Rocky Mountain Health Plans®
A UnitedHealthcare Company

2025 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









One-Time Investments,

Countless Impacts

In 2025, we invested over $3 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.

$3.4M

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 organizational capacity to coordinate and expand SDoH programs through staff hiring, program development, and retention efforts.
- Supporting food security initiatives, including food pantry services for outpatient behavioral health programs and expansion of food distribution and access to nutrient-dense fruits and vegetables.
- Establishing and sustaining community resource hubs that address food security, transportation, social support, and basic needs, including permanent community resource centers in rural areas.
- Purchasing vehicles to support transportation, home-based services, and community-based SDoH outreach for Medicaid members.
- Providing member-direct goods and supports, including reading camp tuition and short-term assistance during coverage gaps or care transitions.



Health Equity Initiatives

- Supporting culturally appropriate delivery models that reflect the lived experience, language, and traditions of the communities served.
- Funding promotora and bilingual/bicultural workforce capacity to deliver behavioral health and supportive services to immigrant and Indigenous Medicaid members.
- Advancing equity-focused workforce development through DEI trainings and culturally responsive education initiatives.
- Expanding expressive arts-based mental health programs that serve LGBTQIA⁺ and BIPOC communities, with a focus on youth and underserved populations.
- Investing in culturally competent healthcare training through participation in national Indigenous health conferences and subsequent local workforce training.

Behavioral Health Quality & Access

- Expanding access to behavioral health services through workforce training, certification, and clinician retention initiatives, including IDD-focused provider education.
- Supporting innovative and evidence-based therapeutic modalities, including equine therapy, expressive arts therapy, and resilience-focused programming for rural and agricultural communities.
- Providing bridge funding to sustain crisis services, therapist incentive programs, and behavioral health access during operational or contract transitions.
- Improving access to essential behavioral health services through bilingual and bicultural therapy models for immigrant and Medicaid-reliant populations.
- Supporting infrastructure and transportation needs, including vehicle purchases for community-based behavioral health service delivery.

Health Care Quality & Access

- Expanding primary and specialty care access through clinic program development, enhanced referral pathways, follow-up testing, and care coordination.
- Supporting dental care access through mobile dental clinics, practice expansion, and investment in new dental technology.
- Strengthening the healthcare workforce through clinician training, fellowships, and salary support to improve quality and continuity of care.
- Addressing access gaps through short-term medical cost support and care coordination during provider transitions or coverage disruptions.
- Enhancing accessibility and service delivery through facility investments, equipment upgrades, and program expansion across community-based healthcare settings. Trainings for providers serving members living with intellectual and developmental disabilities.



Recurring Investments for

Continued Community Care

In addition to our 2025 one-time community funding initiatives, we also made a total of $7 million in recurring investments.

$2.2M in community-based organizations, including a health information exchange, housing, food programs, and health equity programs.

$3.3M 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.

$1.5M 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.
- Hiring and integrating child psychiatric services in one practice.
- Sustained a wrap around program for folks with high ED utilization at St. Mary's Family Residency.
- Pharmacy services for integrated care in one practice.
- BH focused care coordination roles across several practices.



ICCT Initiatives

- Supporting case management and care coordination for Medicaid members, including 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.
- Addressing food insecurity through community food access and nutrition support initiatives.
- Supporting transportation from emergency departments for individuals requiring residential psychiatric placement.
- Operating a mental health hub to improve access to mental health resources, education, and coordinated referrals.



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.

$4.25M 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).

$13.3M 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.

$1.1M in prospective enhanced primary care payments for those practices with the highest demonstrated capabilities.

$6.8M in community reinvestment for savings achieved through RMHP PRIME programs.

$400K

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

$30K

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

4 Corners Children's Clinic

The 4 Eagle Foundation

Acorn Behavioral Health Services

Alternatives to Violence

Altitude Pediatrics

Ariel Clinical Services

Aspen Summit Wellness & Counseling

Axis Health

Behavioral Health & Wellness

Bright Star Care

Building Hope

Care and Share Food Bank

Castle Valley Children's Clinic

Cedar Point Health

Center for Enriched Communication

Children's Wellness Center-Colorado

City of Grand Junction

Clifton Christian Church Food Bank

Collaborative Trauma Solutions

Colorado Cross-Disability Coalition

Colorado Mesa University

Colorado Mountain College

Colorado River Fire Rescue

Colorado West Emergency Physicians

CommonSpirit Hospital

Community Compassion Outreach

Community Care Alliance

Community Food Bank

Community Health Provider Alliance

Consultants for Children

Creative Directions Counseling and Consulting

Delta County Ambulance District

Delta County Memorial Hospital

Denver Adolescent Therapy Group

Dove Creek Care & Share

Eagle Valley Behavioral Health

Eagle Valley Family Practice

Region 1 Community Investment Recipients *(2 of 3)*

Early Morning Orchard

Eastern Colorado Services

Eastern Colorado Services for the Developmentally Disabled

EDCare

Family Health West Primary Care

Food Bank for Larimer County

Food Bank of the Rockies

Good Food Collective

Good Samaritan Cortez

Grand County Rural Health Network

Grand Junction Housing Authority

Grand Valley Behavioral Health

Grand Valley Equine Assisted Learning Center

Grand Valley Fire Protection District

Great Education Colorado

Great Expectations

Green Root Therapy

Guardian Transport & Security

Gunnison County Department of Human Services

Harmony Acres

Harrington Arts Alliance

Health District of Northern Larimer County

Health Partnership-Grand County Rural Health Network

Hilltop Health Services

The Hive

Homeward Bound

Hunger Free Colorado

Impact on Education

In the Weeds

Inner Strength Therapy Services

Integrated Insight

Kaiser Permanente

Karis Inc.

KidStuff Child and Family Counseling

Kikta Behavioral Health

Kings and Priests

The Learning Council

LiftUp of Routt County

Loving Beyond Understanding

Lower Valley Fire District

Mancos United

Marissa Dominguez

Memorial Regional Health

Mental Health Colorado

Mesa County Department of Human Services

Mesa County Libraries

Mesa County Public Health

Mesa Developmental Services

Midvalley Family Practice

Mind Renewal Behavioral Health Services

Montrose Regional Health

Mountain Family

Mountain Family Health Centers

Mountain Pride

Mountain Roots Food Bank

North Colorado Health Alliance

Northern Colorado Health Partnership

Northwest Colorado Health

Olathe Community Clinic

Oliver Behavioral Consultants

PDF Consulting

Peak Family Medicine

Region 1 Community Investment Recipients (*3 of 3*)

Pediatric Associates of Durango

Pediatric Associates of Montrose

The Pediatric Association

Pediatric Partners of the Southwest

Pediatric Partners of Glenwood Springs

Pitkin County Department of Human Services

Plan de Salud Del Valle

Plateau Valley Fire Department

Polaris

Poudre Valley Health System

Primary Care Partners

PrimeHealth+

Project 1.27 (EchoFlex)

Quality Health Network

R5 High School

Raise the Future

Real Conversations Inc.

Recovery Resources

Rennewanz-Reeves Counseling

Resilient Colorado

River Valley Family Health Center

Riverside Education Center

Roaring Fork Family Practice

Rocky Mountain Clinics – Front Range

Rocky Mountain Farmers Union

Safer More Affirming Communities

SCL Health Medical Group

Signal Behavioral Health Network

Southern Ute Tribal Council

Southwest Center for Mental Health

Southwest Colorado Center for Independence

Southwest Colorado Mental Health Center

St Mary's Family Medicine

St. Mary's Hospital Foundation

St. Vincent Health

Steadman Group

Summit Community Care Clinic

Summit County Government

Telluride Medical Center

Trailhead Christian Counseling

TreeTop Child Advocacy Center

Tri Unity

Tri-County Health Network

Uncompahgre Medical Center

United Way of Mesa County

UpRoot Colorado

Valley View Hospital Association

West Mountain Regional Health Alliance

Western Colorado Alliance

Western Slope Native American resource Center

Willow Collective

Yarrow Collective

Young Invincibles

Young People of Culture & Rainbow Youth Center

Youth Closet and Toy Chest







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 rmhp.org/our-stories

AgWell & the Rocky Mountain Farmers Union

Since its beginning in 1907, the Rocky Mountain Farmers Union has advocated for family farmers, ranchers, and rural communities. RMFU is a member-driven grassroots organization with a mission of achieving profitability for family farmers and ranchers, promoting stewardship of land and water resources, delivering safe, healthful food to consumers, and strengthening rural communities through education, legislation, and cooperation.

A strategic initiative of the Rocky Mountain Farmers Union, AgWell seeks to create support systems and opportunities for social connection throughout even the most rural regions of Colorado, New Mexico, and Wyoming. With a focus on farm stress reduction and farmer well-being initiatives, we believe that we can create a world where farmers, ranchers, and their communities thrive.

Rocky Mountain Health Plans' investment in the Health Neighborhood initiative allowed us to meaningfully expand AgWell programming, strengthen trusted community partnerships, and increase access to behavioral health resources and social connection opportunities for agricultural producers in some of Colorado's most rural communities.

The funding supported:

- Staffing for Colorado's inaugural Agricultural Behavioral Health Summit, significantly increasing opportunities for social connection and behavioral health education in rural agricultural communities.
- The Nourish the Farmer Initiative in the North Fork Valley, which focused on healthy eating and nourishment for those working in farming. This one-time effort was so successful that it organically grew into its own movement: A **Nourish Our Farmers Coalition** now works in the North Fork Valley on its own accord.
- The expansion of the Coffee Break Project in the San Luis Valley, which allowed community partners to move from informal collaboration to a coordinated, year-round effort by supporting monthly coffee gatherings, quarterly agricultural mental health socials, promotional outreach, and dedicated coordination.

I spoke with a farmer who was recently widowed. We spoke for approximately 40 minutes, catching up about the season and sharing stories. During the course of the conversation, we laughed, cried, and visioned about the future of his farm, which seemed bright to him after friends had come to help with some fall planting. **I realized that this project was about more than feeding farmers; it was about the nourishment that we get from being connected as community members, sharing food, and opening our hearts to each other.**

– Participant, Nourish the Farmer Initiative

We got great feedback on the challenges of farm worker mental health through the presentation of Jesus in Spanish. People reported that Jesus offering his experience in Spanish helped people understand the language barrier and the challenging experience of people working in Colorado as agricultural workers who speak a different language. In their words, ***'Please tell Jesus thank you for sharing his story. It was so helpful to understand the challenges of being a farmworker and helped me see the beauty and value of being a part of an organization that can support and advocate for my well-being.'***

– Co-organizer, Agricultural Behavioral Health Summit

I loved hearing the conversations happening among our farmers and ranchers during our morning coffee events and our agricultural community socials. This year has been particularly hard for our agricultural community due to drought and economic reasons. **To have a space to come and talk through some of the hardships among the community but also to laugh and share stories was so important this year! Consistent ag socials, COMET trainings, and events really helped to keep some of our community above water this year.**

– Participant, Coffee Break expansion in the San Luis Valley

Guardian Transport & Security

Guardian Transport & Security is a Behavioral Health Transport Service for patients who are in crisis, transporting them between hospitals, crisis centers, and substance use facilities.

Thanks to the Health Neighborhood funding from Rocky Mountain Health Plans, Guardian Transport & Security expanded transport services across Southwest Colorado through vehicle purchases, staff hiring and training, technology upgrades, and regional partnerships to help manage transport demands.

This partnership has built a stronger, more resilient safety net for vulnerable populations requiring secure transport across Southwest Colorado, allowing Guardian to:

- Complete 91 total transports in the Southwest Region.
- Purchase 3 vehicles for transport operations in the Southwest Region.
- Maintain and renew operational certifications for La Plata, San Miguel, Archuleta, and Montezuma Counties.
- Hire staff and conduct training to manage transport requests.
- Meet with the Southern Ute Indian Tribe during a stakeholder meeting in February.
- Build working relationships with the Emergency Room staff at CommonSpirit Mercy Medical Center, the Crisis team at AXIS-Durango, and Southwest Hospital in Cortez.
- Meet with the team at CommonSpirit Mercy Medical Hospital to address Behavioral Health Secure Transport (BHST) challenges and discuss hiring off-duty Mercy security guards to work for Guardian.
- Begin the process of partnering with Sheriff Dan Covault and local deputies in San Miguel County on a pilot program to contract deputies as Guardian drivers for faster response times (*dependent on staff availability with the local deputies*).
- Make additional contacts for Incarcerated Transports (county to county) needs from various counties (*under exploration*).

Guardian Transport provides dependable, secure transport to clients in the Southwest region of Colorado. They are professional, easy to book, and have excellent ongoing communication. Guardian's team of drivers is punctual and capable with clients. Their team has great flexibility and willingness to accommodate long transports of rural origin, which has often radically reduced clients' long wait times for transport to out-of-area higher levels of care.

– Client, Guardian Transport & Security

Guardian Transport is consistently responsive and readily available when urgent mental health transfers are needed on short notice. **Their reliability and friendly staff helps make finding transport for our clients easier and helps reduce delays in getting our clients to the definitive care they need.**

– Client, Guardian Transport & Security

Mesa County Public Health

Formed in 1948, Mesa County Public Health works collaboratively to provide Mesa County residents the opportunity to make choices that allow them to live a healthy life. Our mission and vision are to understand, promote, and protect the health of a supportive community where everyone can flourish.

Through Rocky Mountain Health Plans' investment in the Health Neighborhood initiative, Mesa County Public Health engaged with **550 households** – nearly 1,150 individuals, including 700+ Medicaid members – to provide enhanced resource navigation support for housing, food, lifeline phones, financial assistance, mental health, and employment needs.

The funding supported:

- Significant advancement of professional training for the Grand Valley Connects (GVC) team to become fully credentialed Community Health Workers in the State of Colorado (the most recently hired bilingual Resource Navigator is currently working through coursework to do the same).
- Filming and launching of a video marketing campaign featuring Resource Navigator Sandi Fairbanks and a community member who has received support from GVC to increase program awareness across Mesa County.
- Expansion of GVC's geographic reach by establishing a regular outstation and outreach presence at the Clifton Library.
- Structural collaborations with emergency services [City of Grand Junction Paramedicine Collaboration (GJ Cares)] to begin referrals directly into GVC.
- Creation of a simplified, one-page triage guide through a collaboration with School District 51 and Hilltop tailored for educational partner use to streamline the referral process for high-acuity children and their families to GVC, Western Colorado 211, and/or Family & Adolescent Partnership.

Substance Use Recovery and Workforce Integration: A Testimony of Impact

For a Medicaid member in his 40s, a major life crisis led to unemployment, homelessness, and severe substance use.

Needing both near-term support and a path toward long-term stability, staff helped him enroll in SNAP to address immediate stabilization needs. Based on an assessment, staff also recommended and helped secure placement in the Circle Program, a residential treatment facility providing concurrent addiction treatment and transitional housing. He successfully completed the residential program and has since transitioned to community leadership as an AA meeting facilitator and secured employment with Mind Springs Detox. As of our last contact with him, he was also actively completing professional certifications in addiction treatment.

Oliver Behavioral Consultants

Oliver Behavioral Consultants is a diverse team of highly skilled providers representing speech pathology, applied behavior analysis, occupational therapy, and the mental health field whose sole goal is to help improve the quality of life for those we serve. Our mission is to serve Medicaid families with mental and behavioral health needs, particularly as the need for expanded services continues to grow among vulnerable populations and in rural and frontier communities.

We specialize in serving children and adults with Autism (ASD) and other developmental issues, including high-end diagnostic evaluations and behavioral health supports, and provide CRT, High Intensity Treatments, and value-based trainings to Rocky Mountain Health Plans.

Our treatments are provided where they are needed, be it in the home or community, with services available in both English and Spanish to persons of diverse ages and ability levels. Ninety percent of our clients are Medicaid-funded, and 85% are Latino in self-identification.

The investment provided by Rocky Mountain Health Plans through the Health Neighborhood supported OBC's Community Nutrition and Education Program and, specifically, the Neighbor to Neighbor Supports initiative, which aims to address food insecurity, promote nutritional education, and build stronger community networks to foster resilience and self-sufficiency among underserved and vulnerable Medicaid populations. Additionally, by partnering with ARC Thrift to address clothing and other needs, OBC was able to increase supports related to social determinants of health among multiple communities.

The funding helped serve 18 Western Slope Counties, providing:

- 2780 fresh protein servings and 3276 non-perishable food servings.
- 74 articles of clothing to 140 families.
- 398 resource folders offering information on maintaining and enrolling in MDC assistance/RAE programs.
- ~1,990 individuals received additional SDoH information and navigation materials.
- Educational and legal access information to over 355 individuals related to immigration or domestic conflict support.

We are so happy when we see your bus parked outside the food bank. We have had some changes with assistance, and you have been such a blessing for us.

– Senior Spanish-speaking couple from Montrose with DME needs

I live out of my car and don't have a lot of friends. The extra food is a lifesaver for me, and the clothes you brought kept me warm during the winter. But more than anything, **I enjoyed having someone I could talk to about my life and dreams. I'll never forget you. You saved my life with your words.**

– Young male from Delta

United Way of Mesa County

Founded in 1959 in Grand Junction, United Way of Mesa County funds programs provided by health and human service agencies in Mesa County. The programs address a variety of social problems focused on building financial stability and strength, improving health and well-being for all in Mesa County, helping young people realize their full potential, and supporting community resilience by addressing urgent needs today for a better tomorrow. We do what no single organization can do: We connect and mobilize resources, people, and passion in strategic ways to achieve our goals, transform Mesa County, and change the story for thousands of people.

The purchase of a Jeep, made possible by Rocky Mountain Health Plans' Health Neighborhood funding, has significantly strengthened United Way of Mesa County's United to Solve Homelessness program outreach efforts by improving our ability to reach unhoused and low-income community members where they are. The vehicle serves as a critical component of our Outreach Hub, enabling staff to deliver essential resources, build trusting relationships, and connect individuals with housing, health, and supportive services.

The Jeep's purchase in 2025 has supported:

- Service to 315 unduplicated clients through the Outreach Hub.
- Distribution of more than 6,000 gallons of water and over 200 essential supplies, including wipes, clothing, trash bags, food kits, toilet paper, sunscreen, and more.
- Transition of 7 individuals into permanent housing.
- Connecting clients to behavioral health services, employment opportunities, workforce training, and critical benefits, contributing to greater stability and improved long-term outcomes.

Susan's Story (*name changed for privacy*)

United Way of Mesa County first met Susan while conducting outreach in our Jeep, delivering essential supplies and connecting with individuals experiencing homelessness. At the time, Susan had been experiencing homelessness for more than 30 years but expressed a genuine desire to change her circumstances. Through ongoing engagement, our team connected Susan with services at our Services Hub and coordinated additional support through community partners. We helped her navigate housing resources, access supportive services, and address barriers that had prevented her from achieving stability for decades. Our outreach Jeep also provided transportation to critical dental care appointments, allowing her to complete treatment.

Susan is now permanently housed and is expected to receive her new dentures within the next few weeks.

Roger's Story (*name changed for privacy*)

Our outreach team first met Roger while conducting mobile outreach at a homeless encampment known as the "Ice Rink." Living unsheltered and experiencing chronic homelessness, Roger was an older adult with multiple disabilities who faced many barriers to accessing services that he needed on his own. Through repeated visits in our outreach Jeep, our team built trust and connected Roger with critical resources. We helped him apply for disability benefits and navigate the housing system. Based on his age, disabilities, and overall vulnerability, he qualified for expedited placement on the housing waitlist.

Today, Roger has been permanently housed for several months and is living in a safe, stable environment.



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