

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

Zoom Link: Join Zoom Meeting
<https://us02web.zoom.us/j/83986907614>
 Meeting ID: 839 8690 7614

Executive Summary:

- Facilitators and members of the Community Advisory Committee met without RMHP leadership to discuss complaints for the first 45 minutes of the Committee meeting. The Committee discussed complaint trends, focusing on communication gaps, case manager workload, and exploring reassignment of case managers. The facilitators will draft a list of recommendations that were discussed within this time and send the recommendations to RMHP leadership for review. The Committee will also try this idea during the May CAC meeting and then re-evaluate to figure out if it is working.
- RMHP leadership joined the meeting and the Committee reviewed CMA data including the increase in pending referrals in January, as well as the reduction in late service plans. They also approved the policy that guides our Committee operations under the CMA. During a requested discussion about how to communicate incoming cuts to members, the Committee recommended developing plain language templates to mail or email to members to help explain the changes, with Committee volunteers offering to help create and review materials based on communications already being developed by other advocates. The Committee ended with public comment and Governing Body updates, where they heard a financial update about the CMA and plans to help increase staffing.

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	Absent
Autumn Wynn	<input type="checkbox"/>	Community Member, DSA 14	Virtual
Danielle Angotti	<input checked="" type="checkbox"/>	Provider, ARC of West/Central CO, DSA 18	Absent
Diana Reed	<input type="checkbox"/>	Provider, MLS Senior Care	Absent
Elaine Wood	<input checked="" type="checkbox"/>	Provider, ARC of West/Central CO, DSA 18	Virtual

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Jennifer Pieroni	<input checked="" type="checkbox"/>	Provider, Harmony House, DSA 16	Absent
Jerrica Thurston	<input checked="" type="checkbox"/>	Community Member, SlopeCares, DSA 17	Virtual
Kelly George	<input checked="" type="checkbox"/>	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"/>	Member, DSA 13, Chaffee County	Absent
Patricia Moncada	<input checked="" type="checkbox"/>	Mosaic, DSA 17	Virtual
Rob Harris	<input checked="" type="checkbox"/>	Community Member, DSA 17	Virtual
Sandra Acevedo	<input type="checkbox"/>	Provider, Hilltop, DSA 17	Absent
Tiffany Waugh	<input type="checkbox"/>	St Mary's Hospital, DSA 17	Absent
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	Absent
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
Denise Rooks	<input type="checkbox"/>	RMHP CMA Supervisor	Virtual
Aly Austin	<input type="checkbox"/>	RMHP CMA Member Family Liaison, CMA/RAE Liaison	Absent

1. Welcome and Overview of Agenda

Brief welcome and reminder of the trial meeting format. RMHP will join in 45 minutes.

2. Complaint Review and Discussion (Facilitators and CAC Members only)

- This was the first meeting where facilitators and members of the Community Advisory Committee met without RMHP leadership to discuss complaints for the first 45 minutes of the Committee meeting.
- Committee members in attendance for this section included: Co-facilitators Julie Reiskin and Alison Sbrana; Autumn Wynn, Rob Harris, Alexia Gruis, Lindsay Garey, Patricia Moncada, Jerrica Thurston, Kelly George, and Elaine Wood.
- The Committee discussed complaint trends, reviewing complaints that were received in

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December and January (reviewed in January and February by CAC), exploring member perspectives and ideas to recommend to the CMA on the following topics:

- Lack of communication and follow-up
- Surge of intake/pending cases
- Reassigning Case managers
- Noted that next time we will discuss missed deadlines
- The facilitators will draft a list of recommendations that were discussed during this time and send the recommendations to RMHP leadership for review and consideration.
- The Committee will try this meeting format during the May CAC meeting. The group will re-evaluate to figure out if it is working.

3. CMA Data Update

Billie presented the data overview using the slides that were sent out ahead of the meeting. She noted the significant increase in intakes from December to January, the biggest increase yet. The Committee discussed what might be contributing to this increase, noting CFC rollout as a possible cause but not the only one. The Committee reviewed other data including late LOC assessments, CSRs, service plans, and late or missed monitoring check-ins. The Committee discussed and asked questions about these, exploring the reason why and what the consequences are of late items – Billie explained that late items can happen from member availability or refusing to schedule, and that there can be multiple factors beyond the CMA’s control.

4. Finalize Documents

Facilitators presented the CMA policy covering the responsibilities and operations of this Committee. The Committee reviewed and approved the Community Advisory Committee policy document. Facilitators highlighted the conflict of interest section requiring members to represent community interests and clarified that the conflict of interest process is about disclosure and abstaining when conflicts exist, not prohibition on participation. They highlighted the policy requesting Committee members to abstain from complaints discussion if they are familiar with the case being discussed. Jerrica noted that she assists community members with filing complaints and wants to stay in compliance with this request; facilitators and CMA leadership will work together so that facilitators know who submitted complaints so they can monitor discussion participation. Facilitator noted the new process for new members joining the CAC in the policy. There was also a sidebar conversation to understand the exception policy noted as an example in CAC policy review; Billie explained this is typically for when a CMA member moves out of the area and requests an exception to retain their case manager. The policy was approved by the quorum of Committee members.

Document	Status coming into meeting	Any changes needed?	Who approved
RMHP CMA Community Advisory Committee Policy & Procedure	Sent out in advance	Rob recommended adding language about tracking recommendations and the outcomes.	The Committee unanimously approved the policy as is.

5. Communication Discussion

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- The Committee discussed recommendations for the CMA for how to communicate the incoming cuts with members. Elaine noted the importance of case managers getting back to people quickly and being clear about changes as soon as possible. The Committee discussed the challenges case managers have due to workload, limited time to engage in longer conversations to listen and validate member feelings when the cuts are beyond their control.
- The Committee recommended plain language explanations of service cuts available for case managers to send to members via email or mail, to serve as a resource to learn about the cuts before or after conversations with case managers. Jerrica and Alexia offered to assist with the creation or review of the plain language templates, and facilitator Julie noted the DD Council and Arc of Aurora are already working on creating these but are waiting until changes are finalized. Facilitators will monitor for those completed materials and will send it to the Committee and/or specifically Jerrica and Alexia, to assist with adapting the materials for the regions RMHP serves. There was also a question from Kelly about how to adapt materials for Deaf folks who have on average 4th grade reading level – Julie explained that recorded ASL videos of the explanations can be an option that other advocates are exploring.
- There were a handful of questions related to the changes and cuts. Julie explained that Colorado cannot afford to continue previous service levels due to federal law changes, and answered Jerrica’s question explaining state waivers are an optional service and other states have dropped entire waivers due to HR 1. Julie shared that the DD Council survey found many states don't allow any payment for children, and most limit to 40 hours. Jerrica asked a question about the rural funding investment for Medicaid, and Committee members explained it does not compensate for the cuts.
- Committee members Jerrica and Diana asked questions about the CFC calculator and assessment process, and which areas of the calculator are discussed. Billie clarified the 100.2 assessment informs the calculator, so only sections with identified needs are discussed. That means case managers don't go through every calculator section, only where needs are identified in assessment. Diana asked about cases where the 100.2 shows difficulty with dressing or bathing, but the client only receives homemaking – Billie explained it could be about member choice and encouraged asking case managers about cases where there are concerns or questions. Jerrica noted some confusion in the community about age-appropriate determinations. Facilitator Julie explained the caps and noted that going over the cap hours requires supervisor approval, and HCPF wants very few exceptions beyond the supervisor approval.

6. Governing Body

Public Comment

There were no public comments.

Governing Body Updates

Patrick presented the CMA financial overview in Rose’s absence. He explained the operating surplus will be reinvested in capacity improvements to allow case managers more direct member engagement, focusing on core case management work. This will help the CMA support sustainability efforts as kindly as possible, such as increased complexity and approval processes necessary. Committee member Jerrica expressed appreciation for the action they are taking in

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reinvesting the surplus to give case managers more time with members. There was a question about providers, and Patrick explained the state is the one who contracts and pays providers. He emphasized Rocky wants to support state goals, which is a second driver for using operating surplus to restructure staffing.

7. Wrap Up/Next Steps

Next Meeting Date and Time:

May 13, 2026, 1:00-3:00 PM

Action items:

- **Julie and Alison**
 - The facilitators will draft a list of recommendations identified during the complaint discussion and send the list to RMHP leadership for review and consideration.
 - Monitor for plain language materials from DD Council and Arc of Aurora about service cuts and send to Jerrica/Alexia for help in adapting to Rocky regions or language.
- **RMHP CMA**
 - Ethan - Send list to facilitators of which committee members should be recused from each complaint when sharing complaints list.
- **Committee Members**
 - Jerica and Alexia - Volunteered to help create and review plain language templates for service cut communications.

8. Adjourned 3:00 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.
Consider implementing address/contact info check during quarterly monitoring to help prevent communication gaps.	RMHP implementing.
Recommended language changes (flyer, survey, cover letter)	RMHP implemented.
CAC Agenda Change – Committee independent discussion time.	Will pilot in March and May, then reevaluate.
Create CES Enrollment/Reenrollment Checklist	RMHP implementing.
Debrief discussions after family prompted reassessments.	RMHP implementing.

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Committee Idea or Suggestion	CMA Follow-up Actions
CAC P&P - Consider adding language about tracking recommendations and outcomes.	RMHP implemented.
Using plain language templates for mail or email for members to explain the cuts.	Facilitators will monitor for completed guidance from Arc of Aurora and the DD council to serve as the foundation of this plain language guidance. CAC members Jerrica and Alexia offered to help with reviewing the material. RMHP will review final product and consider implementing.