ROCKY MOUNTAIN HEALTH PLANS®

A UnitedHealthcare Company

BHASO Region 1

Rocky Mountain Health Plans

Regional Advisory Council

Meeting Minutes

Date: June 18, 2026

Summary

Meeting: BHASO Region 1 – Rocky Mountain Health Plans (RMHP) Regional Advisory Council
Date: June 18, 2026

Key highlights

1. **BHASO Region 1 Quarterly Data Overview**

- **covers care coordination, crisis response, withdrawal management, outpatient and residential services.**
- **Information regarding the BHASO care coordination care line and email inbox**
- **Described the internal tiering system for referrals, which stratifies clients based on their needs**
- **Focuses on short term navigation, while also addressing more intensive needs, including CYMHTA and involuntary commitment.**
- **Clarified that higher levels of care that referrals are made when initial services are insufficient, often due to suicide risk or other acute needs, leading to residential or inpatient treatment.**

- **The tiering process involves assessment by care coordinators to determine appropriate escalation.**
- **Mobile Crisis Response Data – The role of 988 line management, which assesses callers and dispatches crisis responders, as needed crisis line management, as well as self dispatch calls, noting steady call volumes and minimal referrals to higher levels of care.**
- **Withdrawal Management and Outpatient Services -Experiencing challenges with data integrity and withdrawal management reporting, showed improvements in quarter 3.**
- **Outpatient showed increase visits and admissions, showing the difference within admissions, new clients and encounters, individual visits**
- **Data changes for fiscal year 2027 highlighted with ongoing provider training.**
- **Specialized Programs Overview -Includes CYMHTA, CERT, involuntary commitment, care coordination, ACT, Ascent and women's treatment services explained importance Priority populations was emphasized**

2. **Regional BHASO Letter of Recommendation Planning -Brainstorming, to identify service gaps, barriers and priority populations, for the annual letter of recommendation**

- **Council members discussed gaps in the continuum of care, including limited mobile crisis capacity, disappearing detox services, workforce shortages, transportation challenges and stigma.**
- **Discussed needs for collaboration between justice and medical systems collaboration, as well as the importance of transitional recovery services**
- **Priority Populations and Specialty Services-This includes uninsured, underinsured, Medicaid eligible and acute behavioral health needs.**
- **Systems and data recommendations Suggestions made for improvement to the BHA client care search platform, to enhance provider access to network data and to broaden the scope of searchable services.**
- **Recommendation of stigma reduction training for rural communities and the importance of breaking down silos and integrating care coordination teams.**
- **Criminal Justice and behavioral health integration discussed in using Assisted Outpatient Treatment (AOT), for state to develop this platform with 24/7 access to support services, peer mentorship and collaboration with criminal justice agencies. Standardized transition emphasized.**
- **Workforce Development and partnerships -Workforce shortage and need for creative partnerships. Align with certification with community colleges, developing practical workforce solutions.**

3. **Letter of Recommendation Drafting Process**

- **Outlined collaboratively process for council members to submit individual priorities and feedback, using an outline on previously sent specifications, with narrative feedback**
- **Set clear priorities to avoid an overly lengthy document, focusing on common themes sent in.**
- **The council will refine and organize input to highlight the most critical issues.**
- **Council members work independently to identify priorities and submit them by July 6 to ReNae**
- **Send existing draft documents or lists of identified service gaps and needs, send to Renae for compilation and distribution for the council**
- **Follow up with email to all council members, outlining the exact ask, parameters and deadlines for submitting input for the letter of recommendation**
- **Compile and draft final letter in August council meeting**
- **Schedule work session in mid-July for council members to review compiled input and collaboratively draft the letter of recommendation, prior to the august council meeting**

Attendees:

RMHP: ReNae Anderson, Christina Bruce, Maureen Carney, Tom Keller, Amanda Kennedy, Roseanna Milanovic, Paula Schramm

Council Members: Michael Aragon, Lizeth Campos, Diana De La Fuente, Felix Lopez, Hans Lutgrin, Andi Tilmann,

Guests: Paula Belcher, Marjorie Grimsley, Zach Rodriguez, Liz Thomas,

****Next Regional Council Meeting August 20, 2026****