

## Northeast Health Partners Program Improvement Advisory Committee (PIAC)

Wednesday, April 29, 2020

10:00 am-11:00 am

**Handouts & Attachments:** 1) Agenda; 2) February 2020 draft minutes (need approval); 3) Charter and Bylaws (need approval)

PIAC Voting Membership				
	Becky Sarniak/ Cavity Free @3	X	Joanna Martinson/ North Colorado Health Alliance	X Linda Thorpe/ East Morgan County Hospital
	Tanya Geiser/ Healthy Communities (Weld)		Kelly Kading/ WIC (Weld)	X Renee Schell/ Frontier House
X	Celeste Ewert/ Envision	X	Dave Madsen/ Salud Family Health Services	X Sandra Hasch/ Weld LTC Program Supervisor
	Dana Garvey/ NFP (Weld)	X	Liz Hickman/ Centennial Mental Health	Tanya Unrein/ North Colorado Family Medicine-Banner
X	Danny O'Canas/ Frontier House	X	Maureen Huff/ North Range Behavioral Health	Penny Stumpf/ Healthy Communities
X	Erika Greenberg/ CAHEC		Ginger Williams/ Hillcrest Center & The Towers (Wray)	
Non-Voting Participants				
	Barb Kleve/ Beacon	X	Tammy Arnold/ NHP	X Tina Gage/ Beacon
X	Catherine Morrisey/ NHP	X	Mandi Strickland/ NHP	X Wayne Watkins/ NHP
X	Kari Snelson/ NHP		Lynne Bakalyan/ Beacon	X Abby Rahm/ Northeast Colorado Health Department
X	Mary Snyder/ Sterling Living Center	X	Cindy Mulder/ Yuma District Hospital Clinics	X Patsy King/ Yuma District Hospital Clinics
X	Bev Sandburg/ Yuma District Hospital Clinics	X	Cathy Harshbarger/ Melissa Memorial Hospital	X Natasha Brockhaus/ HCPF
X	Michael Davis/ HCPF	X	Megan Philips/ Weld County SEP	X Rachel Shuck/ Peak Vista CHC - Limon
X	Brenda Rhea/ Washington County Nursing Home	X	Jasmine Shea/ Keefe Memorial Hospital	X Wilson Araque
X	Stella Worley/ Keefe Memorial Hospital	X	Kellee Beckworth/ UC Health	X Sarony Young/ DentaQuest
X	Cassidy Palermo/ Peak Vista CHC	X	Jeffrey Bacon/ Banner Health	X Crystal Asuncion/ Beacon
X	Tiffany Dilsaver/ Valley Medical Clinic	X	Collette Martin/ Peak Vists CHC	X Linda Medina

Agenda Topic	Discussion	Follow-Up
<u>Digital Roll Call/Introductions</u>	Roll call completed with attendance listed above.	
<u>Approval of February 2020 Minutes</u>	<ul style="list-style-type: none"> <li>Quorum was met among voting members, allowing for minute approval to be voted on.</li> <li>Joanna Martinson motioned to approve, Liz Hickman seconded.</li> <li>Meeting minutes approved without revision.</li> </ul>	<ul style="list-style-type: none"> <li>February's minutes will be posted to the <a href="#">NHP website</a>; April's draft minutes will be sent via email to the group.</li> </ul>
<u>Approval of Charter &amp; Bylaws</u>	<ul style="list-style-type: none"> <li>Charter and bylaws materials were sent to voting members prior to meeting.</li> <li>Maureen Huff motioned to approve, Celeste Ewert seconded.</li> <li>Charter and bylaws were approved and will be posted to the NHP website.</li> </ul>	<ul style="list-style-type: none"> <li>NHP to send finalized copy to the group and post to the <a href="#">website</a> for reference.</li> </ul>
<u>Regional Updates</u>	<ul style="list-style-type: none"> <li>State Level PIAC Update – Joanna Martinson <ul style="list-style-type: none"> <li>Joanna shared that regular updates from HCPF are occurring, and that she has been impressed with the Department's effort to streamline communication and provide timely updates.</li> <li>Because of time limitations, links to the Statewide PIAC will be included in meeting notes for attendees to reference.</li> </ul> </li> <li>No Medicaid members will be terminated from Medicaid after March 18, 2020; this will remain in effect until the state of emergency has been lifted.</li> <li>Homelessness is another priority for the state.</li> <li>If there are any barriers to care or communication from the Department that members/providers find confusing, please forward to NHP so it can be elevated to the state. <ul style="list-style-type: none"> <li>NHP has a designated COVID email address, and will include this reference in the meeting minutes that are sent out to the group.</li> </ul> </li> <li>Look at the <a href="#">State PIAC</a> website for April updates and efforts to eliminate barriers for members.</li> <li>PIAC Subcommittees include: <ul style="list-style-type: none"> <li>Performance Measures and Member Engagement – Best practices and performance improvement.</li> <li>Provider and Community Experience – Health Neighborhood Development, Practice Support and Care Coordination.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>As desired, PIAC members may reference the <a href="#">State PIAC website</a> for updated information on efforts.</li> <li>The NHP email providers can use to relay information and/or ask questions regarding COVID-19 is: <a href="mailto:info@nhpllc.org">info@nhpllc.org</a></li> </ul>

- Behavioral Health and Integration Strategies-  
Rapid release from Corrections Department.
- Member Report Out – Danny O’Canas
  - Danny presented on exercise and mental health to the group. His presentation included sub-topics of reducing stress, enjoying the outdoors, decreasing anxiety, increasing relaxation, and the Wellness Center at Frontier House.

#### Impact of COVID-19

- Celeste Ewert (Envision) shared that she has been attending the HCPF weekly meetings and also finds them useful and timely. She noted being very impressed with the Department’s effort to continue care for members. She relayed that some members are opting out of receiving services at this time, in part because of the telehealth platform being utilized.
  - a. Catherine Morrissey (NHP) asked if there was a trend in who was declining the services, and Celeste relayed that it typically tends to be parents of children receiving early intervention services. These would be children ages 0-3.
  - b. Celeste also relayed that having to accommodate remote work has mostly been beneficial to the organization, citing that they will likely consider ways in which this can be continued for some staff after COVID.
- Liz Hickman (Centennial MH) shared insights from the agency’s Chief Medical Officer, noting that some members are experiencing greater levels of anxiety and/or trouble sleeping, while some clients receiving psychiatry services have expressed better understanding/perspective on their condition.
- Catherine asked if providers in the region saw members having trouble accessing services due to bandwidth issues.
  - Liz (Centennial) confirmed they have observed this in some instances. To address it, they are developing a loner phone program, which allows smart phones to be shared with clients who may not have video-conferencing capabilities (either because they do not have WiFi, cell data, etc.).
- Linda Thorpe (East Morgan County Hospital) states they have seen this trend as well, but it is mostly with
- NHP to provide Sarony’s e mail address to the PIAC membership so they can utilize the resource. NHP to post resources from Sarony to the NHP website.
- NHP to confirm COVID-19 email address for providers: [info@nhpllc.org](mailto:info@nhpllc.org)
- NHP to provide [link](#) to end-of-life benefits referenced in the meeting: <https://drive.google.com/file/d/1cUr90cpPK2SGIGoKQtrzKJ80ewx5pkj8/view>

older populations who do not have these technologies established in their homes. There is also sometimes a lack of familiarity with the platforms and technology.

- Linda also shared that Morgan County nursing homes have had to do end of life planning via Zoom, and expressed the hardship this brings.
- Kari Snelson (NHP) shared that Medicaid has an end of life benefit that many people do not know about; it is not a substantial amount but can be of assistance.
- Sarony Young (DentaQuest) updated the group with resources specific to dental services. DentaQuest maintains an active and updated list of dental providers who remain open for emergency dental care, as well as those re-opening soon for routine services. DentaQuest also provides dental boxes for children and adults; these resources contain a toothbrush, toothpaste, and floss, and can be mailed to provider practices to help connect members with these resources.

Close

Meeting adjourned at 11:10 am.

- Draft minutes will be circulated and posted on NHP website.

**Next Meeting:**

Wednesday, June 24, 2020 from 10-11:30AM

Centennial Behavioral Health: 821 E Railroad Ave., Fort Morgan, CO

North Range Behavioral Health: 1300 N. 17<sup>th</sup> Ave., Greeley, CO

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## RESOURCES FOR COVID 19

State of Colorado Website Resources for providers:

- <https://www.colorado.gov/hcpf/covid>
- <https://www.colorado.gov/hcpf/provider-telemedicine>
- <https://www.colorado.gov/hcpf/provider-news>
- <https://drive.google.com/file/d/1cUr90cpPK2SGlGoKQtrzKJ80ewx5pkj8/view>

General information for the public:

- <https://covid19.colorado.gov/>

Northeast Health Partners has established an email for requests for assistance during this time. This email is checked daily and responses will be received within 24 hours: [info@nhpllc.org](mailto:info@nhpllc.org)



## Burial Assistance Program

<b>Program Purpose</b>	<p>The burial assistance program provides payments to providers for burial and cremation services of low-income Coloradans.</p> <ul style="list-style-type: none"><li>• Burial benefits are used to cover reasonable and necessary costs for burial services.</li><li>• The maximum 2020 Burial grant is \$1500.</li></ul>
<b>Eligibility</b>	<ul style="list-style-type: none"><li>• A person must have been receiving public assistance and/or medical assistance at the time of death.</li><li>• Public assistance for the purposes of the burial benefit is: Colorado Works (CW), Medicaid and/or Adult Financial (AF) programs. AF programs include:<ul style="list-style-type: none"><li>◦ Old Age Pension (OAP)</li><li>◦ Aid to the Needy Disabled State Only (AND-SO) or</li><li>◦ AND Colorado Supplement (AND-CS)</li></ul></li><li>• The total cost of the burial or cremation services cannot exceed \$2500.</li><li>• The person's assets and assistance from the family members are considered.</li><li>• Payment for the burial or cremation services is made directly to the provider(s) of the service.</li></ul>
<b>County Role</b>	<ul style="list-style-type: none"><li>• Determines eligibility and processes applications for the program.</li><li>• Enters and tracks cases in the Colorado Benefits Management System (CBMS).</li></ul>
<b>State Role</b>	<ul style="list-style-type: none"><li>• Establishes statewide program policy in consultation with the State Board of Human Services and provides county departments with technical assistance, training and consultation.</li><li>• Regional Representatives monitor the program which assists in determining if training or process evaluation may be needed.</li></ul>
<b>Funding</b>	<ul style="list-style-type: none"><li>• The burial assistance program is funded through the Old Age Pension Burial Reimbursement appropriation of \$918,364 cash funds and Aid to the Needy Disabled Burial Reimbursement appropriation of \$508,000.</li></ul>

