

Rocky Mountain Health Plans (RMHP)

Medicaid Member Advisory Council Meeting Summaries

State Fiscal Year 2021-2022: July 2021 – June 2022

Larimer County Member Advisory Council

July 8, 2021

Location: Virtual format

Participants: 9 council members, 4 RMHP staff members, 1 guest/guest speaker, 1 facilitator

Discussion topics:

- Debrief on the May 2021 meeting, the bulk of which was a presentation and discuss about Long COVID. The group discussed the importance of primary care access, coordination of transportation to therapy appointments and care coordination. The group discussed what actions they would like to take as a council.
- A presentation from DentaQuest about the new Dental Home Program for children and pregnant individuals enrolled in CHP+, which went live on July 1.
- Health First Colorado Member Billing Policy
- Behavioral health provider access and challenges finding a provider during the pandemic when demand for services surpassed supply.

September 9, 2021

Location: Virtual format

Participants: 7 council members, 5 RMHP staff members, 1 facilitator

Discussion topics:

- Behavioral health services, including updates from the committee for the new Larimer County behavioral health facility and from the Crisis Services Manager at RMHP.
- Upcoming changes to the Medicaid Long Term Services and Supports (LTSS) system, including:
 - A new assessment tool
 - A new algorithm to create a person-centered plan
 - Case management redesign

November 11, 2021

Location: Virtual format

Participants: 9 council members, 3 RMHP staff members, 1 facilitator

Discussion topics:

- Follow-up discussion about the Health First Colorado Member Billing Policy
- Medicaid American Rescue Plan Act (ARPA) funding and spending
- Primary and behavioral health care community access
- State and Regional Program Improvement Advisory Committee (PIAC) report
- Latinx Voice of the Consumer project update

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January 13, 2022

Location: Virtual format

Participants: 10 council members, 2 RMHP staff members, 3 guests/guest speakers, 1 facilitator

Discussion topics:

- Update on the new Larimer County behavioral health facility
- Physical, occupational and speech therapy benefit and prior authorization process

March 10, 2022

Location: Virtual format

Participants: 9 council members, 2 RMHP staff members, 2 guests/guest speakers, 1 facilitator

Discussion topics:

- Update on the new Larimer County behavioral health facility
- Medicaid Buy-In Program for Working Adults with Disabilities and upcoming expansion to people over age 65, which takes effect July 1, 2022

May 12, 2022

Location: Virtual format

Participants: 11 council members, 5 RMHP staff members, 2 guests/guest speakers, 1 facilitator

Discussion topics:

- Pain management and issues experienced by Medicaid Members with chronic pain
- Performance measurement data and connecting lived Member experience with data
- Dental provider access

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Western Colorado Member Advisory Council

July 19, 2021

Location: Grand Junction with a virtual platform option

Participants: 17 council members, 2 RMHP staff members, 1 guest, 1 facilitator

Discussion topics:

- Focus group about RMHP-UnitedHealthcare brand integration
- DentaQuest shared information on the new Dental Home program for CHP+ Members
- Legislative panel with Representative Dylan Roberts and Senator Bob Rankin
- Non-Emergent Medical Transportation (NEMT) vendor changes
- Program Improvement Advisory Committee (PIAC) updates
- Consumer Directed Attendant Support Services (CDASS) Program
- Housing resources

September 13, 2021

Location: Craig with a virtual platform option

Participants: 16 council members, 14 guests/guest speakers, 2 RMHP staff members, 1 facilitator

Discussion topics:

- Access to care in Northwest Colorado
 - Behavioral health
 - Primary care
 - Specialty care
- Care coordination resources in Northwest Colorado
- Upcoming changes to the Medicaid Long Term Services and Supports (LTSS) system, including:
 - A new assessment tool
 - A new algorithm to create a person-centered plan
 - Case management redesign
- Presentation on new LTSS assessment tool

December 6, 2021

Location: Virtual format

Participants: 16 council members, 5 RMHP staff members, 1 facilitator

Discussion topics:

- A change in the member's community they would like to see in 2022, and what they can do to help make it happen
- State and Regional PIAC updates

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- Crisis services
- Behavioral health access / provider network expansion
- Planning for council priorities in 2022

March 7, 2022

Location: Grand Junction with a virtual platform option

Participants: 16 council members, 4 RMHP staff members, 4 guests/guest speakers, 1 facilitator

Discussion topics:

- Provider panel with a primary care, specialty care and behavioral health provider to discuss their experience seeing Medicaid patients, barriers to taking additional Medicaid patients (if any), etc.
- Dental Home program implementation update
- State and Regional PIAC updates
- Updates from the newly formed *Mental Health and Advocacy Needs* subcommittees of the MAC

June 6, 2022

Location: Grand Junction with a virtual platform option

Participants: 15 council members, 8 RMHP staff members, 4 guests/guest speakers, 1 facilitator

Discussion topics:

- Conversation with RMHP leadership
- State and Regional PIAC updates
- Medical Assistance (MA) renewal and preparing for the end of the Public Health Emergency (PHE)
- Panel discussion with representatives from the Division of Vocational Rehabilitation (DVR)