

ACC Phase III

Health First Colorado Listening Session
September 28, 2023

Presented by:

Colorado Health Institute

Colorado Department of Health Care Policy & Financing



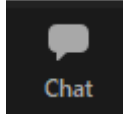
Welcome, thank you for joining us!

- *La interpretación en español comenzará en breve, gracias por su paciencia.*
- **This meeting is being recorded.** Please keep your sound muted, unless you are speaking.
- Slides and a recording of the presentation and discussion will be available on HCPF's website.
- *ASL interpretation and live captioning is available.*
- **Health First Colorado members:** We will share a link in the chat to receive compensation for your time today.

Today's Agenda

<i>Time</i>	<i>Agenda Item</i>
5:00 – 5:20pm	Welcome and Background
5:20 - 5:50pm	Deep Dive #1 – What do you want to see from your RAE?
5:50 – 6:20pm	Deep Dive #2 – How can your care be coordinated more smoothly?
6:20 – 6:25pm	General Q&A
6:25 – 6:30pm	Wrap-Up

Questions or comments?

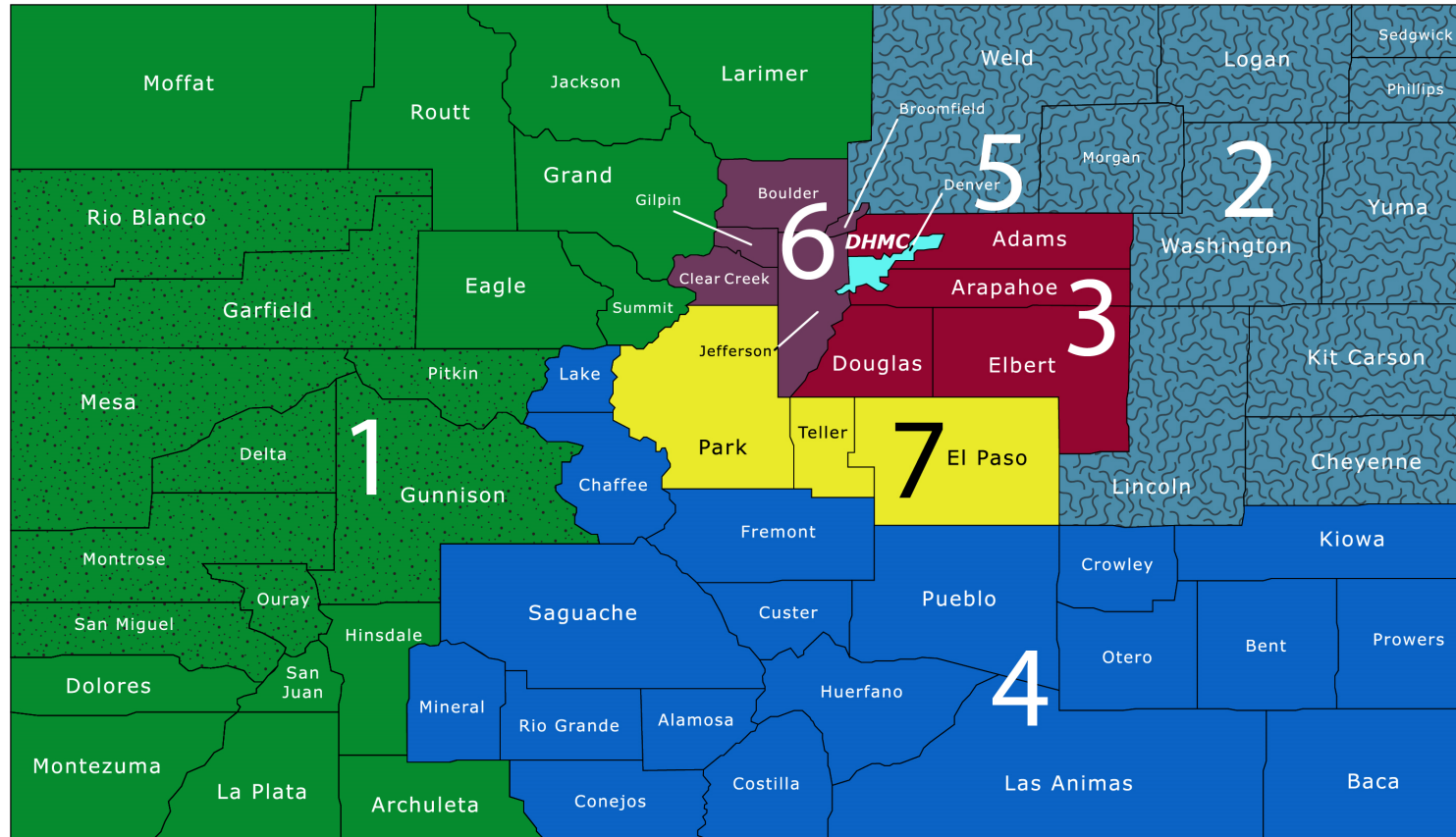
-  Use the chat for comments.
- Please hold verbal questions until the discussion portion of our meeting today.
 - Use the "raise hand" feature under Reactions to indicate a question.
 - Please limit your comment to 2 minutes at a time.

Background

Accountable Care Collaborative (ACC)

- Delivers cost-effective, quality health care services to Health First Colorado members to improve the health of Coloradans.
- Coordinates physical and behavioral health care services to ensure member access to nearby care.

Current Regional Accountable Entities (RAEs)



- Region 1 - Rocky Mountain Health Plans
- Rocky Mountain Health Prime
- Region 2 - Northeast Health Partners
- Region 3 - Colorado Access
- Region 4 - Health Colorado, Inc.
- Region 5 - Colorado Access
- Denver Health Medicaid Choice (DHMC)
- Region 6 - Colorado Community Health Alliance
- Region 7 - Colorado Community Health Alliance

Current contact information for each Regional Accountable Entity can be found on our website at: <https://hcpf.colorado.gov/accphase2>

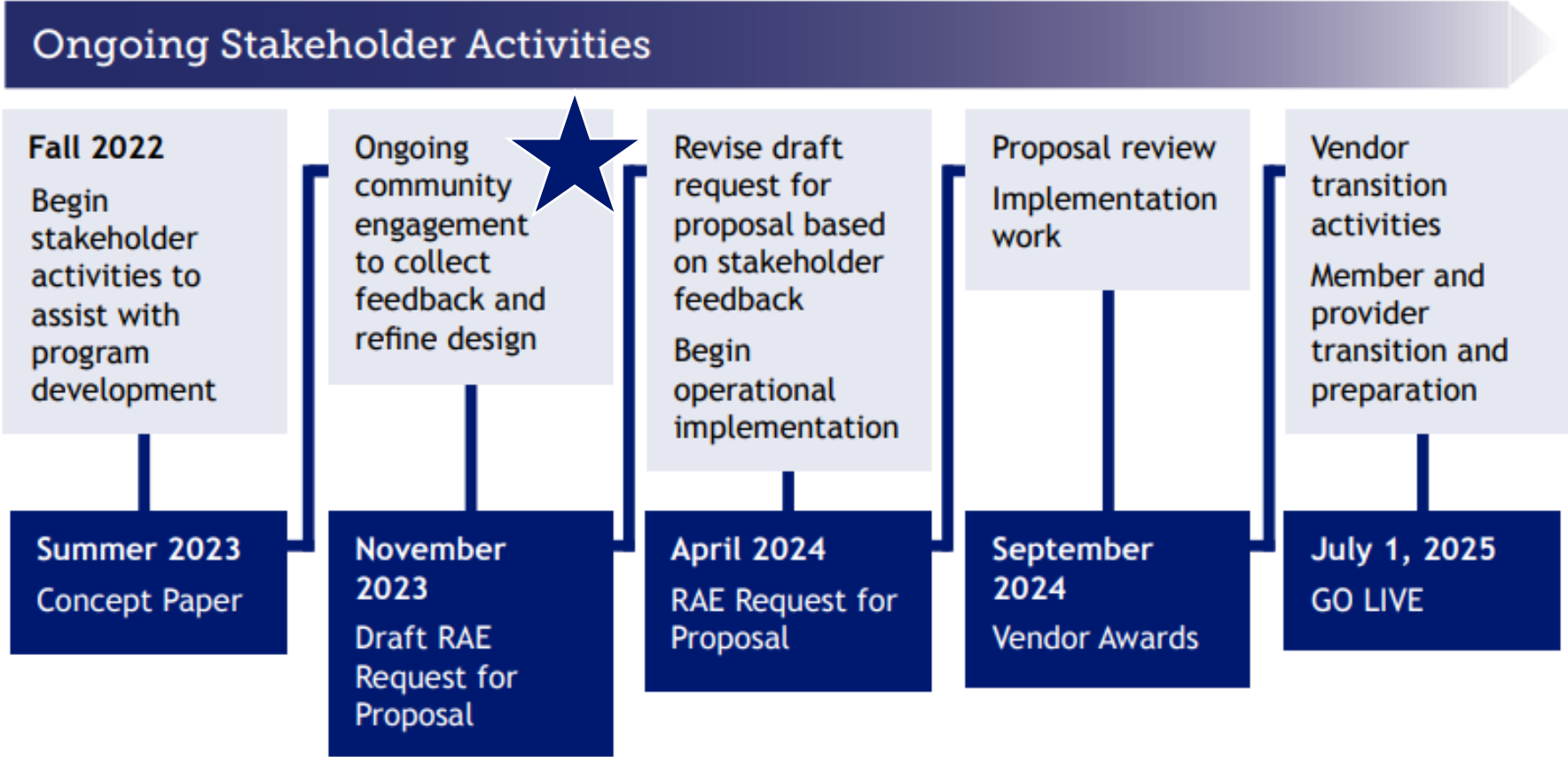
Responsibilities of RAEs

- Promote members' physical and behavioral health
- Arrange behavioral health care
- Support providers by:
 - Helping them talk to each other about the patients they serve
 - Helping providers' offices with paperwork, data, technology so that patients have a smoother experience

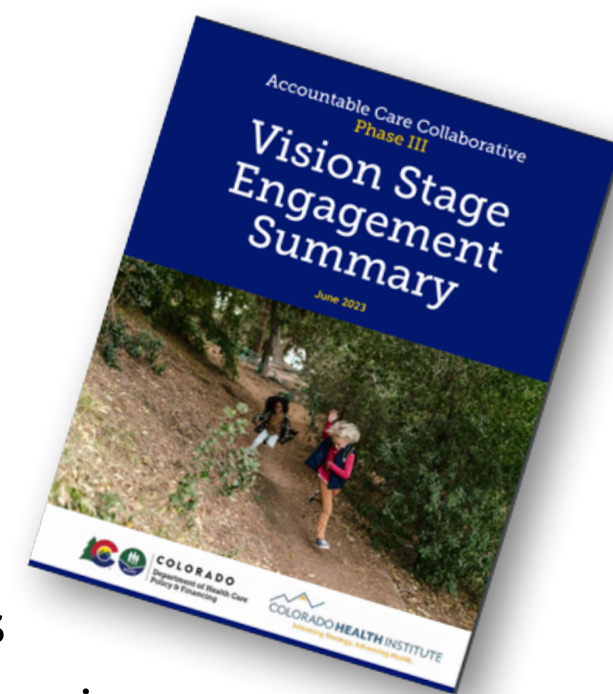
How RAEs Can Help Members

- **Coordinate care** with different providers
- Arrange **behavioral health services**
- Bring in **different types** of providers (primary care, behavioral health, other specialists)
- Set up and improve **referral processes**
- Work with **community groups** to address health-related social needs (like food assistance or housing support)

Ongoing Stakeholder Engagement Timeline



What we've heard:



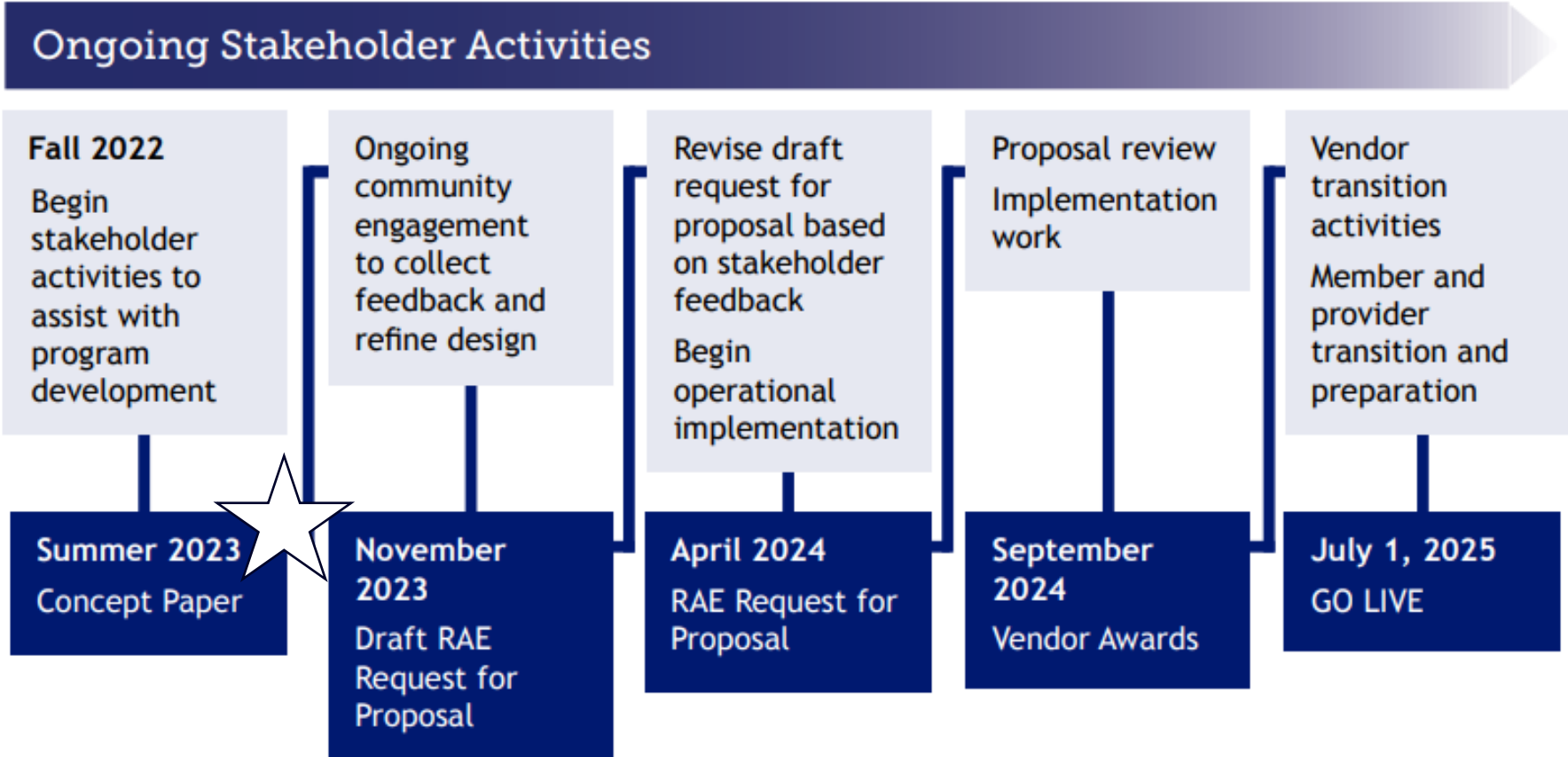
What's working well:

- Majority of members are getting the care they need
- Providers engaged with RAEs appreciate resources and support
- Regional model acknowledges that different parts of Colorado have different needs
- Care coordination for those who are actively engaged
- Existing member engagement councils

What needs improvement:

- Process and administrative barriers
- Inconsistency across 7 regions
- Alignment with other entities in midst of statewide changes
- Care capacity and access
 - Services for children and youth

Ongoing Stakeholder Engagement Timeline



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.

Deep Dive: What do you want to see from your RAE?

In Phase III...

- Do you know help is available to find doctors and coordinate with multiple doctors through your RAE? If so, have you ever used this help?
- How would you refer to an organization that helps Health First Colorado members find doctors, get behavioral health care and get connected to other services like help with food?

In Phase III...

- How can we help you understand what RAEs do and don't do?
- How can member councils provide a space for you to provide input and feedback?
- We are considering making the Health First Colorado Member Contact Center your main point of contact when you have questions.
 - What are your thoughts about this? Concerns?
 - What should we make sure to think about with this change?

Deep Dive: How can your care be coordinated more smoothly?

Phase III Care Coordination Example

- Your PCMP or RAE is available to work with you to determine the type and amount of help you need to coordinate your care.
- For those with more complex needs, you may be assigned a care coordinator through your RAE.
 - This coordinator may be responsible for holding meetings with you and your care team at regular intervals to get everyone on the same page.
 - They might also work with care navigators or case managers at other agencies.

Discussion

- What do you like about this approach?
- What are your concerns?
- Would you like this coordinator to help with other needs, like food or housing assistance?



Q&A



Next Steps



Provide additional feedback:

- [Full concept paper](#)
- [Online survey](#) – responses will be made publicly available (without names)
- [Open feedback form](#) will remain open

Upcoming Public Meetings

**More information will be posted
online:**

hcpf.colorado.gov/acc-phase-iii-stakeholder-engagement

Thank you!

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