



# Quarterly Stakeholder Meeting Agenda

## State Demonstration to Integrate Care for Full Benefit Medicare-Medicaid Enrollees

### In-Person Meeting Minutes

[A simultaneous call-in meeting occurred in another room at the MS Society to afford call-in attendees a better opportunity to participate and ask questions.]

**DATE:** Tuesday, April 30, 2013  
**CHECK-IN TIME:** 1:00 p.m. – 1:30 p.m. MT  
**MEETING TIME:** 1:30 p.m. – 3:30 p.m. MT  
**LOCATION:** National Multiple Sclerosis Society  
900 South Broadway  
Denver, CO 80230  
[Google Map](#)  
**CALL-IN:** 1-877-820-7831, Code: 946029#

Please RSVP to [Laura Pionke](#) at 303-866-3980 to indicate whether you will be attending by phone or in person.

ITEM	AGENDA TOPIC	DURATION
1.	Opening Remarks	10 minutes
2.	Advisory Subcommittee Update (Open Comment Period, Questions/Answers)	20 minutes
3.	RCCO Updates – Provider Recruitment (Open Comment Period, Questions/Answers)	30 minutes
4.	Project Update (Open Comment Period, Questions/Answers)	30 minutes
5.	Next Steps (Open Comment Period, Questions/Answers)	20 minutes
6.	Closing Remarks	10 minutes

If you need special accommodations, please contact [Laura Pionke](#) at (303) 866-3980.



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### **Attendees:**

Hilarea Amthauer	Cathy Lock
Julie Andaverde	Francesca Maes
Bill Artist	Donna Mills
Elizabeth Baskett	Gary Montrose
Adam Bean	Pam Moores
Sheryl Bellinger	Lois Munson
Ryan Biehle	Sam Murillo
Mary Brown	Kristen Pieper
Marceil Case	Mary Catherine Rabbitt
Pat Cook	Sherry Rohlfig
Frank Cornelia	Jim Rowan
Sara Froelich	Jessica Storey
Leilani Glaser	Linda Storey
Don Hall	Catherine Strode
Tom Hill	Jose Torres
Jenny Ismert	Marsha Unruh
Jessie Israel	Kelley Vivian
Ellen Jensby	Ryan Westrom
Drew Kasper	Melody Wright
Nicole Konkoly	Patricia Yeager

[Names were taken from sign-in sheets.]

### **Opening Remarks:**

Teri Bolinger opened the meeting at 1:30 p.m., welcomed everyone, and thanked participants for supporting the Demonstration's efforts since 2011 and on an ongoing basis.

### **Advisory Subcommittee Update:**

Teri identified the Subcommittee's Co-Chairs as Sheryl Bellinger and Julie Farrar. Sheryl presented the update. She mentioned that the group had been meeting for several months and most recently working on:

- (1) The project to unify the different Ombudsman entities in the state that will interact with Demonstration enrollees to enhance beneficiary rights and protections.



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(2) The first enrollment letter for Demonstration participants.

(3) Quality measures specifically related to the Demonstration.

Sheryl also mentioned additional stakeholder meeting opportunities [a handout was provided and is available on the Department's web site].

Teri asked if the group had any questions about Sheryl's update.

Kristen Pieper asked if a separate workgroup of the Advisory Subcommittee had been formed to work on quality measures. Teri mentioned that no small workgroup had yet been formed. In addition, she stated that the Department's Quality and Health Improvement unit and the Accountable Care Collaborative (ACC) Program Improvement Advisory Committee's Quality and Health Improvement Subcommittee were reviewing potential quality measures for the Demonstration. Some of the measures are required by the Centers for Medicare & Medicaid Services (CMS) for all the Demonstration states; some of the measures are selected by each state. Teri also mentioned that the subject of quality measures would be an ongoing conversation over the next few months.

Another meeting participant asked about the content of the Medicare-Medicaid enrollee interviews and caregiver focus groups the Department conducted with Health Management Associates and Corona Insights. Although the interviews and focus groups were specifically related to the Demonstration's issues, Teri commented that many of the issues were generalizable to the Department's other health care reforms. She also mentioned that the reports are posted on the Department's web site.

#### **RCCO Updates:**

Teri introduced the issue of provider recruitment and highlighted data efforts by Treo Solutions, the Department's Statewide Data and Analytics Contractor (SDAC). She mentioned current RCCO outreach and contracting efforts and the Department's overarching strategy for recruitment, including letters, telephone calls, in-person visits, association meetings, and other activities.

Each Regional Care Collaborative Organization (RCCO) summarized its ongoing individual regional and community activities related to provider recruitment. RCCO representatives presenting updates were: Donna Mills, Region 4; Nicole Konkoly, Region 1; Drew Kasper, Regions 2, 3, and 5; Adam Bean, Region 6; and Kelley Vivian, Region 7.



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Regions have found some smaller providers to be a greater recruiting challenge than larger practices. These situations present additional opportunities to emphasize the benefits of the Accountable Care Collaborative, health care reform, and practice supports provided by the RCCOs.

Pat Cook asked about recruitment efforts for physician assistants and nurse practitioners who serve the Medicare-Medicaid population. Donna Mills and Teri Bolinger talked about

Patricia Yeager asked when the RCCOs would discuss building access for those with disabilities with the providers they are recruiting. She expressed concern that providers would be recruited before discovering that their facilities could not accommodate those with disabilities. Discussion followed which included suggestions such as care coordination and services that occur outside the provider's office, input and recommendations from the disability community, etc. Linda Storey provided a personal example and supported the benefit of individuals continuing to see providers with whom they have ongoing relationships.

### **Project Update:**

Teri reported on the project's progress since the last quarterly stakeholder meeting [the PowerPoint presentation is available with the minutes on the Department's web site].

She highlighted:

- (1) Written protocols between the RCCOs and the Single Entry Point Agencies, Community-Centered Boards, Behavioral Health Organizations, Hospitals, Home Health Organizations, Skilled Nursing Facilities, and Hospice.
- (2) Care Coordination principles that Patricia Yeager and Gary Montrose have been advancing through the Community Living Advisory Group's Care Coordination Subcommittee, which was formerly part of the Long-term Care Advisory Committee.
- (3) The Beneficiary Rights and Protections Alliance that will reinforce the efforts of the Medicaid Managed Care Ombudsman, the Long-term Care Ombudsman, the Medicare Ombudsman, the Medicare Quality Improvement Organization, Colorado Legal Services, Colorado Center on Law and Policy and will include benefits option counseling services by the State Health Insurance Assistance Program (SHIP) and the ADRC (Aging and Disability Resource Center).



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In addition, Teri updated the group on the status of Medicare data. The SDAC received 2011 Parts A & B data. Part D data and 2012 Parts A & B data are not yet available. CMS also contracted with Acumen, LLC, to serve as the Statewide Data Resource Center to assist Demonstration states with accessing and formatting data.

Based on delays and issues with CMS on such topics as shared savings methodology and data, the earliest possible implementation date would be September 1 with a November 1 enrollment date.

CMS asked the Department to consider revising its implementation funding request and submit it at the end of May rather than in April. Since CMS had been unable to fund an enhanced per member per month (PMPM) to support first-year implementation of the Demonstration through the ACC, the Department increased its funding request to include infrastructure support for the RCCOs. The award would provide funding over 24 consecutive months. CMS anticipated a May submission date would result in a July award date. Later submission and award dates could be beneficial since funding would be received closer to the expected implementation date. A July award date would not jeopardize a 2013 implementation date.

Allowable categories of funding included such things as beneficiary rights and protections, enrollment letters and materials, and actuarial analysis. Opportunities also existed for ACC and RCCO support in areas such as enhanced provider outreach and education, provider training, ongoing monitoring of provider adequacy, and tracking claims and quality data. The request would particularly emphasize first-year infrastructure and activities since early investment would be critical to fuel preparation for implementation and to support improvements in Demonstration years two and three.

### **Next Steps:**

Teri summarized next steps as including activities such as ongoing conversations with CMS, development and execution of a memorandum of understanding (MOU), readiness assessment, activities and recommendations by the Advisory Subcommittee, ongoing project operations in the Department, and updating the project timeline as more information is gained.

### **Closing Remarks:**

Teri thanked the Multiple Sclerosis Society for its continued support in providing excellent meeting facilities for the Demonstration's Advisory Subcommittee and Quarterly Stakeholder meetings, free of charge. She reminded participants that all project and meeting materials would continue to be posted on the Demonstration's [web page](#) on the Department's web site.



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Since both were transitioning to other positions within the Department, Teri took the opportunity to express sincere appreciation for the exceptional service and support that Laura Pionke and Colin Laughlin have provided to the Demonstration project over the past months. [Applause followed.]

Teri announced that the next Advisory Subcommittee meeting would be on May 14 and the next Quarterly Stakeholder meeting would be toward the end of July, with details determined and communicated later. She thanked everyone for their continued participation and support.

**[The meeting ended at 3:01 p.m.]**