

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 CMA data, complaint review, member survey improvements, policy review, public comment, and an update from the CEO of the company and financial update from the CFO. The committee reviewed complaints with 9 committee members providing feedback; communication issues remain a primary concern. The committee discussed modifying the member survey to better assess if members understand available services and supports. RMHP committed to taking these ideas back for review, assess how they can be operationalized, and move forward with implementing the actionable components. The committee reviewed the Member Access policy. The committee had a report from the Governing Body about finances and learned that upcoming budget cuts will reduce services, with the state choosing to maintain Medicaid membership while reducing some services. Public comment participation remains low; the committee discussed strategies to increase community awareness and engagement.

COMMITTEE 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	Virtual
Aubree McKinney	<input checked="" type="checkbox"/>	Provider, Family Voices CO, Family Navigator, DSA 18	Virtual
Autumn Wynn	<input type="checkbox"/>	Community Member, DSA 14	Absent
Danielle Angotti	<input checked="" type="checkbox"/>	Provider, ARC of West/Central CO, DSA 18	Absent
Elaine Wood	<input checked="" type="checkbox"/>	Provider, ARC of West/Central CO, DSA 18	Virtual
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	Absent

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Lindsey Garey	<input type="checkbox"/>	Provider, Horizon's Specialized Services, DSA 16	Virtual
Molly Bischoff	<input type="checkbox"/>	Member, DSA 13, Chaffee County	Absent
Patricia Moncada	<input checked="" type="checkbox"/>	Community Member, DSA 17	Virtual
Rob Harris	<input checked="" type="checkbox"/>	Co-Chair Community Member, DSA 17	Absent
Tiffany Waugh	<input type="checkbox"/>	Community Member, DSA 18	Virtual
Visitors			
Ron Gomer	<input checked="" type="checkbox"/>	Possible New Community Member, DSA 16	Absent
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	Absent
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	Absent

1. Welcome and Overview of Agenda

The meeting opened at 11:00 AM. Attendees introduced themselves in the chat. Alison reviewed the agenda.

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)

Discussion of complaint data from September and October, with analysis of trends and response strategies. Members have not yet reviewed October as that summary is due on the 15th, but Ethan presented data inclusive of October.

- Ethan presented data showing 17 total complaints for September-October, with 14 against case managers and 3 against the agency; 47% related to lack of follow-up/responsiveness.

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- Alexia: Questioned what retraining look like and suggested sensitivity training might be needed.
- Jerrica: Noted she's been suggesting supplemental training since the first council meeting.
- Billie: Clarified that Rocky does conduct internal training beyond what HCPF requires.
- Elaine: Explained that HCPF training is often vague, creating inconsistencies between agencies.

Feedback mechanisms beyond formal complaints. Discussion about creating alternative ways for members to provide feedback without filing formal complaints. The group identified that it would be nice to have a way to give feedback, but mixed ideas about how to do it (form vs not a form). A suggestion for more community-based feedback sessions including our public comment were suggested. There are now monthly community meetings in each DSA. They are focused on providers. Committee members acknowledged that people fear retribution based on past experiences with the system which inhibits reporting.

Description of Trend	Action CMA Considering Based on Trend	Input from CAC Members	CMA Follow-up Actions
People not knowing when CM is absent	Mostly lack of responsiveness	Discussion about how to notify members when case managers are unavailable. They currently have auto responses on email and voicemail. The group and Rocky agreed that clients can be notified when there will be extended known absences like maternity leave, planned medical leave, etc., but that for regular PTO (short, unplanned, etc.) the auto responses are adequate.	Rocky will consider notification ahead of planned leave.
Complaints about DCSC	People experiencing decreases due to changes unhappy	Clarity about how to communicate bad news	Have future discussions about how to help Rocky communicate cuts to people.

4. Members Survey Improvements

The committee conducted their annual review of the member survey with suggestions for improvements to format and content.

- Billie: Explained plans to put the survey on the website with a link to the web form
- Jerrica: Suggested adding a QR code to paper surveys for easier access
- Julie: Recommended clarifying language about roles when completing the survey
- Jerrica: Suggested adding a question about whether case managers explain available waiver benefits
- Alexia: Proposed asking how well members understand their services and supports

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- Lindsey: Suggested modifying questions about complaints to first ask if members know how to file a complaint

Results:

- Survey will be available in multiple formats: paper, email, and website
- RMHP will consider the feasibility of adding QR codes to paper surveys
- Question language will be modified to better assess if members understand available services
- Questions about complaints will be modified to first ask if members know how to file a complaint

5. Policy Review on Member Access

Review of the Member Access policy.

Alison presented annotated policy documents focusing on Member Access. This policy was sent by email. There was not adequate time to discuss, Committee members are welcome to provide further feedback via email.

6. Governing Body

Public comment

There was no one signed up for public comment which led to a discussion about improving public comment participation and awareness. After questions it appears clients would not know that this exists. Ideas included sharing this opportunity on the member survey, moving it to a different time during the meeting, or share this through advertising using existing public venues like libraries, social media, local media, schools, etc. Committee members were asked to share this opportunity with peers, neighbors, etc. People that cannot or do not want to speak can use the email address.

Multiple organizations are holding information sessions about the budget cuts and people should educate themselves. CCDC has a session on December 6th. People can also listen to the budget committee and hear how they are discussing these issues. Listen to both sessions of 11/12/25 [here](#).

Governing Body Updates

RMHP's CFO presented a financial report showing \$830,000 year-to-date surplus through September. Billie explained upcoming changes to service calculations, particularly for children's services. Julie noted that more budget cuts are coming and will impact services and possibly the finances. She asked the group to think about how we can help Rocky message this and deal with this in the community months. Some specific aspects of budget cuts include:

- The state is choosing to maintain Medicaid membership while cutting some services.
- Changes to direct service calculator interpretation will impact service hours, particularly for children.

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5. Wrap Up/Next Steps

Next Meeting Date and Time:

January 14, 2026, 1:00-3:00 PM

Moving meeting to every other month for 2 hours. Always the 2nd Wednesday.

Action items:

- **Committee Members**

- Reminder for Monthly Complaints Review: Committee members will get the monthly complaints review by the 15th of the month. Please do your reviews by the 30th of the month.
- Consider how to support Rocky in communicating upcoming service cuts in a sensitive manner
- Help spread awareness about public comment opportunities

- **Alison**

- Send October complaints to council members by end of day
- Send annotated policy document to council members

- **RMHP**

- Consider implementing QR codes on paper surveys
- Modify survey questions based on council feedback
- Consider implementing proactive notifications for extended case manager absences
- Consider web form options for anonymous feedback (longer term)

7. Adjourned 3:30 p.m.

FY25-26 Summary of Committee Suggestions and Results

Committee Idea or Suggestion	CMA Follow-up Actions
Policy and Marketing Material Suggestions	RMHP implemented feasible changes to policy and marketing materials. Ongoing.
Request for Data by DSA	RMHP provides a CMA Data Update at each meeting. Expanded to include data by DSA.
Public Comment – add email option	RMHP created a new email (CMA-Public-Comment@uhc.com) and posted on the website.
CAC Membership Term Limits	RMHP implemented.
Request to change CMA case manager caseloads.	RMHP evaluated the request. RMHP must remain compliant with HCPF contract and guidelines. No change made.
Peer Support Expectations	RMHP had already evaluated similar options prior to setting its current structure.
Medical Necessity Requirement – Request to change process.	RMHP evaluated the request. RMHP must follow regulatory and corporate guidelines. No change made.
CAC Meeting Structure	Meetings were restructured in both 2025 and 2026 addressing the concern for more time and an easier review structure.
Person-Centered Thinking Training Supplemental Training Leadership/Coaching Books to Read	Already in place – both external and internal. HCPF is releasing additional trainings. RMHP remains open to reviewing additional training that may be feasible to implement.
Online Grievance Form – Desire for Anonymity	RMHP considered. It is difficult to solve problems when detailed information is not provided. Complaint procedure available online as required by rule.
Community Feedback Sessions	Implemented provider meetings in each DSA.
Member notifications for extended leave of absence.	RMHP implemented.
Member Surveys: <ul style="list-style-type: none"> • Online, email, paper, QR code, add to website, with consideration for rural areas. • Suggestions to content/questions. 	RMHP already had online, email, and paper version available. RMHP will explore the feasibility of using QR codes within the United framework. RMHP will add the survey link to the website at the time of distribution. RMHP will consider suggestions for content, balancing additional content/questions with overall length.

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