



Rocky Mountain Health Plans Case Management Agency Community Advisory Council Meeting Minutes

Wednesday, September 11, 2024

1:00 p.m. – 4:00 p.m.

Executive Summary: Public Meeting Notes

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

In attendance were 14 members from the different DSAs, 4 RMHP staff members, two facilitators, and two guests.

One person provided public comment. This person is a rural agency owner who has lost a lot of money because of Electronic Visit Verification (EVV). The person indicated that the state system does not interact well with the person's system. As a result, claims are denied without a way to identify the problem. They also noted eligibility issues of clients being kicked out of Medicaid. This rural agency owner does not have staff to fight each denied claim and has not found the customer service of the EVV vendor useful. This is one reason why there are so few providers.

RMHP's Chief Financial Officer presented a RMHP CMA financial report and provided a question-and-answer session.

An overview of the rollout of the Care and Case Management (CCM) system and existing known issues was provided.

The RMHP CMA presented a summary of complaint data. Council members gave feedback and got their questions answered.

Council members provided input on communications and outreach about waivers. They would like to see this happen over the next year.