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**In this edition:**

- Spread the Word: Ask Members to Update Their Contact Info
- New Email Contact Information for RAE Behavioral Health Providers
- Health Equity Education Highlights
- Shared-Decision Making (SDM) Aids
- Update: COVID-19 Vaccination Provider Incentive Program
- Cervical Cancer Screening
- Colorado Specialty CareConnect Pilot is Underway

**Spread the Word: Ask Members to Update Their Contact Info**

Please help us spread the word to Health First Colorado (Colorado's Medicaid program) and Child Health Plan Plus (CHP+) Members to update their contact information. During the public health emergency (PHE), Members stay enrolled in health coverage even if they have household or income changes. At the end of the PHE, many Health First Colorado and CHP+ members will receive a packet to renew their coverage. Members who fail to fill out necessary information may lose their benefits.

We know that many members have moved over the past few years. It is crucial that Health First Colorado and CHP+ agencies have correct addresses so that members get the information they need to keep or change their coverage. Please [click here](#) to for more information about Colorado Medical Assistance Renewal, the Update Your Address campaign and PHE Unwind processes.

**New Email Contact Information for RAE Behavioral Health Providers**

In case you were unable to attend our most recent Behavioral Health Office Hours, RMHP recently created a new email address for RAE Behavioral Health providers to send us questions or issues that providers need our assistance in resolving. The new email address is [Rae\\_BH\\_PR@rmhp.org](mailto:Rae_BH_PR@rmhp.org). By sending your inquiries to this new address, it will allow us to respond to you quicker as multiple staff are monitoring the email account. This new email is available now, and we are asking providers to begin utilizing it as soon as possible.

## Health Equity Education Highlights

### **A Physician's Practical Guide to Culturally Competent Care**

As healthcare disparities among cultural minority groups persist in our country, culturally and linguistically appropriate services (CLAS) are increasingly recognized as an important strategy for improving quality of care to diverse populations. This e-learning program will equip you with the knowledge, skills, and awareness to best serve all patients, regardless of cultural or linguistic background.

[Learn more and register here](#)

### **Basics of LGBTQ Affirming Care**

This training is designed for participants at any skill level to learn how to provide excellent, affirming care for LGBTQ patients. Empathy-based and trauma informed care approaches are used to discuss institutional barriers and health disparities experienced by LGBTQ communities. The objectives will focus on techniques to mitigate these health disparities and advocate for health equity. Participants will walk away from this training with skills to create an affirming care environment, a deeper understanding of contemporary LGBTQ+ terminology (including use of affirming pronouns), and care considerations for working with transgender and gender diverse patients.

[Click here to view the recording](#)

### **Connecting Across Cultures**

How can we use diversity of identities, values, and life experiences to foster empathy, connection, and creativity? This brief session will highlight practical ways in which cultural competency and cultural humility can be used to foster authentic, meaningful connection with healthcare: both within care teams and between care teams and patients. Tangible action steps for clinic leaders and individual staff and clinicians will be included.

[Click here to view the recording](#)

### **Shared-Decision Making (SDM) Aids**

Did you know using SDM aids can help promote health care equity? The American College of Physicians (ACP) highlights SDM as a tool to build trust, remove implicit bias, incorporate language and cultural difference and increasing health literacy confidence. SDM takes into account the values of the patient. Preference-sensitive care includes treatments for conditions where legitimate treatment options exist. Decisions about these interventions, whether to have them and which ones to have, should reflect the patient's personal values and should only be made after patients have enough information to make an informed choice in partnership with their provider.

Learn more here:

- [Promoting Health Equity Using Patient Decision Aids \(Reading Time: 3 minutes\)](#)

- [How to Integrate Patient Decision Aids into Clinical Practice \(Reading Time: 3 minutes\)](#)

SDM aids are available for free from the Mayo Clinic at the following link. The link is also available on the rmhp.org website in the Provider Tools section:

- <https://carethatfits.org/>

### **Update: COVID-19 Vaccination Provider Incentive Program**

The RMHP Clinical Quality Improvement Team is accepting practices to engage in our COVID-19 Vaccination Incentive Program which targets increasing access to the COVID-19 vaccine for pediatric Members. We recognize that COVID-19 has impacted the ability and way people receive care. We want to encourage all of our Members, and especially those with gaps in care, to continue to receive the health care services that they need to stay healthy.

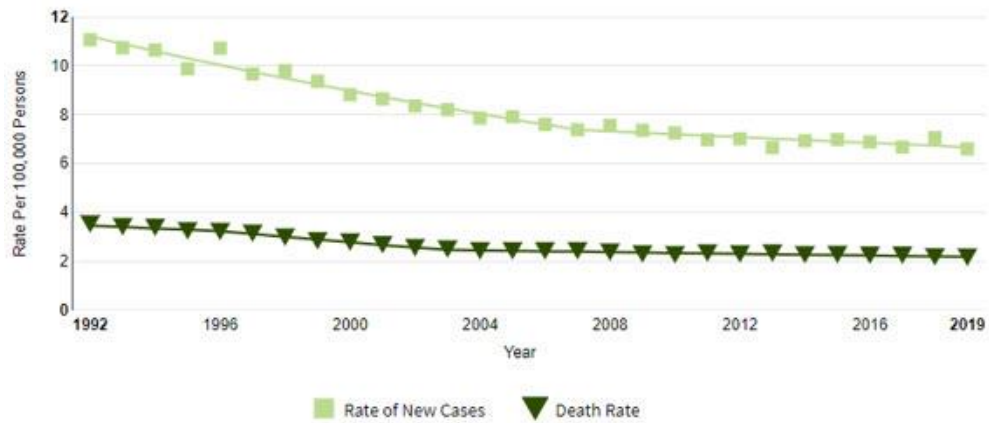
#### **Program Incentive Overview:**

- A one-time payment of \$10,000 can be earned for enrolling as a COVID Vaccine clinic with CDPHE.
- Additional funds are available via RFP for up to \$15,000. PCMPs should send a brief description of activities that they are implementing or are proposing to enhance COVID-19 vaccine and well-checks in their clinic.

Additional information can be found [here](#). Please send an email to Kristi Hall ([Kristi.hall@rmhp.org](mailto:Kristi.hall@rmhp.org)), or your assigned Clinical Program Manager, to enroll.

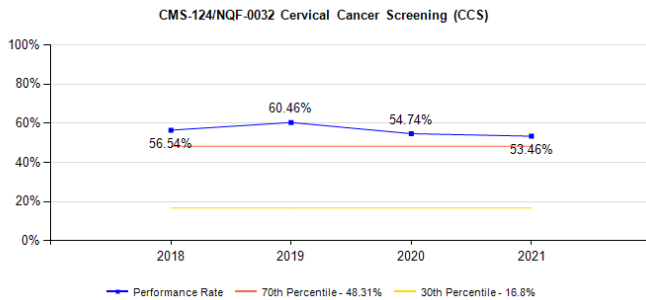
### **Cervical Cancer Screening**

While cervical cancer was once one of the most prevalent causes of cancer death's for American women, the rate of cases has decreased over the years due to increased regular Pap tests. Another way to prevent this cancer is to get the HPV vaccine, if eligible, to detect any pre-cancerous changes.



### CQM/NQF Annual Historical Performance

Displaying the historical CQM/NQF performance for the RAE program. Performance rates are based on Q4 practice performance.



<https://seer.cancer.gov/statfacts/html/cervix.html>

Our RAE region has performed above the historical RAE 70<sup>th</sup> percentile benchmark for cervical cancer screenings from 2018-2021; however, we have seen a decrease in rates over the last few years. If your practice does not have a standardized workflow to ensure women are receiving regular screens, consider an improved patient notification system, patient education, and continued provider education in relation to adherence with evidence-based guidelines.



## Colorado Specialty CareConnect Pilot is Underway

In December, Rocky Mountain Health Plans announced a collaborative pilot, Colorado Specialty CareConnect that will bring eConsults to Western Colorado. We are excited to share that the Colorado Specialty CareConnect (CSCC) platform went live on **April 26, 2022**. Our Primary Care pilot sites have been developing and testing workflows for ordering eConsults and will be eligible for reimbursement for this service once training has been completed.

Rocky Mountain Health Plans could not have moved this project from vision to reality without the partnerships from our healthcare community. [Quality Health Network \(QHN\)](#) partnered with the eConsult vendor, [Safety Net Connect \(SNC\)](#), to create a cutting-edge platform that is easily accessed and user-friendly for both Primary Care and Specialty Care Providers. Once an eligible PCP has been trained, he or she can access the CSCC platform directly through QHN. Eligible patients are pre-loaded into the CSCC platform, reducing the need for administrative work by the PCP and an eConsult question can be generated and submitted in a matter of minutes. Once the eConsult has been closed, an eConsult summary will live in the transcription detail for the patient in QHN, be sent electronically to the PCP and added to the patient's record.

Mesa County's Physicians IPA has been a vital partner in this work. Thanks to their broad membership within the county, we were able to recruit and engage local specialists to join the [ConferMED](#) Colorado Network of Specialist Reviewers. We are pleased to share that we launched the pilot with 8 specialties, many of these represented by our local Specialty Care Physicians. As we move through the pilot we will add at least 7 additional specialties, thus providing a broad array of experts to assist with clinical guidance when requested by our primary care provider network.

We are grateful to have a large network of Advanced Primary Care practices who prioritize high quality, team based care. A special thanks goes out to [Family Health West Primary Care](#), [SCL Health Medical Group- Patterson Primary Care](#) and [Primary Care Partners](#) for piloting Colorado Specialty CareConnect. The Primary Care Providers in these practices will provide needed feedback to help make *Colorado Specialty CareConnect (CSCC)* a success when we roll it out to our broader provider network in the near future. This includes documenting best practices, overcoming barriers, and optimizing the process for generating eConsults in the primary care setting.

The implementation of Colorado Specialty CareConnect advances the mission and aligns with Rocky Mountain Health Plans values. We will continue to provide updates on the progress of our pilot initiative and are excited to expand this service to Primary Care Providers in our broader network soon!

### Our Mission

[Rocky Mountain Health Plans](#) takes the initiative to improve the lives of our Members

and the health of our communities by offering innovative health plans, providing excellence in service, and staying true to our tradition of putting people before profits.

### **Our Values**

*We make decisions based on the well-being of our Members.*

*We are respectful, compassionate, and fair.*


*We are innovative and action-oriented.*

*We honor the rights of physicians and patients in medical decision-making.*

*We are catalysts for continuous quality improvement.*

*We believe that the quality of our relationships shapes our future*

At RMHP, we are dedicated to working with you to help our Members receive the best care possible. Thank you for your commitment to providing quality care. We value your partnership, and hope you enjoy this monthly resource!

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