

2024 Community Impact Report



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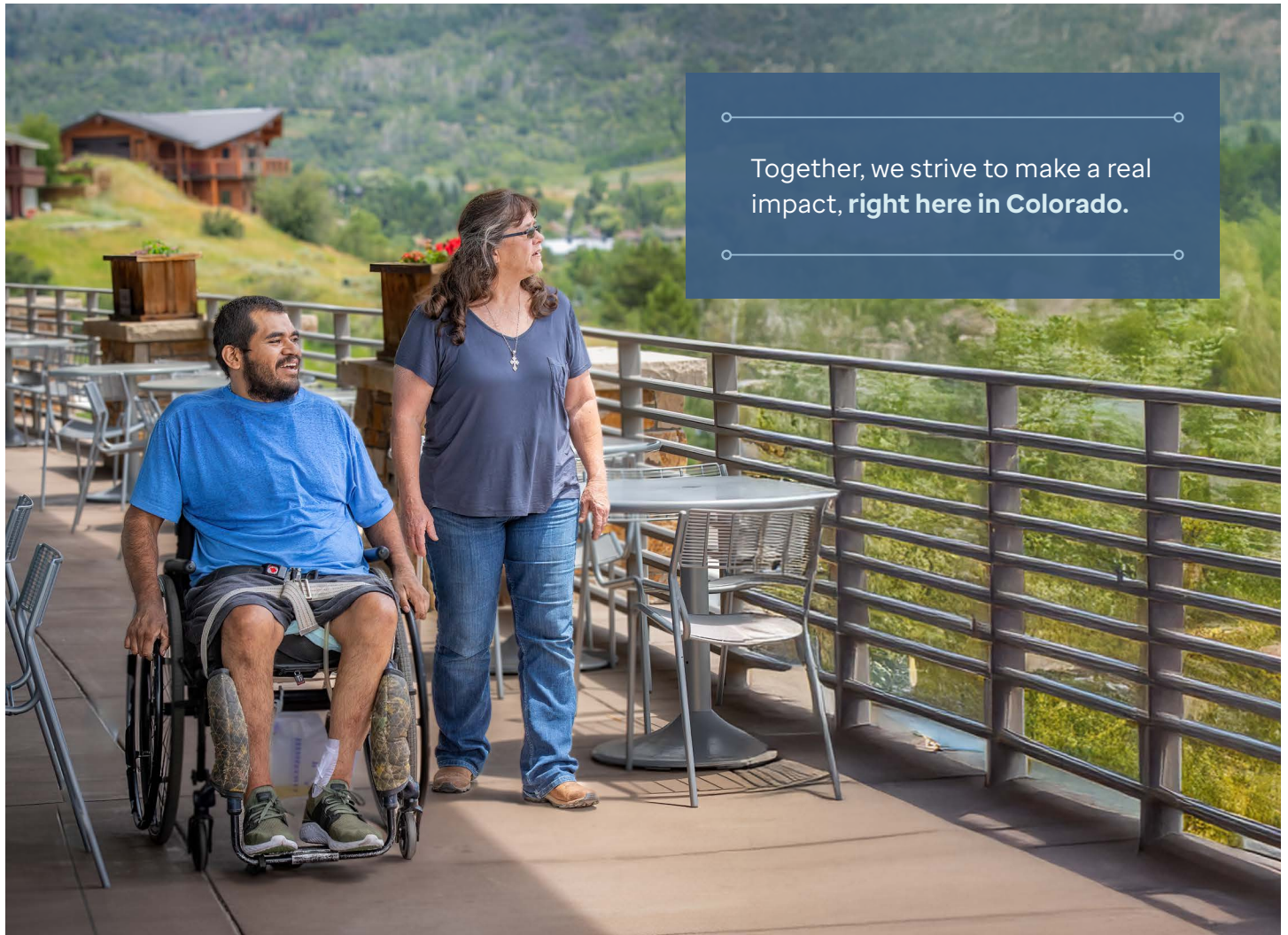
OUR COMMITMENT TO

Colorado Communities

At Rocky Mountain Health Plans, a UnitedHealthcare company, we're committed to improving the health outcomes and livelihoods of **all Coloradans**.

Health equity is both a passion and a priority, and we work daily to close the gaps of disparity that exist for underserved populations across the state. We do this by fostering relationships with county and state leaders, by working with providers and organizations in our local communities, and by elevating our members' voices to identify and deliver the resources they need and deserve. We commit millions of dollars through one-time and recurring investments and value-based payment models.

Learn more at rmhp.org



Together, we strive to make a real impact, **right here in Colorado.**

ONE-TIME INVESTMENTS,

Countless Impacts

In 2024, we invested over \$4 million of Regional Accountable Entity (RAE) funds in the health neighborhood. This one-time funding supports community-based projects and programs that improve the health and life outcomes of Medicaid members and promote the health of local communities and populations.

\$4.1 million

in total one-time investments.

One-time investments were used to address social determinants of health (SDoH), increase organizational program capacity, expand access to care, and promote health equity initiatives.

Examples include:

SDoH Initiatives



- Increasing the organizational capacity to coordinate and facilitate access to SDDoH services.
- Supporting program expansion for food service agencies, such as mobile outreach and food distribution, as well as for harvesting and distributing surplus fruits and vegetables.
- Supporting a transitional housing facility with bridge funding while facing operational challenges.
- Purchasing organization vehicles for client transportation and home-based SDDoH services.

Health Equity Initiatives



- Hiring, training, and retaining staff from diverse backgrounds (*including peer support specialists*).
- Hiring LGBTQ+ community resource navigators.
- Hiring promotoras for community field-based work.
- Purchasing technology for pharmacies to improve reading accessibility of prescription information for individuals with a vision impairment, as well as those who could benefit from language translation services.



Behavioral Health Quality and Access

- Supplementing tuition assistance for students earning a master's in social work, in support of expanding the local behavioral health workforce.
- Financing infrastructure to expand a supportive foster care program as respite for caregivers.
- Developing new programs for substance use disorder continuums of care and co-responder programs.
- Supplementing salaries, bonuses, and training for the behavioral health workforce.



Health Care Quality and Access

- Financing infrastructure and technology to expand access to integrated behavioral health services.
- Financing infrastructure for new maternity programs.
- Supplementing salaries, bonuses, and training for clinicians.
- Supplementing costs of medical services and transitions of care due to gaps in coverage.
- Funding costs for transitions of care across different parts of the health neighborhood.
- Trainings for providers serving members living with intellectual and developmental disabilities.



RECURRING INVESTMENTS FOR

Continued Community Care

In addition to our 2024 one-time community funding initiatives, we also made a total of \$9.7 million in recurring investments.



\$2.5 million

in community-based organizations, including a health information exchange, housing, food programs, and health equity programs.



\$3.9 million

to support primary care medical providers (PCMPs) in efforts to sustain integrated behavioral health and SDoH program staff, such as dietitians, clinical pharmacists, and doulas.



\$3.3 million

in community-based care coordination teams.

Recurring investments for continued community care supported PCMP, integrated community care team, and community-based organization (CBO) initiatives.

Examples include:



PCMP Initiatives

- Supporting a youth resiliency program coordinator to facilitate youth groups, activities, and coordination of needed services.
- Hiring integrated behavioral health providers committed to warm handoffs and covisits and facilitation of substance use disorder programs, including medication-assisted therapy.
- Offering doula services to Medicaid-eligible prenatal patients, including postnatal services.
- Stationing Spanish interpreters in clinics.



ICCT Initiatives

- Supporting case management and care coordination for Medicaid members residing in housing facilities.
- Offering complex care coordination and services for physical and behavioral health, as well as health-related social needs.
- Developing programs specializing in youth with Department of Human Services involvement.
- Engaging county public health departments with strong community presence to assist with health care and social needs navigation.



CBO Initiatives

- Providing transportation services for individuals with disabilities to attend social functions and fulfill personal needs.
- Developing and facilitating health equity programs for LGBTQ+, people of color, and tribal communities.
- Facilitating member advisory councils to inform improvements of services and care delivery.
- Implementing programs to reduce teen pregnancy and provide whole-person maternity care for under-resourced populations.
- Providing interpretive services for the deaf across the health care provider community.



Northwest Colorado Center for Independence empowers individuals with disabilities through **advocacy, peer support, and education.**

TRANSFORMATIVE PAYMENTS FOR

Value-Based Care

We design, implement, and maintain value-based payment agreements to increase funding for providers who serve RAE members with the highest needs or barriers and to sustain specific high-value services. These agreements are distinct from our community investments.



\$4.3 million

in capacity building to behavioral health providers to provide services integrated into community settings (including school-based suicide prevention, peer outreach, supportive housing, and substance use disorder programs).



\$4.7 million

in enhanced behavioral health reimbursement for bilingual and safe-space providers, providers who serve a high proportion of members of color or have identified SDoH needs (housing, food, transportation, social isolation, or interpersonal violence), and providers who are in rural, frontier, and underserved communities.



\$1 million

in prospective enhanced primary care payments for those practices with the highest demonstrated capabilities.



\$340,000

for enhanced payments to primary care for members who are Hispanic, have a non-white racial identity, or speak a non-English primary language.



\$7.7 million

in community reinvestment for savings achieved through RMHP PRIME programs.



\$10,000

for enhanced payments to primary care providers who serve members with an identified SDoH need.



Examples of Current Contracts

Eligibility for each value-based payment agreement is based on objective, national, and state criteria, and practices are evaluated at least annually to determine eligibility.

We proactively contact providers as they become eligible for a value-based payment agreement.

Examples of our current contracts include:

- Delivering enhanced reimbursement for independent behavioral health providers who serve the region’s most vulnerable members (people of color, members who are non-English speakers, members of the LGBTQ+ community, and members living in rural and frontier counties).
- Providing PCMPs with enhanced monthly payments for attributed members who are non-English speakers or identify as a racial or ethnic minority and who have the highest future expected medical utilization.
- Providing PCMPs with enhanced monthly payments for attributed members who identified an SDoH need through screening.
- Supporting new community-based services that are provided by independent providers. Such services include targeted case management, assistance with activities of daily living, psychological rehabilitation, employment support, prevention and early intervention services, multisystemic therapy, and other peer services.
- Offering enhanced payments for PCMPs who meet federally established quality measures, achieve behavioral health integration, participate in state Medicaid programs (such as the Medicaid Prudent Prescriber tool), and are completely open to new Medicaid members.
- Implementing shared savings for PCMPs who meet national quality metrics for members served in our managed care program, RMHP PRIME.
- Developing value-based payment models that support Comprehensive Safety Net Providers’ ability to maintain community-based services that are unsustainable through traditional fee-for-service reimbursement. Such services include permanent supportive housing, respite, suicide prevention in schools, in-home crisis response, and transitions from psychological inpatient stays.

PROUD TO

Collaborate for Better Health

Our Community Investment Recipient Criteria

Community funding is allocated based on the annual renewal of existing funding agreements and the vote of the Program Improvement Advisory Committee and the Community Strategy Committee for one-time or ongoing funding requests and requests from Tier 1 PCMPs.

Region 1 Community Investment Recipients (1 of 3)

2nd Chances Counseling Agency	Colorado Mesa University	Eastern Colorado Services
Acorn Behavioral Health Services	Colorado Mountain College	Eastern Colorado Services for the Developmentally Disabled
Alternatives to Violence	Colorado River Fire Rescue	EDCare
Altitude Pediatrics	Colorado West Emergency Physicians	Food Bank for Larimer County
Ariel Clinical Services	CommonSpirit Hospital	Food Bank of the Rockies
Aspen Summit Wellness & Counseling	Community Care Alliance	Good Food Collective
Axis Health	Community Compassion Outreach	Good Samaritan Cortez
Behavioral Health & Wellness	Community Food Bank	Grand County Rural Health Network
Bright Star Care	Community Health Provider Alliance	Grand Junction Housing Authority
Building Hope	Consultants for Children	Grand Valley Behavioral Health
Care and Share Food Bank	Creative Directions Counseling and Consulting	Grand Valley Equine Assisted Learning Center
Cedar Point Health	Delta County Ambulance District	Grand Valley Fire Protection District
Center for Enriched Communication	Delta County Memorial Hospital	Great Education Colorado
Children's Wellness Center-Colorado	Denver Adolescent Therapy Group	Great Expectations
City of Grand Junction	Dove Creek Care & Share	Green Root Therapy
Clifton Christian Church Food Bank	Eagle Valley Behavioral Health	Gunnison County Department of Human Services
Collaborative Trauma Solutions	Eagle Valley Family Practice	Harmony Acres
Colorado Cross-Disability Coalition	Early Morning Orchard	Harrington Arts Alliance

Region 1 Community Investment Recipients (2 of 3)

Health District of Northern Larimer County	Mesa County Libraries	Polaris
Health Partnership-Grand County Rural Health Network	Mesa County Public Health	Poudre Valley Health System
Hilltop Health Services	Mesa Developmental Services	Primary Care Partners
Homeward Bound	Midvalley Family Practice	Project 1.27 (EchoFlex)
Hunger Free Colorado	Mind Renewal Behavioral Health Services	Quality Health Network
Impact on Education	Montrose Regional Health	R5 High School
In the Weeds	Mountain Family	Raise the Future
Inner Strength Therapy Services	Mountain Family Health Centers	Real Conversations Inc.
Integrated Insight	Mountain Pride	Recovery Resources
Kaiser Permanente	Mountain Roots Food Bank	Rennewanz-Reeves Counseling
Karis Inc.	North Colorado Health Alliance	Resilient Colorado
KidStuff Child and Family Counseling	Northern Colorado Health Partnership	River Valley Family Health Center
Kikta Behavioral Health	Northwest Colorado Health	Riverside Education Center
Kings and Priests	Olathe Community Clinic	Roaring Fork Family Practice
LiftUp of Routt County	Oliver Behavioral Consultants	Rocky Mountain Clinics-Front Range
Loving Beyond Understanding	PDF Consulting	Safer More Affirming Communities
Lower Valley Fire District	Peak Family Medicine	SCL Health Medical Group
Mancos United	Pediatric Associates of Durango	Signal Behavioral Health Network
Marillac Clinic Inc.	Pediatric Partners of Glenwood Springs	Southern Ute Tribal Council
Marissa Dominguez	Pediatric Partners of the Southwest	Southwest Center for Mental Health
Memorial Regional Health	Pitkin County Department of Human Services	Southwest Colorado Center for Independence
Mental Health Colorado	Plan de Salud Del Valle	Southwest Colorado Mental Health Center
Mesa County Department of Human Services	Plateau Valley Fire Department	St. Mary's Family Medicine

Region 1 Community Investment Recipients (3 of 3)

St. Mary's Hospital Foundation	The Learning Council	West Mountain Regional Health Alliance
St. Vincent Health	The Pediatric Association	Western Colorado Alliance
Steadman Group	Trailhead Christian Counseling	Willow Collective
Summit Community Care Clinic	TreeTop Child Advocacy Center	Yarrow Collective
Summit County Government	Tri Unity	Young Invincibles
Telluride Medical Center	Tri-County Health Network	Young People of Culture & Rainbow Youth Center
The 4 Eagle Foundation	Uncompahgre Medical Center	Youth Closet and Toy Chest
The Hive	UpRoot Colorado	

Building Trust, One Relationship at a Time

The following testimonials were submitted by community organizations that were able to better serve members using RMHP community investment funds.

Explore more stories that showcase the impact of RMHP community investments at rockyimpact.com



There's no sentiment that appropriately captures seeing **reinvestment dollars at work.**

About Colorado Mesa University

Colorado Mesa University (CMU) is a comprehensive regional public higher education institution offering liberal arts, professional, and technical programs at the master's, bachelor's, associate, and certificate levels. With an enrollment of more than 10,000 students across three campus locations, CMU focuses on providing quality academic programs built on a strong liberal arts core that supports students' interests and regional employment needs, as well as technical programs that respond to vocational workforce demands.

Master of Social Work Tuition Reimbursement Program

A combined \$1 million investment from Rocky Mountain Health Plans and the City of Grand Junction, which each contributed \$500,000, is a community collaboration with CMU that supports the innovative tuition reimbursement program for eligible graduates of CMU's Master of Social Work (MSW) program. By facilitating education and placement for MSW graduates, the program aims to build a stronger, more accessible mental health care system.

The initiative:



Represents a forward-thinking approach to using one-time funds for sustainable impact.



Addresses the critical shortages of mental health and social service providers in the community by emphasizing local placement of graduates.



Promotes a ripple effect of empowering social workers to improve countless lives across the region.



Anybody who has been in this community for any amount of time knows that one of the leading leaders in this community for decades has been Rocky Mountain Health Plans.

The number of lives that are going to be impacted in a positive way because of the contributions the City and Rocky are making is really staggering. It's not just the individuals getting the loan assistance, but the number of lives that those people will touch. The multiplier is monumental.

- John Marshall, President, CMU



For this program to be able to offset those costs – it's absolutely significant.

If I didn't have this program, would I need to take a job at a different spot in a different town? But I don't want to. I want to be in my community.

- Jamie Plock, CMU graduate and program recipient



About **The Health Partnership**

In 2006, Northwest Colorado's care providers came together to create an agenda addressing the health needs of the Yampa Valley. The agenda consisted of deepening organizational collaboration to support individuals in overcoming barriers so that systems were stronger and people were healthier. What started back in 2006 became the foundation for the Northwest Colorado Community Health Partnership, which in 2019 became The Health Partnership (THP).

Thanks to the generosity of Rocky Mountain Health Plans, THP was better able to serve the Yampa Valley's Latinx and LGBTQ+ communities through its promotora and partnership with Queer Futures, respectively.

The Impact of THP's Promotora

THP's promotora was able to make crucial inroads with Yampa Valley's Latinx community, particularly at the beginning of open enrollment, by successfully reaching those in the community interested in OmniSalud. The promotora has also enriched THP's annual Día de los Muertos altars in both Steamboat and Craig, among other achievements.



In my role as a Promotora ... I can tell how challenging it can be

for some members of our community to have access to affordable health insurance, often due to a lack of information and the language barrier. To overcome these challenges, we organized bilingual presentations for our community and provided insurance enrollment information in Spanish. ... It was really rewarding to see how many people who weren't even aware of programs like OmniSalud, or were skeptical of such programs, express their gratitude for finally understanding their options in their own language.

By bridging the communication gap, we foster a more inclusive and supportive health care environment for our diverse community.

- Promotora, The Health Partnership



Providing Care to the LGBTQ+ Community

THP partnered with Queer Futures, the first and only LGBTQ+ resource center in Northwest Colorado, to provide much-needed mental health services to the local community. Queer Futures served over 200 unique participants through one-off programming, ongoing support groups, queer-focused mental health therapy sessions, community education workshops, and more. The investment from Rocky Mountain Health Plans supported the purchase of security measures for the on-site facility, including window coverings, indoor and outdoor cameras, panic buttons, and a security system, ensuring the safety of all Queer Futures participants, staff, and volunteers.



Queer Futures is so grateful for the RMHP community investment granted to them through The Health Partnership.

In 2024, Queer Futures ran its first full year of programming, which was a huge success. In addition, over 94% of Queer Futures participants reported ‘feeling a sense of belonging at Queer Futures programs.’ We would not have been able to create such a safe, affirming space without first making the space physically safe.

- Representative, Queer Futures



Having access to an LGBTQ+ therapist in Steamboat has been transformational for my life.

I have struggled with finding therapists who understand my experience in Steamboat, and finally having someone to meet with face-to-face has allowed me to heal and process things I had previously not been able to. [My therapist] has already become an integral part of the health and well-being of the Yampa Valley queer community.

- Participant, Queer Futures



About the **Good Food Collective**

The Good Food Collective (GFC) works with partners from across our regional foodshed in Southwest Colorado to collectively build a just and thriving food system. Together, we work to create a vibrant regional food system centered around community leadership, collaboration, economic prosperity, equity, and healthy living.

The investment GFC received from Rocky Mountain Health Plans has supported us in addressing many of the food security-related challenges and opportunities identified by the most vulnerable and underserved populations in the region.

Thanks to Rocky Mountain Health Plans, GFC has:



Created a Cultural Resource Navigator role to address the unique food security needs of Native and Indigenous communities, with an emphasis on Fort Lewis College.

The Navigator has:

- Provided SNAP enrollment support to 37 new clients, 35% of whom identify as Native American.
- Hosted an Indigenous cooking class.
- Audited and provided coaching to regional food assistance providers.



Assisted our remote and rural communities in accessing nourishing, fresh foods by:

- Partnering with a community-based coalition to purchase a refrigerated van for produce transfer from local farms to Silverton.
- Expanding our gleaning program, rescuing 11,000 pounds of surplus fruits and vegetables from local farms and distributing it to food access sites in Montezuma and Dolores counties and the Ute Mountain Ute reservation.
- Providing a local food pantry with cold storage equipment.
- Providing a frontier-based food pantry with funding to purchase local eggs for its clients and an income source for a client who is growing a farm operation.



Helped connect our Spanish-speaking residents with food resources and representation at community spaces:

- Planned the first-ever Montezuma County Language Justice training to educate and empower food assistance providers on ways to serve clients who speak languages other than English.
- Translated our Regional Food Assistance Resource Guide into Spanish and conducted an outreach campaign to expand awareness.
- Provided interpretation, translation, stipends, and childcare to support the participation of 50-plus Latinx residents in informing and leading our La Plata Food Equity Coalition.
- Led a coalition to pass a county ballot measure reallocating \$700,000 annually to workforce housing and childcare, two of the upstream issues driving food insecurity.



I don't know a space like this where the community gets to give its opinion on what we should do.

It is always organizations telling us what they want to do. Here, it is us, the community thinking about what our problems are and how to have a solution for those issues. This is power for us.

- Darcy Diaz, Community Leader

