RMHP Member Advisory Council
2018 Meeting Summaries

Western Slope Member Advisory Council
Quarter One: March 2018

- DentaQuest and Dental Lifeline Network presented to the group and answered questions. As a result of input from the group, DentaQuest created posters about the adult dental benefit to be placed in physician and human services offices. The group got information and a power point that was forwarded to each member to be able to engage in peer outreach about the dental benefit and about resources on the Western Slope for people whose dental needs exceed the benefit.
- Discussion with Rocky Mountain Health Plans Customer Service Management on the topic of “Why Would Medicaid Members Call Customer Service?”
- Discussion and advice to RMHP from the group about transition and representation of Region One on the “new” Performance Improvement Advisory Committee (PIAC) that will be formed after the transition to the RAE model.
- Overview of website ideas and advice from the group
- Accountable Health Communities Model (AHCM) discussion, particularly about the screening tool - input from the group was shared with group representatives. Decision to have deeper discussion about this at May meeting and to ask staff to come and discuss.

Quarter Two: May 2018

- Discussion with RMHP Customer Service about the new One Call Center. Advice to RMHP about having a “go to” person at different counties for eligibility issues because they get many calls about Medicaid eligibility.
- Review of how the provider directory on the RMHP website works and discussion about how to help clients be more aware of this resource (or ability to call One Call Center to get help finding a doctor).
- Discussion of improvements RMHP is planning for in ACC 2.0 such as provider tiers where those who are open to new Medicaid clients get higher pay. Discussion about the letters that will be sent to clients about the transition and how to help peers through transition. Advice provided to RMHP about what will and will not be likely to upset clients. Discussion about transition and list of what people need to know (no benefits are changing) and what we can do to help (review RMHP’s Getting Started Guide resource). Council provided RMHP with a list of questions clients are likely to have as letters come out. The group also identified desired improvements.
- Accountable Health Communities Model (AHCM) discussion and input on how to get more client involvement in the various sub regional groups. Each local group has a different focus but all of
the groups are focused on something related to social determinants of health. Discussion about positives and negatives of additional screening from a client perspective and how to message what this is and is not.

- Presentation by group members on Arc of Mesa County and People First of Mesa County.

**Quarter Three: August 2018**

This meeting was held in Glenwood Springs. We had a tour and meeting with the FQHC there, Mountain Family Health Centers, including a tour of their “Farmacy” which is a garden with fresh food. We also had a presentation from HCPF on the Medicaid Buy-In for Working Adults with Disabilities. These two activities took most of the meeting time. There was a discussion on concerns about the transition to ACC 2.0. Concerns included:

- Some people were not getting letters at all
- Others were confused about the letters
- Incorrect attributions
- Name of clinic was formal/legal name and people did not understand that they might be attributed to the right clinic because they did not know the name.

**Quarter Four: December 2018**

- Presentation on Adverse Childhood Experiences and the importance of “Trauma Informed Parenting” by a group member.
- Presentation on transition from prisons and how people do (or do not) get Medicaid and medical help and related issues by the Colorado Coalition for Criminal Justice Reform (CCJRC).
- Discussion with a mental health provider about why some providers do not want to take Medicaid clients and what we can do about this.
- Learning activity on racial equity particularly with regard to indigenous populations led by a group member.

**Other Activity of Western Slope CAC:**

- Website review
- Publication review
- Developed orientation for new members
- Participated in 2 Veteran Stand Down Events, Senior Law Conference, and other local outreach events.
- Regular reports by members on PIAC, Regional Center, Local Activities at most meetings

**2019 Plans Include:**

- Implement member engagement metrics
- Place members on Accountable Health Communities Model (AHCM) committees
- Focus groups on Behavioral Health
• Continue local outreach events
• Outreach to tribes

Larimer County Summary of 2018 Activity:
The Larimer County activity had been focused on the Deaf Community from 2015 forward, with the exception of some focus groups in 2017. Effort was put into creating a more diverse council in the 2nd half of the year once the RAE was established.

A small council was seated with approximately 7 members in September of 2018. They had three meetings in 2018, created a charter, set meeting dates and began the process of self education. In addition to an organizational meeting they had presentations on:

• Medicaid overview
• Dental Benefits (from Denta Quest)
• Case management (from the Northern Larimer County Integrated Community Care Team - known as the “MACC” Team - Leader and RMHP local case manager)

Early 2019 activities will include:

• Additional outreach for members
• Outreach activities of group
• Discussion of mental health changes, particularly crisis services and mental health for people that have other disabilities. This has been identified as a significant issue in the community.
• Discussion about Medicaid transportation
• Selection of representatives to local PIAC and other committees that need client voice
**Bridging Communications: Summary of 2018 Activity**

There are Bridging Communications groups in Larimer County and on the Western Slope. They accomplished the following in 2018:

- Hosted Deaf Access Conference including presentation by disability rights attorney in Grand Junction in September
- Met with the Colorado Commission on the Deaf, Hard of Hearing and Deaf/Blind in Larimer and Mesa Counties
- Met with staff from the Joint Budget Committee which led to funding for the Rural Interpreting Services Pilot (RISP) to increase access to communication for the Deaf community throughout rural Colorado. Several representatives from the groups are participating in the RISP advisory council.
- Presented to Community Hospital Staff in Grand Junction
- Created “Deaf appointment cards” for Western Slope Deaf members to help facilitate interpreter requests.
- Developed script for provider training video (Larimer County)

**2019 Activities will include:**

- Producing and distributing provider video on Deaf culture
- Second Deaf Access Conference on the Western Slope
- Participation in RISP Advisory Council
- Follow interpreter legislation and advocate for remote participation opportunities
- Host interpreter appreciation event
- Continue outreach to other Deaf individuals about ACC 2.0