

POLICY

Title: RMHP Case Management Agency (CMA) Community Advisory Committee (CAC)

Policy Number: CMA 29

Department/Owner(s) CMA – Heather Murphy, Sheila Worth

Creator(s): Sheila Worth

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Signature: 

Date Approved by CAC: 03/11/2026

1.0 Acronyms & Definitions

- 1.1. **CAC:** Community Advisory Committee
- 1.2. **CDHS:** Colorado Department of Human Services
- 1.3. **HCPF:** Colorado Department of Health Care Policy and Financing
- 1.4. **Governing Body:** The official group of people, leadership, ultimately responsible for RMHP CMA oversight.
- 1.5. **RMHP:** Rocky Mountain Health Plans

2.0 Purpose

- 2.1 To outline the responsibilities of the Community Advisory Committee.

3.0 Applicability

- 3.1 Line(s) of Business/Program(s): CMA
- 3.2 Department(s): CMA
- 3.3 Regulatory/Contractual Requirement(s):
 - 3.3.1 10 CCR 2505-10 8.7201.B. – Governing Body
 - 3.3.2 10 CCR 2505-10 8.7201.C. - Community Advisory Committee
 - 3.3.3 [HCPF OM 25-054 Community Advisory Committee](#)
 - 3.3.4 RMHP CMA Contract C24-186985A7, Sections 1.4.3., 9.7.6., 1.19.

4.0 Policy

- 4.1 The Rocky Mountain Health Plans (RMHP) CMA has convened and maintains a Community Advisory Council (CAC) that complies with the requirements of rule and memo guidance.
- 4.2 The CAC functions only as an advisory body and has no decision-making authority.

4.3 The CAC collaborates with the Governing Body to fulfill the oversight and transparency requirements of the contract.

5.0 Responsibilities

5.1 Community Advisory Committee Responsibilities

5.1.1 Monthly Complaint Review.

5.1.1.1 Provides monthly review of complaints and their resolutions.

5.1.1.2 Provides feedback and recommendations for resolving complaints with Members.

5.1.2 CMA Policy and Operations.

5.1.2.1 Reviews policies as required (e.g., policies regarding complaints and exceptions).

5.1.2.2 Reviews Member facing marketing materials (e.g., flyer)

5.1.2.3 Overall CMA operations, service quality and resource development.

5.1.2.4 Member Satisfaction (e.g., policy, survey, survey results)

5.1.3 Public Comment. In collaboration with the Governing Body, the CAC offers time for public comment at each meeting.

5.2 RMHP CMA Leadership

5.2.1 RMHP CMA Contact Lead will notify the Department of any changes to the CAC within 10 days of the change.

5.2.2 RMHP CMA Contact Lead is responsible to ensure the RMHP's CMA website is compliant with this policy.

5.3 Routine Review, Maintenance, and Communication

This policy will be reviewed (and revised where necessary) at least annually or when there is a change at the enterprise level, or a regulatory or contract change.

5.3.1 The policy owner(s) are responsible to:

5.3.1.1 Perform due diligence to confirm that the information is accurate and compliant with any applicable regulations, contracts, and laws.

5.3.1.2 Ensure the final policy is updated in other locations including training manuals, provider manuals, websites, portals, intranets, and any other locations.

5.3.1.3 Communicate revised policies to appropriate health plan staff and external stakeholders, as applicable. Communication must be documented and retained with the policy. Documentation could include inclusion in meeting minutes, email communication, and training attendance logs.

5.3.2 The CMA Contact Lead is responsible to:

5.3.2.1 Obtain all required Committee reviews prior to finalizing the policy.

5.3.2.2 Update the final version of the policy in the RMHP Policy and Procedure Library.

6.0 Procedure

6.1 Community Advisory Committee Membership

6.1.1 Representation.

- 6.1.1.1 RMHP CMA will recruit and support members that represent the characteristics of the community as it relates to diversity of race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, abilities, and disabilities, and socio-economic status.
- 6.1.1.2 RMHP CMA will make every effort to recruit and maintain a majority of members or people with lived experience over professionals.
- 6.1.1.3 Membership will include regional representation from at least one, but not limited to, of each of the following:
 - 6.1.1.3.1 County commissioners, area agencies on aging, medical professionals, physical and/or intellectual disability professionals, ombudsmen, human service agencies, county government officials, mental/behavioral health professionals, and
 - 6.1.1.3.2 Regional representation from one or more Long-Term Services and Supports Members or Family Members of individuals receiving Long-Term Services and Supports including Members with I/DD and/or Members with disabilities. Members receive priority of selection over Family Members.
- 6.1.2 Application and Approval.
 - 6.1.2.1 Interested persons may apply by completing the [CAC Interest Form](#).
 - 6.1.2.2 Facilitators conduct an initial review and send final candidates to RMHP for approval.
 - 6.1.2.3 RMHP CMA retains final approval of all members of the CAC to ensure proper representation.
 - 6.1.2.4 CAC members will be notified of their appointment, including the effective date, length of appointment, and overall responsibilities outlined in this document.
- 6.1.3 Training.
 - 6.1.3.1 Newly approved CAC members complete required training prior to CAC service.
 - 6.1.3.2 CAC members are trained in confidentiality, mandatory reporting, and disability cultural competency.
- 6.1.4 Conflict of Interest.
 - 6.1.4.1 CAC members must maintain confidentiality per HIPAA and state regulations.
 - 6.1.4.2 CAC members must participate respectfully and represent community interests, not their own case or interests.
 - 6.1.4.3 CAC members must not participate in feedback, discussion, or review of any case or complaint in which there is an actual or perceived conflict of interest, including but not limited to their own complaint, a complaint in which they are a party, or discussion related to their own case.
 - 6.1.4.4 CAC members sign a conflict of interest attestation prior to CAC service and annually thereafter.

6.1.5 CAC Member Count and Quorum.

6.1.5.1 The CMA will maintain a CAC roster that includes the names of members and area of representation. The CAC roster is made available on the RMHP CMA website and to the Department or the community upon request.

6.1.5.2 CAC membership and quorum is based on the number of people served. The quorum includes a majority of Members with lived experience.

6.1.5.3 RMHP CMA will have a committee membership of no less than 7 with a quorum of 4. If the CAC is comprised of greater than 7 members, the quorum will be a simple majority.

6.1.5.4 If a quorum is not reached, the meeting may continue, but final recommendations or votes must wait until a quorum is met.

6.1.6 Attendance.

6.1.6.1 If a CAC member misses 2 meetings in a row, the facilitator will connect with the member to understand their situation.

6.1.6.2 The facilitator will make a recommendation to RMHP regarding the individual's situation.

6.1.7 Term Limit and Termination.

6.1.7.1 CAC members hold a 2-year term with the option to renew for a maximum of 6 years.

6.1.7.2 CAC members may resign by notifying RMHP in writing of their intent to resign.

6.1.7.3 RMHP CMA reserves the right to terminate any CAC member that violates this policy.

6.2 Community Advisory Committee Meetings

6.2.1 Equitable Access.

6.2.1.1 RMHP CMA provides equitable access to meetings including online access.

6.2.2 Regularly scheduled meetings.

6.2.2.1 CAC meeting information is posted on the RMHP CMA website not less than 14 business days prior to the meeting. Information posted includes the date, time, and location, link, and/or phone number.

6.2.2.2 Meeting agenda is posted on the website not less than 7 business days prior to the meeting.

6.2.3 Special or emergency meetings.

6.2.3.1 Meeting information is posted on the website not less than 24 hours prior to the meeting. Information posted includes the date, time, location, and the meeting agenda.

6.3 Advisory Function Only.

6.3.1 The CAC functions in an advisory capacity only, providing recommendations to the CMA, and has no decision-making power.

6.3.2 Committee recommendations and potential outcomes are documented in the CAC notes.

6.4 Agenda Requirements.

6.4.1 Monthly Complaint Review and Discussion.

6.4.1.1 RMHP CMA reports on complaint trends and actions taken. The CAC reviews, discusses, and makes recommendations to the CMA. The CAC reviews the complaint policy and makes recommendations to the CMA for their consideration.

6.4.2 Policy Review. Reviews policies at least once per contract period.

6.4.2.1 Exceptions. RMHP CMA maintains an HCPF approved policy for serving Members outside of its Defined Service Areas (DSAs) and for Members to request to be served by a CMA outside of their DSA. The CAC reviews this policy annually.

6.4.3 Marketing Strategies and Materials. Reviews various CMA marketing materials, strategies, member survey materials, flyers, and communications.

6.4.4 Member Satisfaction Survey.

6.4.4.1 Reviews the Member Satisfaction Survey policy and operational procedure, including survey forms and processes.

6.4.4.2 Reviews the results of the survey and provides feedback regarding quality concerns, issues, and community engagement.

6.4.5 Resource Development and CMA Operations.

6.5 CMA Governing Body Meetings.

6.5.1 The Governing Body for the CMA meets at the end of each CAC meeting.

6.5.2 The meeting is open to the public. Members of CAC are encouraged to attend.

6.5.3 Public Comment.

6.5.3.1 Public Comment is included on each agenda.

6.5.3.2 Each meeting reasonably allows for public comment to accommodate community needs.

6.5.3.3 Comments sent to CMA-Public-Comment@uhc.com are read during the meeting.

6.5.4 Governing Body Updates. Members of the Governing Body provide updates related to CMA business and answer questions.

6.5.5 Financial Statements & Audits. Financial statements are presented by the Governing Body at each regularly scheduled quarterly meeting.

6.6 Meeting Materials.

6.6.1 Materials available for public dissemination at the time the agenda is posted are also posted on the website.

6.6.2 Materials not yet approved for public dissemination, materials approved or finalized during the meeting, and/or those materials (or portions thereof) that are legally prohibited to be disclosed (e.g., HIPAA, Executive Session documents) are not posted on the website until such time they may be approved, final, and meet legal disclosure requirements.

6.7 Meeting Minutes.

- 6.7.1 RMHP CMA uses the HCPF CAC Meeting Minutes template, demonstrating compliance with regulatory and contractual requirements.
- 6.7.2 Once approved, meeting minutes are posted on the RMHP CMA website. Minutes are posted prior to the next regularly scheduled meeting.

6.8 Collaboration with the Governing Body

- 6.8.1 The CAC reports to the Governing Body. The Governing Body ensures the CAC convenes at least quarterly. The CAC serves in an advisory capacity only, providing recommendations to the CMA.

7.0 References

8.0 Attachments/Appendices

9.0 Revision History

VERSION	DATE	REVISED BY	DESCRIPTION OF CHANGES
0	02/25/2025	Sheila Worth	Original Governing Body Policy
1	03/11/2026	Sheila Worth	Separate out the CAC policy from the Governing Body policy, add CAC procedures. Added CAC request to address recommendation outcomes.