

Rocky Mountain Health Plans (RMHP) Case Management Agency (CMA) Community Advisory Committee (CAC)

Zoom Link: Join Zoom Meeting
<https://us02web.zoom.us/j/88567289488>
 Meeting ID: 885 6728 9488

Executive Summary: This virtual meeting covered a variety of topics including complaint review, discussion of council terms and term limits, and an update from the CEO of the company and financial update from the CFO. RMHP also provided some data and trends for the council. We also had a public comment receiving comments from council members but none from the general public.

COUNCIL MEMBERS

Name	Lived Experience	Agency & Affiliation	Attendance (In-person/ Virtual/ Absent)
Community Advisory Committee Members			
Alexia Gruis	<input checked="" type="checkbox"/>	Community Member, DSA 16	Absent
Aubree McKinney	<input type="checkbox"/>	Provider, Family Voices CO, Family Navigator, DSA 18	Virtual
Autumn Wynn	<input checked="" type="checkbox"/>	Community Member, DSA 14	Absent
Danielle Angotti	<input checked="" type="checkbox"/>	Provider, ARC of West/Central CO, DSA 18	Virtual
Diana Conner (Reed)	<input type="checkbox"/>	Provider, MLS Senior Care, DSA 17, 18	Virtual
Elaine Wood	<input checked="" type="checkbox"/>	Provider, ARC of West/Central CO, DSA 18	Phone
Jennifer Pieroni	<input checked="" type="checkbox"/>	Provider, Harmony House, DSA 16	Virtual
Jerrica Thurston	<input checked="" type="checkbox"/>	Community Member, SlopeCares, DSA 17	Virtual
Kelly George	<input checked="" type="checkbox"/>	Co-Chair Community Member, Parents & Caregivers Connection Group, DSA 14	Virtual
Lindsey Garey	<input type="checkbox"/>	Provider, Horizon's Specialized Services, DSA 16	Virtual
Molly Bischoff	<input type="checkbox"/>	Community Member, DSA 13	Absent

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Patricia Moncada	<input checked="" type="checkbox"/>	Community Member, DSA 17	Virtual
Rob Harris	<input checked="" type="checkbox"/>	Co-Chair Community Member, DSA 17	Virtual
Tiffany Waugh	<input type="checkbox"/>	Community Member, DSA 18	Absent
Visitors			
Ron Gomer	<input checked="" type="checkbox"/>	Possible New Community Member, DSA 16	Phone
Tina Gonzales	<input type="checkbox"/>	Mom's Meals	Virtual
Facilitators and CMA			
Alison Sbrana	<input checked="" type="checkbox"/>	Facilitator - CCDC	Virtual
Julie Reiskin	<input checked="" type="checkbox"/>	Facilitator - CCDC	Virtual
Billie Bemis	<input type="checkbox"/>	RMHP CMA VP LTSS	Virtual
Heather Murphy	<input type="checkbox"/>	RMHP CMA Co-Director & FSSP Program Coordinator	Virtual
Erica Anderson	<input type="checkbox"/>	RMHP CMA Co-Director	Virtual
Dyann Walt	<input type="checkbox"/>	RMHP CMA FSSP Lead	Virtual
Sheila Worth	<input type="checkbox"/>	RMHP CMA Contract Lead	Virtual
Ethan Storeng	<input type="checkbox"/>	RMHP CMA CQI Lead	Virtual
Aly Austin	<input type="checkbox"/>	RMHP CMA Member Family Liaison, CMA/RAE Liaison	Virtual

1. Welcome and Overview of Agenda 2:00 p.m.

Welcome and introductions were made.

2. CMA Data Update (RMHP)

Billie presented the data overview for the CMA. Slides were sent out ahead of the meeting.

3. Complaint Review & Discussion (RMHP)

Alison explained that the CAC is required to exist and that it is required to review complaints monthly. There is a new timeline and a new monthly electronic review process using a Google form. The Committee talked about how that new format is working. Julie clarified that this Committee doesn't handle personal complaints, but those concerns should be filed with RMHP.

Committee member feedback:

Rob: Yes, it's a helpful format.

Patricia: The new complaint format was very helpful and much easier to get through.

Kelly: I like the format.

Aubree: I like the format also!

Lindsay: I mentioned earlier but I liked the format. I felt it was easy to come back to, larger font, and separated by month.

The new timeline for complaints review:

- Committee members will receive redacted complaints to review by the 15th of each month, for the past month’s complaints.
- If Committee members want a response from RMHP, enter a response on the Google form by the end of month.
- CCDC will compile Committee member responses and send to RMHP two weeks before the next CAC meeting.

RMHP Complaint Trend Analysis

Erica gave a presentation on complaint trends for June through August 2025. RMHP will respond to the questions that came in through complaint form responses at a later date, letting Committee members review the content until the end of the month.

Description of Trend	Action CMA Considering Based on Trend	Input from CAC Members	CMA Follow-up Actions
Mostly against CM not CMA as a whole	Mostly lack of responsiveness, communication followed by unprofessionalism	This was done on a form Request for definitions	New process to get RMHP the comments 2 weeks ahead of meetings. Most of the follow up involved had to do with supervision and management of CMs.
CMA	Work from home, wanted CMA to take advocacy role		

Council discussion on complaint trends:

- Alison posted in the chat about how to make a complaint with the RMHP CMA. Here is the information about how to file a complaint with Rocky (scroll down a bit) <https://www.rmhp.org/programs/cma/member-individual-rights/>
- Rob noted: These logs show progress once issues escalate, but too many complaints stem from delays, unclear communication, and relationship breakdowns. If we improve first-line CM responsiveness, clarity around FSSP/waivers, and strengthen empathy training, we’ll prevent a majority of these issues from reaching the complaint stage.
- Diana brought up the need for timely follow-up to issues that come up, so community members could avoid escalating to complaints. Billie reiterated the need for timely responses from CM’s (48-hour reply requirement, ideally 24hrs). The CMA Directors put their direct contact information in the chat.

Follow up at next meeting: New process will give more time to allow feedback from RMHP to member comments.

- Request to discuss roles of supervisors vs. case managers at a future meeting.
- Follow up on the two items below regarding Membership and Term Limits that we didn’t have time to discuss as needed.

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4. Membership and Term Limits 2:40 p.m.

Julie explained that as we get more stabilized, we want to discuss membership and term limits.

Table	Discussion Notes	Proposed Changes or Follow-up
Frequency and length of terms?	Jerrica: 2 year terms, can renew one time Aubree: 2 year terms, can renew twice (for total of 6 years) Rob: 3 year terms, can renew once Kelly: 3 year terms, no limit due to limited individuals to represent Jerrica: Need for flexible policies due to limited representation	Consensus of total of 6 years with a soft term limit. 3 year terms, with a max of 2 terms. with exceptions for limitations
How many members? Community vs. lived experience vs. provider		Didn't have time to discuss
Approaching how the council wants to report to the governing body	Julie reported to the council that this is something we can be doing as a council per the regs, and planted the seed for the council to think about how they want to do this without adding more labor to their responsibilities.	Didn't have time to discuss

5. Governing Body 3:00 p.m.

Public comment

Jerrica provided public comment:

- Online grievance forms – suggests having a fillable form on the website like HCPF, instead of just email or phone number to contact for complaint filing.
- Asked what HCPF trainings are available and is there something on de-escalation.
- Medical necessity requirements are a barrier – can there be process to bypass this for items under \$500.
- Caseload distribution, fewer cases for IDD as they are more complex.
- CM think peer support should be in same DSA not across DSAs.

Comment in chat during public comment from Jennifer:

- I think it would be helpful for us to talk about the HCPF OM and how our Advisory Committee is meant to function. Right now, our short meetings and tightly scheduled agendas don't leave space for real discussion, even though the committee's role includes providing input on service delivery policies, member exceptions to the DSA, marketing strategies, resource development, overall operations, service quality, and member satisfaction. I'd really appreciate us creating some space to engage more fully on these responsibilities.

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Governing Body Updates

- Billie Bemis, VP of Long-Term Services and Supports
- Patrick Gordon, RMHP CEO:
Challenging 18 months with many changes on a state level. CFC implementation is settling down. While it is difficult to recruit, they are in a better place than a year ago. Still have some vacancies. Headwinds are not good. The 1.6% reduction will apply to CMA but they have financial backing to withstand it but the bigger issue is provider capacity. They are thinking about ways to support provider capacity.
- Rose Stauffer, RMHP CFO:
Financial Update - Rose reviewed the financials.

Patrick addressed a question from the last meeting about what happens if we have extra money (e.g., vacancies, etc.). Vacancies have a short-term gain but it goes away when hired. The state is very prescriptive about what can be retained with extra funds. They will take it back if you do not have a specific need. They do have some latitude to reinvest. There is a cost and fee basis to the program. There are fees that are paid for some services and if there is profit, they can reinvest into the program. They are trying to figure out how to do this and where they will be at the end of the year. They will reinvest whatever is available to reinvest. This might include steps to improve the financial eligibility process with counties. They like to make capacity grants for providers in areas of provider deserts. The CMA is not a profit center, part of the bigger mission. The goal is to break even.
- Patrick answered live questions from the council about how communities, the CMA, and providers will be impacted by incoming cuts.
- Concern about West Slope getting funds from Rural Health Transformation Program H.R.1 Section 71401.

5. Wrap Up/Next Steps 3:25 p.m.

Next Meeting Date and Time:

- Fri Nov. 14 11am-12:30pm (After that next one Jan. 14 1-3pm)

Reminder for Monthly Complaints Review:

- Committee members will get the monthly complaints review by the 15th of the month.

Action items:

RMHP already followed up to let the council know via Zoom chat which DSAs are under each director (Erica vs. Heather).

- Heather Murphy: DSA 16, 17, and State General Fund programs (SGF is FSSP, OBRA, and State SLS- the state general fund programs)
- Erica Anderson: DSA 13, 14, 18, and I&R

6. Adjourned 3:30 p.m.