



# Larimer Member Experience Advisory Council (MEAC) Minutes

Thursday, Sept. 4th 11:30am-1pm / Virtual Meeting on Zoom

## Purpose of Meeting

We focused on learning more about our new regional organization, Northeast Health Partners and the recent transition our Medicaid program here in Colorado went through recently. We also briefly talked about our council work together, looking ahead to future topics.

## About Larimer MEAC

### **About Larimer MEAC:**

CCDC's facilitator, Alison Sbrana read the council description:

A council for people in Larimer county who use Medicaid, to share our experiences of accessing care covered by Medicaid. We help shape the system that serves us to improve access for everyone. Our council has operated for over 7 years under the leadership of Colorado Cross Disability Coalition, led by a Medicaid member themselves. Our council works on system change by advising the regional organization on how to better serve and outreach Medicaid members in Larimer county, bringing various community leaders in to listen and talk with us.

## Attendance

### **NHP Attendance:**

Raina Ali - Community and Member Relations Manager

Cailey Cimera - South Fort Collins,

Kayla Garlow - Transitions of Care manager, Care Coordination

Kari Snelson - CEO

Bekkah Abeyta - NHP Community and Member Specialist

# Meeting Minutes

Raina took the council through the slidedeck about Northeast Health Partners that was previously sent out. She explained the background of NHP, and the main changes and updates for Medicaid that started July 1.

## What's new as of July 1?

- The state entered what they call ACC 3.0 for a new improved Medicaid system in Colorado.
- At the same time, behavioral health also changed in the state. It was a big maps change, consolidating regions to a total number of 4 regions for Medicaid and Behavioral health.
- **NHP doubled their membership in their RAE with region 2 expanding. They have always been rural and frontier. Adding Larimer is a big step for them,** because before that, Weld county was the closest they had to urban.
- **What's new as part of this transition:** new regions, consolidated regions, and more coordination for behavioral health as well as improved services for children and youth.
- To ease the change, NHP partnered with Rocky Mountain Health Plans (RMHP, usually referred to as Rocky on our council) on the back end to help with the behavioral health network. It was a competitive process that organizations applied for, and Rocky was head and shoulders above the rest. This now makes it easier for providers and encourages providers to sign up because they cover almost the whole state. And it makes it easier for members as well as administrators.

**Who is NHP?** They are the only nonprofit RAE in the state. They've been around for a while as a RAE, they are not new. NHP's staff is all Colorado based.

**How members are assigned to a RAE** (Regional Accountable Entity, what NHP is for Larimer now). This process of how members are assigned is called attribution.

- We used to be assigned a RAE based on all kinds of things. Now it is more straightforward: it will be based on who you see for primary care.
- When the switch happened on July 1, they looked at claims from the last 18 months and assigned us a RAE.
- **Larimer context and feedback:** We are going through a big change in Larimer county, with Associates in Family Medicine to Village Medical now being bought out by Banner and all of that transitioning as the RAE changed. Kari noted they had been monitoring this transition and it should be sorted out by Oct 1 hopefully.
- Question: Can we just stay unattributed during this transition? Kari: yes it's okay to stay unattributed right now, don't sweat it. Care coordination will probably reach out to support to make sure to help you get to the right place, and the system will also catch up at some point.

We quickly went through the rest of the slides, learning about the map transition, behavioral health services, the NHP website, and other transition pieces before learning about care coordination from Kayla.

### Care Coordination at NHP

- We heard from Kayla about care coordination at NHP – that they have a small in-house team, and they subcontract with other teams like North Colorado Health Alliance, which is where facilitator Alison used to work as a care coordinator.
  - To refer someone to care coordination, you have options:
  - Online form <https://site-emju3.powerappsportals.com/en-US/>
  - Or call the Care Coordination line at 888-502-4190.
  - If you have questions, email us at [nhpccreferrals@nhpllc.org](mailto:nhpccreferrals@nhpllc.org)
- Facilitator Alison gave time for council members to program care coordination phone numbers into their phones, so they can easily have a reference to share with folks. Alison also encouraged the council to reach out and use the care coordinators at NHP, especially after CCDC ranked NHP as the highest quality care coordination of all the RAE's in the state based on their listening tours.
- Contact for any care coordination issues: Kayla Garlow
  - Direct phone number 970-233-6872
  - Email: [kayla.garlow@nhpllc.org](mailto:kayla.garlow@nhpllc.org)
- Council members had questions about how people can access care coordination assistance if they aren't on Medicaid because they don't qualify or haven't yet applied. Kari brought up the BHASO (Behavioral Health Administrative Service Organization) system that is new as of July 1st as well.
  - Our BHASO is Signal Behavioral Health Network and they have their own care navigation and care coordination teams, and that's where Larimer members should reach out to for help if they don't have Medicaid and people need help accessing mental health and substance use services: <https://signalbhn.org/find-care/> There is supposed to be no wrong door to ask for help, theoretically wherever you start, you should end up in the right place to help you.

**Meet the CEO:** Kari attended the full MEAC meeting, and then introduced herself to the council.

- She is a licensed clinical social worker, and she has lived all over Colorado. She is still a working therapist doing part time therapy work, because there was a shortage of behavioral health providers.
- She has an open door. She hands out her cell number freely. You can call her, email her, meet for coffee. She is more than happy to meet or be invited to your event also!

**Council housekeeping:** upcoming meetings for other councils under NHP

Alison updated the council that our Larimer MEAC schedule will continue as usual, first Thursday of odd months at 11:30am-1pm. Our next Larimer MEAC meeting is Thursday, Nov 6 at 11:30am.

There are some other options for Larimer MEAC members to attend under NHP. Alison explained some of the options, including NHP's urban PIAC and member material workgroup.

- Urban PIAC (Performance Improvement Advisory Council) → larger group, welcoming community members, providers, members and more. About 50ish attendees

- Next meeting: Oct 22nd from 10-11:30am
- Member Materials Workgroup
  - Sept 23rd 1-2pm materials review council
    - Only online
    - On get involved webpage