



## Rocky Mountain Health Plans Case Management Agency Community Advisory Committee Meeting Minutes

Wednesday, December 11, 2024  
12:30 p.m. – 4:00 p.m., Virtual

### **Executive Summary: Public Meeting Notes**

The Rocky Mountain Health Plans (RMHP) Community Advisory Committee (CAC) consisted of members from each designate service area (DSA) of the Case Management Agency (CMA).

In attendance were 12 members from the different DSAs, 5 RMHP staff members, one facilitator, and two additional RMHP staff members briefly for the Governing Body update.

### **RMHP Governing Body Update:**

RMHP's Chief Financial Officer presented a RMHP CMA financial report and provided a question-and-answer session. RMHP's Chief Executive Officer and the Vice President of Long Term Services and Supports also provided updates and then listened and answered questions during the public comment period.

### **CAC Meeting:**

RMHP staff updated committee members on caseloads of the CMA staff and answered questions about staff operations. The RMHP Regional Accountable Entity (RAE) staff liaison presented information about how the CMA and RAE Region 1 – both under RMHP – are collaborating for better Member outcomes. RMHP staff answered questions from committee members about this collaboration and reviewed a flyer from the CMA about their services.

RMHP staff presented information about complaint trends and the facilitator led the committee through the complaint log. The committee had an engaged discussion about how it can best advise RMHP CMA staff in their review of complaints, noting that issues with the state's Care and Case Management (CCM) system contributed to these complaints and those fixes need to come from the state.

Committee members discussed virtual versus in-person meetings due to budgetary constraints and decided on a recommendation for 1 in-person meeting and 3 virtual meetings per year.