



Department of Health Care Policy and Financing

Hot Topics

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*The Mission of
the Department
of Health Care
Policy and
Financing is to
provide cost-
effective, quality
health care
services to
Coloradans.*

Colorado Medicaid Community Mental Health Services Program RFP

The Colorado Department of Health Care Policy and Financing (the Department) has just completed a series of three public meetings to provide an opportunity for stakeholders to comment on and ask questions about the draft Request for Proposal (RFP) for the Colorado Medicaid Community Mental Health Services Program (the Program). Meetings were held in Grand Junction, Pueblo, and Denver, Colorado during the week of June 16-20th. The Department received valuable feedback from all three meetings, with the Denver meeting on June 20th providing the most input from consumers, advocates and family members. The Department will be reviewing questions and feedback received from all stakeholders and will publish summarized responses on the Department's external website in early July, following the close of the public comment period on July 3rd. Publication of the final RFP is anticipated in early Fall 2008, with contractor selection ideally occurring by year end.

Children's Basic Health Plus Program (CBHP) Audit

The State Auditor's Office performed a standard performance audit of CBHP from February 2007 – May 2008. They reviewed information from FY06-FY07 and on June 9, 2008, the Department met with the Legislative Audit Committee to discuss the findings of the report. The audit found that the Department does not have an adequate system to evaluate the performance of the CBHP program. Specifically the report addressed concerns that HCPF does not have adequate systems in place to measure or evaluate: access to care, network adequacy, program penetration, and effectiveness of marketing and research. The audit included 16 recommendations for addressing problems and HCPF has agreed to all 16 recommendations with specific implementation deadlines. Many of the recommendations have already been implemented or are currently in process. You can access the report on the State Auditor's website at:

<http://www.leg.state.co.us/OSA/coauditor1.nsf/ReportPublic?openform>

HB07-1021, (Rep Frangas, Senator Keller), Prescription Drug Consumer Information and Technical Assistance Program

The Department has temporarily suspended the Prescription Drug Consumer Information and Technical Assistance Program while we wait for the Centers for Medicare and Medicaid (CMS) to approve A State Plan Amendment (SPA), which is required in order for the program to receive matching Federal funds. In April, CMS sent a Request for Additional Information (RAI) regarding the program. The Department responded to the RAI in May and is awaiting word from CMS on approval of the program to be decided before the end of August.

"My vision remains the same – that high quality, affordable health care is available to every Coloradan."

Governor Bill Ritter

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The Center for Improving Value in Health Care (CIVHC)

The Center for Improving Value in Health Care was established by [Executive Order D 005 08](#) signed by Governor Ritter on February 13, 2008 as part of the "Building Blocks to Health Care Reform" plan. The Center was created to establish an interdisciplinary, multi-stakeholder entity to identify and pursue strategies for quality improvement and cost containment. Led by Executive Director Joan Henneberry, the center will bring consumers, businesses, health care providers, insurance companies, and state agencies together to develop long-term strategies to identify, implement, and evaluate quality improvement strategies to ensure a better value for the care we receive in Colorado.

Customer Service Abandonment Rates

The Customer Service Section has made significant improvement in responding to client and provider calls since January 2007, when the abandonment rate was at a high of 49.81%. Due to streamlining existing processes and the commitment and persistence of the dedicated call center staff, the abandonment rate for January 2008 was reduced to 17.36%. This was remarkable considering the call center was not fully staffed and the average talk time per call increased.

May 2008 was the first time since 2002 that the abandonment rate was below 10%; the call center staff reduced the abandonment rate to 9.27%. Historically, the call center answered basic Medicaid questions and assured the client was directed to the proper person or organization. Since March 2007, the section has taken on more responsibilities for directly assisting clients. In January 2008, Customer Service took on the added responsibility of assisting clients with questions concerning the Colorado Indigent Care Program (CICP), streamlining the process for both the client and the CICP staff. Customer Service also took on the responsibility of researching and responding to client specific inquiries from Centers for Medicare and Medicaid (CMS) and legislators. Billing issues have been solved more quickly and with better customer service due to a change in how we communicate with the providers and clients.

The Section is in the process of moving from a Call Center to a Customer Contact Center. This will provide customers needing health care assistance with a choice in how they communicate with us, enable customers to help themselves, and provide consistent and accurate information concerning all aspects of their health care. Partnering with the program staff has provided the section with the ability to expand the amount of service they can provide each caller. The goal is to reduce the number of client handoffs and assure client and staff satisfaction.

For more information on these or other topics, please contact Nicole Storm, Legislative Analyst, at 303-866-3180, Nicole.Storm@state.co.us