convene at least 2 PIACs and 2 MACs for each region.
 - HCPF is increasing the number of MACs/PIACs required due to the larger region sizes for Phase III
 - Goal is to ensure that the unique needs and voices of smaller, local communities are represented and reflected in RAE operations
- RAEs must have dedicated budget for a PIAC and MAC.
 - Both must meet at least quarterly.
 - Both must accommodate individuals with disabilities.
 - PIACs must be open to the public.
 - MACs must be chaired by those with experience in member engagement and EDIA.

RAE PIAC and MAC Requirements

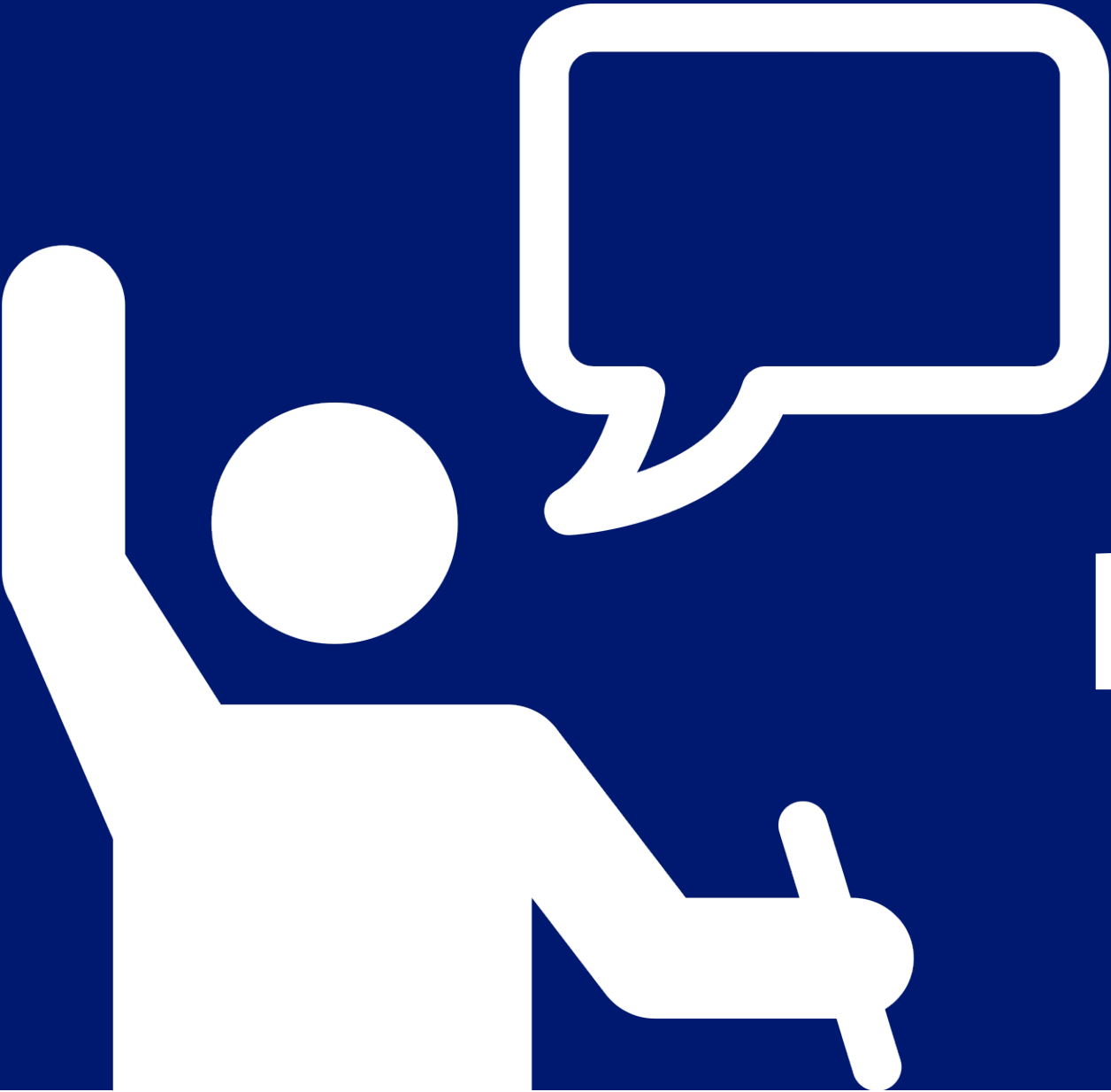
PIACs

- Review deliverables
- Discuss program policy changes
- Review performance data
- Review member materials
- Provide representatives for statewide PIAC

MACs

- Discuss member experience:
 - RAE activities
 - Delivery of Medicaid services
 - Activities to advance culturally competent care
- Review performance data
- Review member materials
- Provide representatives for statewide PIAC

Note: Contract requirements for member compensation under development



Discussion



Questions for You

- How do we ensure RAEs are effectively engaging members through these committees?
- What innovative ways can RAEs best support local communities? How do we monitor that RAEs are responsive to smaller, local community needs?

Member Support

Member Experience and Incentives

- Improve member communication.
 - Co-brand materials
 - Operate a member call center within performance standards.
- Member experience of care strategy as part of continuous process improvement.
 - Focus on hearing from recent utilizers and new members.
- Member incentive program promoting HCPF identified health behaviors (e.g., prenatal care).

Where to look for more info?
Sections 3.3, 3.7, 12.5

Health-Related Social Needs

- Create formal, documented partnerships with critical community organizations.
 - Improve referrals to food resources and help with SNAP and WIC enrollment.
 - Provide referrals and coordination for members experiencing housing instability and working with permanent supportive housing providers.
- Provide pre-release services to eligible incarcerated individuals
 - Contingent on approval of a new program from CMS

Where to look for more info?
Sections 6.3, 7.6, 9.8

Food Security Requirements

- Establish formal, documented partnerships with community organizations to refer to food resources and to help with SNAP and WIC enrollment.
 - Report the number of referrals made to SNAP outreach and application organizations.
- Train network providers on the WIC referral process and create streamlined processes for sharing member data for WIC enrollment.
- Participate in and align with existing programs, advisory groups and statewide initiatives.

Supportive Housing Requirements

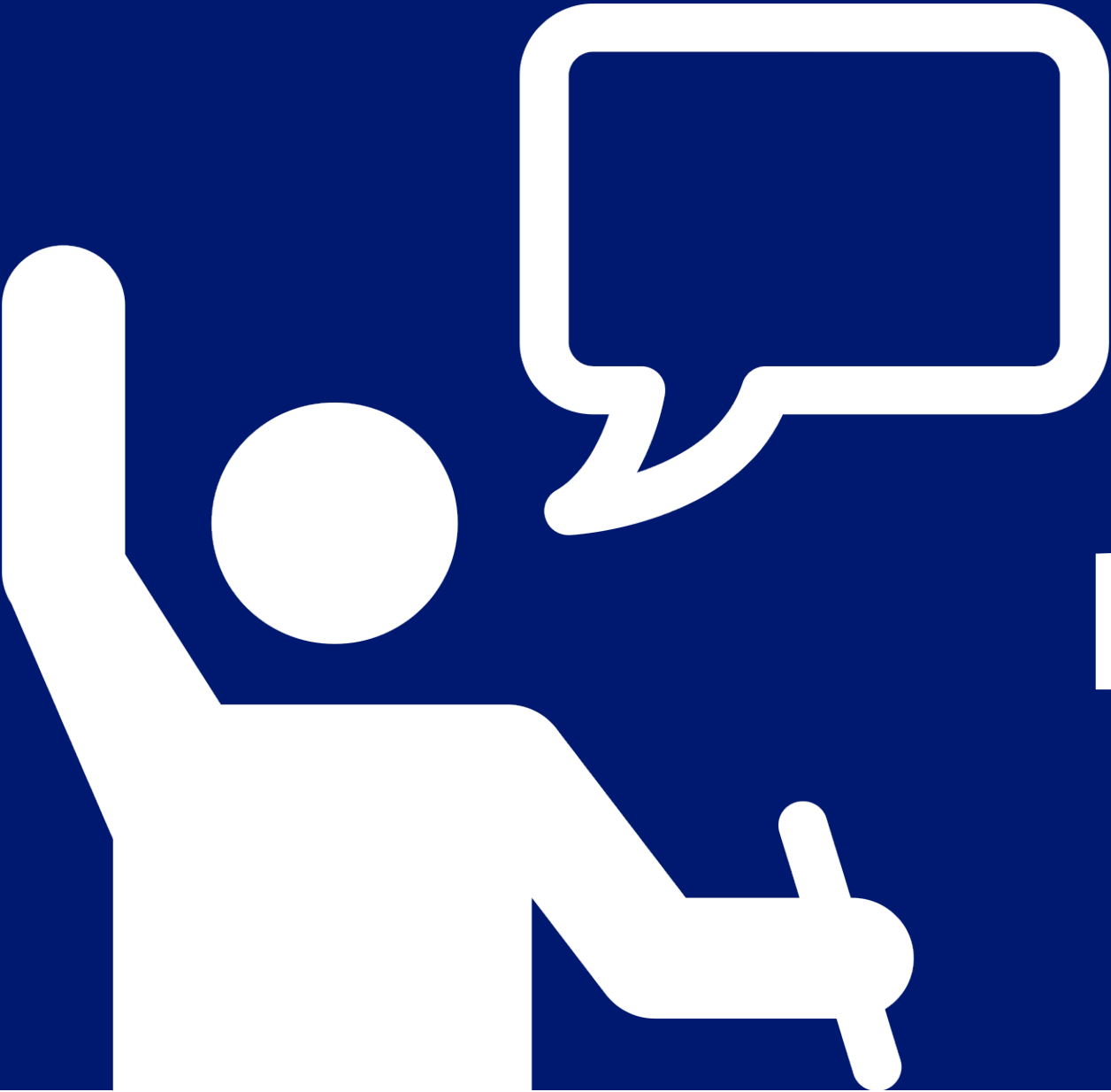
- To support members who are homeless or at risk of homelessness, RAEs must:
 - Partner with other organizations (including Continuums of Care).
 - Conduct additional outreach to members identified as homeless or at risk of homelessness.
 - In partnership with community-based organizations, identify housing options, assist members in filing housing applications, and coordinate provision of supportive housing and related services.
- RAEs must support a network of permanent supportive housing (PSH) providers, support enrollment of PSH providers, and coordinate care for those eligible for and enrolled in PSH.

Health Equity

- 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 plan and oversee performance.
- Make trainings available to staff and network providers on cultural responsiveness and EDIA.
- Hire an EDIA Officer Key Personnel position that serves as the point for all health equity activities.
- Analyze performance and utilization data through an equity lens.

Where to look for more info?
Sections 6.3, 12.8, 3.2, Exhibit E





Discussion

Questions for You

- Have we struck the right balance to ensure RAEs support health-related social needs without duplicating existing efforts?
- What do you appreciate about these requirements? What are unintended consequences?

The Procurement Process

The Procurement Process

- Bidders will submit proposals responding to the specific RFP questions in the summer
 - 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
 - RFP responses are reviewed by an evaluation committee through a comprehensive, thorough, complete and impartial process
 - Bidder's may include letters of support from community partners for their application, as appropriate and requested
- HCPF's preference is to award one RAE contract to a single bidder

Bidder Questions

- In Phase II, HCPF used a list of 31 questions to evaluate potential RAEs.
 - Questions focused on how RAEs would meet the requirements listed in each section of the contract.
- Any questions asked must be directly tied to the Draft Contract.

Types of Questions

Administrative

Share information that proves ability to operate a business in CO, organizational structure, plans to subcontract, etc.

Experience

Share organizational experience/skills for core areas of the program.

Descriptive

Describe strategies for meeting specific contract requirements.

Example: Administrative Question

- Provide all of the following:
 - Description of the internal organizational structure, including a delineated management structure. The organizational structure shall clearly define lines of responsibility, authority, communication and coordination within and between various components and departments of the organization and be easily understood and accessible by those interfacing with the organization.
 - Describe how the organizational structure facilitates creative thinking and innovative solutions.
 - An organizational chart listing all positions within the Contractor's organization that are responsible for the performance of any activity related to the Contract, their hierarchy and reporting structure.
 - A list of Key Personnel and their resumes. Identify which Key Personnel has the majority of their work experience in behavioral health.

Example: Experience Question

- Provide a detailed description of Offeror's organizational experience and skills, including specific years of experience, pertaining to each of the following:
 - Managing projects of similar size and scope.
 - Serving Medicaid covered populations.
 - Administering managed care.
 - Managing financial risk for covered services.

Example: Descriptive Question

- Describe the Offeror's strategy for member engagement, in accordance with the requirements in Section 5.5.
- Describe in detail how the Offeror will provide the required Care Coordination interventions to support the Offeror's Population Health Management Plan, including how the Offeror will:
 - Design, deliver and track Care Coordination activities across the full continuum of care.
 - Align and collaborate with care coordinators from different systems to reduce duplication and Member confusion.
 - Outreach, intervene, and monitor Members who meet the criteria for inappropriate overutilization of health care services.

Discussion

- What questions should we ask bidders to prove their capabilities to meet Phase III program goals and contract requirements?
- Are there specific things HCPF should be looking for in bidders' responses?
 - What do you think would be sufficient proof for meeting certain contract requirements (e.g., health equity or cultural responsiveness)?

Opportunities for Feedback

Upcoming Public Meetings

- **Health First Colorado Members Only: 2/29, 2:30 - 4 PM**
- **Prospective Bidder Conference: 3/1, 9:30-11am**

Written Feedback

- Survey for feedback on the Draft Contract:
 - <https://forms.gle/cdfUR24eJNeWbfCS8>
- Survey for feedback on Offeror Questions:
 - <https://forms.gle/VJ4tba71W3RbtehT6>
- All feedback must be submitted by **March 10**

Thank you!

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