

ACC Phase III Preparing for Go-Live

Provider and Community Experience Subcommittee

June 12, 2025

Presented by:

Andrea Bradley, ACC Program Operations Unit Supervisor

ACC Pase III Change Management Process

- No matter how much you prepare, no change process is ever perfect.
- The Change Management Process includes:
 - Clear guidance for member transitions.
 - Daily oversight to identify and address issues as they arise.
 - Stakeholders will play a key role in helping us understand on-the-ground concerns.



Member Transition Process

- 1 Current RAEs that cover counties that are changing in Phase III are working together to:
 - Identify members at-risk for hospitalization, currently admitted to inpatient treatment, or recently discharged from inpatient treatment.
 - Provide a list of these members to HCPF and/or the Phase III RAEs at the beginning and end of June.
 - Collaborate with members, providers and other stakeholders in their region as necessary to ensure a successful transition.
- 2 ACC Transition of Care policy outlines the service authorization and reimbursement for members who change RAEs on July 1.
- 3 Current RAEs must inform all members receiving active care coordination about the transition.

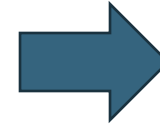
How Will it Work?



Stakeholders complete an online form to notify us of an issue from the implementation of Phase III.



HCPF investigates each issue.



HCPF provides resolution. Issues with broad impact will be kept on a running log on the ACC webpage.

Where to Find More Info

- Change management process info will be posted on the [Phase III webpage](#).
- Helpful resources will continue to be posed on both the Member and Provider and Stakeholder resources centers.

The screenshot shows the Colorado Department of Health Care Policy & Financing website. The header includes the state logo, the department name, a language selector, and a search bar. The navigation menu has links for Home, For Our Members, For Our Providers, For Our Stakeholders, and About Us. The breadcrumb trail reads: Home > For Our Stakeholders > Committees, Boards, and Collaboration > Accountable Care Collaborative Phase II > Preparing for Accountable Care Collaborative Phase III. The main heading is "Preparing for Accountable Care Collaborative Phase III". On the left is a sidebar menu with links: Accountable Care Collaborative Home, ACC Phase III, Deliverables, Member Messaging Resource Center, Program Performance, Provider and Stakeholder Resource Center, ACC Stakeholder Engagement, ACC Program Improvement Advisory Committee, Behavioral Health and Integration Strategies Subcommittee, and Performance Measurement and. On the right, under "Featured Announcements", there are two sections: "Accountable Care Collaborative (ACC) Phase III New Resources" and "About ACC Phase III". The first section states that resources are being updated for the transition to ACC Phase III and directs users to the Provider and Stakeholder Resource Center and Member Messaging Center. The second section explains that the ACC is the primary delivery system for Health First Colorado and that Phase III will launch on July 1, 2025. Below this, a list of goals for ACC Phase III is provided.

Accountable Care Collaborative (ACC) Phase III New Resources
We have been hard at work updating resources for the transition to ACC Phase III. Using the new menu on the left side of your screen (or top of your mobile device), check out the Provider and Stakeholder Resource Center and Member Messaging Center for new materials to support providers, members, advocates and other community partners in this transition. We are continuing to post materials, so check back frequently.

About ACC Phase III
The Department of Health Care Policy and Financing (HCPF) administers Health First Colorado (Colorado's Medicaid program), Child Health Plan Plus (CHP+) and other health care programs for Coloradans who qualify. Created in 2011, the ACC is the primary delivery system for Health First Colorado. Regional Accountable Entities (RAEs) are responsible for promoting member health and well-being by administering the capitated behavioral health benefit, establishing and supporting networks of providers and coordinating medical and community-based services for members in their region. Current contracts with the RAEs, referred to as Phase II, end on June 30, 2025. New contracts, ACC Phase III, will launch July 1, 2025.

ACC Phase III has been designed to achieve the following goals:

- Improve quality care for members
- Close health disparities and promote health equity for members
- Improve care access for members
- Improve the member and provider service experience
- Manage costs to protect member coverage, benefits, and provider reimbursements

Subscribe to the [“Accountable Care Collaborative Program Updates” newsletter](#) to be notified when new resources are available.



Discussion: What are you hearing right now?

- Have you heard about any concerns or issues from **primary care medical providers or community partners** that we should be aware of?
- Have you heard about any concerns or issues from **members** that we should be aware of?



Questions?

