



COLORADO

Department of Health Care
Policy & Financing

Member Experience Advisory Council – Year End Report

December 2017

Current Membership

Our goal is that the Advisory Councils consist of 7-15 members who are currently or were recently enrolled in Health First Colorado or Child Health Plan *Plus* (CHP+), or who are family members/caretakers of a current Health First Colorado or CHP+ member. The Department seeks individuals who bring personal client experiences and are not actively engaged in working with the Department, formally or informally, in another way. Preference is given to those individuals who do not represent an advocacy organization – either paid or unpaid.

In-Person Advisory Council

We currently have 10 Medicaid and Child Health Plan Plus (CHP+) members or family members and/or caretakers serving on our In-Person Advisory Council. Four members have served two one-year terms and will rotate off the Council in December 2017. We have added three new members since January 2017.

Virtual Council

In order to accommodate interested members unable to travel to our monthly meetings in Denver, we implemented a Virtual Advisory Council in October 2015. The Virtual Council is currently made up of 14 members. We have added four new members since January 2017.

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
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Topics and Input

- To date, In-Person and Virtual Advisory Council members have provided input on **174** discrete projects, documents, or topics. **51** topics were reviewed in 2017.
- **31** HCPF staff attended in-person meetings.
- **11** external partners attended from **8** different organizations

Letters

Redetermination Letter

Explanation of Benefits Letter

Notice of Action Letter

Managed Care Organization Model Notice of Action Feedback

Home Health Services Letter

Health First Colorado Co-Pay Letter

Rx Review Program Letter

Child Health Plan *Plus* (CHP+) Communication

Informal Communication

Member-facing video scripts (teen depression, substance use disorder, keeping my information current)

Explanation of Benefits FAQs

Pop-Up Member Journey

Member Handbook Promotional Material

Managed Care Organization Model FAQ

State Innovation Model (SIM) Provider Information to Clients

Member Handbook Promotional Material

Programs Eligibility Grid

Child Health Plan *Plus* (CHP+) Communication

Household Composition and Income Resource

Non-Emergent Medical Transportation (NEMT) brochure

Accountable Care Collaborative (ACC) Provider & Community Issues Sub-Committee

Provider Missed Appointment Survey

Program-Specific

NEMT brochure

Child Health Plan *Plus* (CHP+) handbook

Medical Services Board - promoting more involvement ideas

Customer journey map

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SIM Patient Education Materials
 Future of Child Health Plan *Plus* (CHP+)
 Accountable Care Collaborative (ACC) Member Engagement Recommendations

Tools and Training

Health First Colorado Member Handbook functionality in PEAK
 Digital Resources (website, member handbook)
 Person-Centered Thinking Training

Council-Specific

Established Rules of Engagement
 List of Community Support Organizations to use for Recruitment

Other Committees and Involvement

30 hours served outside of regular meetings or virtual engagement

- HCPF Annual Report Photo Shoot and Interview
- Accountable Care Collaborative (ACC) Request for Proposal Review Committee
- Person- and Family-Centeredness Project Manager Position Final Round Interview Panel
- Presented on "Creating a Culture of Collaboration" Client Engagement Grant Stakeholder Webinar
- Notice of Action Survey
- Presented on Center for Care Innovations / University of California – San Francisco Center for Excellence in Primary Care (CEPC) "Innovative Models of Engagement" Webinar
- Provided additional feedback on Accountable Care Collaborative (ACC) Program Improvement Advisory Council (PIAC) sub-committee work
- State Innovation Model (SIM) "Engaging Our Greatest Asset in Healthcare" Panel Member (2 members)
- State Innovation Model (SIM) Testimonial Podcast "[Integrated care: A patient's perspective](#)" (2 members)
- State Innovation Model (SIM) Interview
- PEAK Website User Testing
- Provided additional feedback to Connect for Health Information Technology department



Recruitment

Our goal is for the Advisory Councils to be ethnically, racially and geographically diverse and representative of the demographic profile of the Health First Colorado and CHP+ population. For demographics, please see our [2015-16 Annual Report](#).

The Department is actively recruiting additional members to both the In-Person and Virtual Advisory Councils.

More info: colorado.gov/hcpf/meac

For more information contact HCPF_peoplefirst@state.co.us

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