colorado access

Adult Program Improvement Advisory Committee (PIAC) MEETING MINUTES

DATE: November 11, 2025   **LOCATION:** Virtual
TIME: 4:00PM – 6:00PM

Name	Organization	Present	COA Staff Present
Amy Albrecht	Intermountain Health	v	Becky Selig
Annie Bacci	TGTHR		Dave Aragon
Ashleigh Phillips	CommonSpirit Health	v	Nancy Viera
Carolyn Hall	Heartland Mental Health, CO Mental Wellness Network	v	Joy Twesigye
Cassie Williams	Denver Department of Public Health & Environment	v	Carrie Jones
Chantal Holt	Health First Colorado Caregiver	v	Ashlie Brown
Denise Hosier	WellPower	v	Keri Kugler
Helen Pattou	International Rescue Committee		Lexi Dienstbier
Hiba Muhtar	Health First Colorado Member		Casey Thomas
Jamie Rodriguez	Adams County Public Health		Dr. Lauren Brassfield
Judy Shlay	Public Health Institute at Denver Health	v	Shelley Cooper
Laura Brayer-Don	Arapahoe County Public Health		
Laura Ciancone	Douglas County - DHS		**Other Guests**
Lyssa Towl	Vivent Health	v	Amanda Kelly-Doris
Mary Henneck	Health First Colorado Caregiver	v	Ann Morgenthaler
Michael Chism	Mile High Psychiatry		Becky Hildebrand
Miriam Garcia	Para ti Mujer		Brittany Conroy
Rachel Henderson	Health First Colorado Member	v	Cathi Redmond
Robert Conkey	Health First Colorado Member	v	Chris Nichols
Ross Miller	SafeSide Recovery		Ellie Spoering
Sarah Holt	Health First Colorado Member	v	Katie Koblenz
			Kellee Beckworth
			Keri Schreckengost
			Nur Akkurt
			Rachel Castleton
			Stacy Thoutt
			Stephanie Brinks
			Stephanie Phibbs
			Tim Wimbush

(x) - In Person attendee; (v) – Virtual attendee

Agenda Items	
Welcome, Intros	

Charter Review	Becky Selig, Senior Community Engagement Liaison Updated draft charter presented and opened the floor for questions. Comments included: • A question about aligning term limits with the 7-year contract cycle; Becky agreed to review this for accuracy • A request for more clarity regarding what data Colorado Access will share with PIAC members. Becky explained that twice per year, the team will bring metrics and key performance indicators required by the state but noted the specifics may vary by topic The group completed a consensus vote using a virtual fist-to-five. Responses were primarily fours and fives, indicating strong support for adopting the charter
Policy and Emerging Issues Update	Carrie Jones, Health Policy Analyst, Colorado Access Updates on policy developments expected in the 2026 legislative session. Items included: • Colorado is anticipating a very challenging budget year due to federal tax changes that will create major deficits over time, including Medicaid-related impacts • Reinstating prior authorization for outpatient therapy after a set number of visits, though access remains unchanged until that threshold is met • Changes to the Cover All Coloradans program, which will move members to fee-for-service and remove access to care management through the RAEs • Centralizing some county-level processing of SNAP and Medicaid functions, with minimal expected impact on members • A proposal to delay the rollout of the community health worker Medicaid benefit from 2026 to 2028, which Colorado Access opposes but is monitoring closely • Carrie also noted a HCPF survey gathering member feedback and shared the link for participation

Digital Engagement Roadmap	Ashlie Brown, Chief Strategy & Technology Officer, Colorado Access
	
	• Presented Colorado Access's multi-year digital engagement roadmap. They described efforts to modernize digital tools for members, providers, and community partners beginning in 2026
	• Key discussion points included:
	   o Interoperability requirements from CMS and the need to ensure secure data sharing only with providers/plans who have an established member relationship. The team clarified that data is limited, protected, and not broadly accessible to outside parties
	   o Member engagement tools under consideration, such as care coordination chat features, digital programs for chronic conditions, electronic social-needs referrals, digital outreach methods, and incentive program administration tools. Each comes with separate costs and often separate apps, prompting discussion about app fatigue for members
	• A poll indicated the strongest member interest was in a social-needs referral platform, with general interest in most tools. Most participants preferred a single consolidated app rather than multiple separate apps
	• Member feedback emphasized:
	   o The need to avoid overwhelming members with multiple technologies
	   o Ensuring accessibility for elderly members and those without smartphones
	   o Maintaining human support alongside digital options

Hospital Transformation Program Update	Representatives from several hospital systems presented an overview of Hospital Transformation Program (HTP). Key points included: • HTP is in year five of a five-year statewide initiative focused on improving outcomes and reducing costs for Medicaid members in hospitals • Hospitals discussed behavioral health discharge planning requirements, including identifying patients with mental health or substance use needs, ensuring discharge packets include appropriate community resources, and automating notifications to RAEs through electronic systems • Presenters shared examples of discharge processes and emphasized ongoing updates to maintain accuracy and consistency across hospitals • Participants received contact lists for each hospital system for any follow-up or questions
Action Items	• Review charter term-length for alignment with the 7-year contract cycle. • Colorado Access to continue providing updates on legislative impacts as more details emerge. • Digital engagement team to incorporate PIAC feedback into roadmap planning, especially around app consolidation and accessibility.

Meeting Adjourned at 6:00 pm
Next PIAC Meeting: February 10, 2026, virtual