



Council Functions & Governance

August 2024 Council Training



What are these councils?

- 2 new sister councils:
 - Community Advisory Council
 - Family Support Council
- Both of these councils are new. This training is our first gathering
- The 2 councils will work closely together, meeting on the same day with an overlapping lunch



What are these councils (2)?

Community Advisory Council (CAC)

- Advising HCBS Case Management Agency
- Made up of:
 - Majority must be clients/family members
 - professionals (providers, advocates, businesspeople)
 - community leaders (private sector and government)
- 3 people from each of the 5 regions
- 2-year terms

Family Support Council (FSC)

- Advising on Family Support Services Program
- Made up of:
 - Clients/family members
 - Friends, guardians
 - Advocates
- 2 people from each of the 5 regions

Community Advisory Council

Purpose:

Be an advisory body to Rocky Mountain Health Plans' Case Management Agency that administers Medicaid HCBS Waivers (and some other long term services and supports) for the 5 regions on the Western Slope.

You will provide recommendations and be on-the-ground eyes and ears for them. You will also take information you learn from participating in the council and share with your community members.

Some of the tasks will be:

- Review HCBS waiver service delivery policies and provide input about quality, communication, and member satisfaction
- Help Rocky's HCBS Case Management Agency create strategies for resolving complaints
- Review complaint trends and offer feedback, and follow up on problem solving these issues
- Review marketing and other communication materials. Give input to make sure they are understandable, and culturally relevant throughout the region.

Family Support Council

The purpose of this council is to assist with overall implementation of the Family Support Services Program (FSSP)

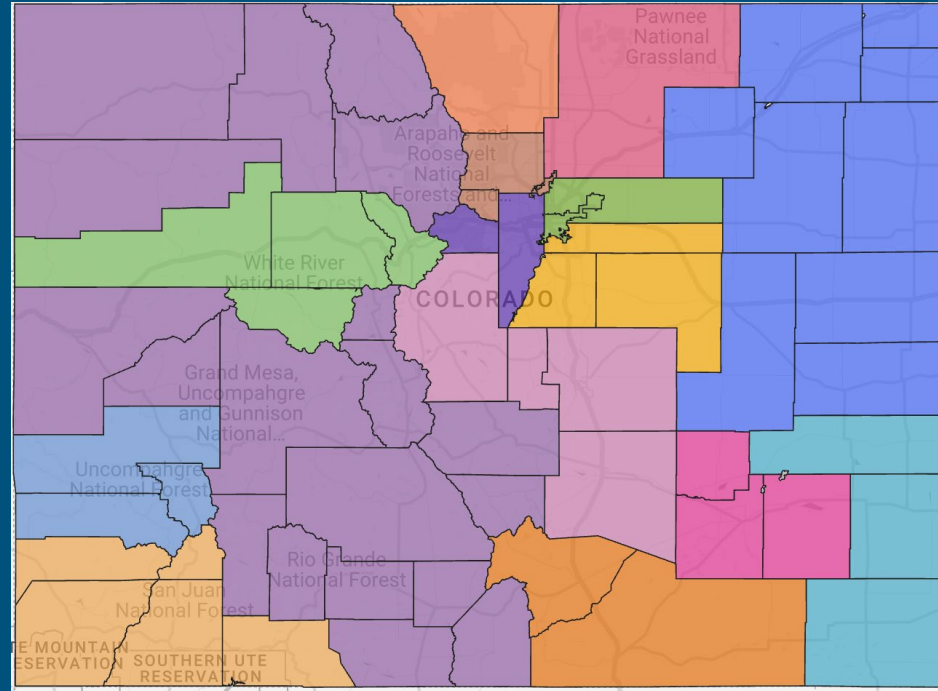
Some of the tasks will be:

- Help determine which clients on the waiting list should receive FSSP.
- Help develop emergency funding process.
- Help develop funding priorities for the program.
- Monitor implementation of services provided in your area.
- Make recommendations on how to help families that are moving out of the program.
- Annual evaluation of effectiveness of FSSP
- Review annual report of the program.

What areas of Colorado do we cover?

5 regions make up the new HCBS waiver case management structure on the Western Slope, all under Rocky Mountain Health Plans. The regions are the darker purple on the map:

- Mesa County
- Grand, Jackson, Routt, Moffat, Rio Blanco
- Delta, Gunnison, Hinsdale
- Alamosa, Conejos, Costilla, Saguache, Mineral, Rio Grande
- Chaffee/Lake/Fremont/Custer



5 Regions of Case Management with RMHP

- Recent transition due to case management redesign
- All waiver services managed by the case management agency (CMA) for that region

Designated Service Area 14: Alamosa, Conejos, Costilla, Mineral, Rio Grande, and Saguache

609 Main Street
Alamosa, CO 81101

Open Monday through Friday 8:00 a.m. to 5:00 p.m.

Closed holidays and weekends

Phone: 970-243-7050 or 800-346-4643

State Relay: 711

Intake email:
CMAIntake@uhc.com

All other needs:
CMA_RMHP@uhc.com

CASE MANAGEMENT AGENCIES (CMA)

WE ARE PROUDLY SERVING THE FOLLOWING COMMUNITIES:

Designated Service Area 13: Chaffee, Lake, Custer, and Fremont

517 N. Diamond Avenue
Canon City, CO 81212

Open Monday through Friday 8:00 a.m. to 5:00 p.m.

Closed holidays and weekends

Phone: 970-243-7050 or 800-346-4643

State Relay: 711

Intake email:
CMAIntake@uhc.com

All other needs:
CMA_RMHP@uhc.com

5 Regions of Case Management with RMHP (2)

Designated Service Area 16: Grand, Jackson, Moffat, Rio Blanco, and Routt

595 Breeze Street
Suite 100
Craig, Colorado 81625

Open Monday through Friday 8:00 a.m. to 5:00 p.m.

Closed holidays and weekends

Phone: 970-243-7050 or 800-346-4643

State Relay: 711

Intake email:
CMAIntake@uhc.com

All other needs:
CMA_RMHP@uhc.com

Designated Service Area 17: Mesa

2775 Crossroads Blvd.
Grand Junction, CO 81506

Open Monday through Friday 8:00 a.m. to 5:00 p.m.

Closed holidays and weekends

Phone: 970-243-7050 or 800-346-4643

State Relay: 711

Intake email:
CMAIntake@uhc.com

All other needs:
CMA_RMHP@uhc.com

Designated Service Area 18: Delta, Gunnison, and Hinsdale

196 W. Hotchkiss Ave.
Hotchkiss, CO 81419

Open Monday through Friday 8:00 a.m. to 5:00 p.m.

Closed holidays and weekends

Phone: 970-243-7050 or 800-346-4643

State Relay: 711

Intake email:
CMAIntake@uhc.com

All other needs:
CMA_RMHP@uhc.com

When will we meet?

- **Quarterly hybrid meetings**
 - If you want to come in person, you are welcome to! You will have full support to do so, with expenses covered
 - If you don't want to/are unable to attend in person, there will always be a virtual option
- **Meetings will be 2nd Wednesday of the month in September, December, March, June**

Meeting schedule for 2nd Wednesday of the month in September, December, March, June:

- 10am-12 noon: Family Support Council
- 12-1: Joint Lunch for both councils
- 1pm-2:30pm: Community Advisory Council open meeting
- 2:45-4pm Closed Community Advisory Council meeting

Meeting notes & information online



United Healthcare | ROCKY MOUNTAIN HEALTH PLANS

Explore Our Stories See The Impact CMA ▾ MSO ASO Resources ▾ Find a Plan

- What is a Case Management Agency?
- Locations and Contact Information
- Long-Term Services and Support Options
- Community Advisory Committee
- Transparency
- Member and Individual Rights
- File a Complaint
- Office Closures and Emergency On-Call

Home > Programs > Case Management Agencies (CMA) > Member and Individual Rights



United Healthcare | ROCKY MOUNTAIN HEALTH PLANS

Explore Our Stories

COMMUNITY AD

Home > Programs > Case Management Agencies (CMA) > Community Advisory Committee

The Community Advisory Committee is an advisory body for the CMA that meets quarterly. Each meeting includes time for public comment.

UPCOMING MEETING DETAILS AND AGENDA

8/19-8/20 at RMHP 2775 Crossroads Blvd (Boardroom), Grand Junction, CO 81506

PREVIOUS MEETING MINUTES

Coming Soon....

MEMBERS

rmhp.org